



STANDING COMMITTEE ON HEALTH AND COMMUNITY WELLBEING
Mr Johnathan Davis MLA (Chair), Mr James Milligan MLA (Deputy Chair), Mr Michael Pettersson MLA

Inquiry into Annual and Financial Reports 2020-2021
QUESTION ON NOTICE

[Mark Parton]: To ask the [Minister for Housing and Suburban Development]

[Ref: QTON 36 – Hansard 29 October 2021]

In relation to: the increased productivity of work completed within the correct amount of time by Programmed Facilities Management (PFM)

1. How frequently are the regular performance checks between Housing ACT and PFM conducted;

As part of the Quality Assurance Service under the Total Facilities Management (TFM) Services Agreement (the Agreement), PFM undertake an annual audit program; monthly work order reviews; quarterly targeted audits; and quality spot checks on Services. These audits are reported as key performance indicators on a monthly and quarterly basis by Programmed.

The Agreement allows Housing ACT to undertake quality assurance over the delivery of services by PFM. To support its quality assurance activities, Housing ACT has developed the TFM Quality Assurance Framework. The Framework sets out clear principles for quality assurance activities, a risk-based planning and prioritisation approach, and clear lines of reporting and accountability for the quality assurance activities within an ISO 9000 framework. In line with their approved annual audit program, regular quality assurance activities are undertaken by both the Contract Management Team and the Quality Assurance and Risk Team, each of which has separate responsibilities and accountability.

At the end of each Financial Year, Housing ACT undertake performance audits to evaluate the performance of PFM under the Agreement. The ACT Audit Office released its report into Housing ACT's implementation of the TFM contract with PFM in March 2021, making only one recommendation which has been completed and implemented.

2. How is the work allocated into the four priority categories now vs how it was allocated prior to the identification of inconsistent practices in May 2020?

Back in 2020, some inconsistent practices were identified by Housing ACT, around how PFM allocated work to the 4 priority categories. New processes were implemented to monitor job allocation, and training was undertaken by the PFM's call centre staff. As a result of this work, there has been consistent practice ever since and works are allocated based on the urgency of the maintenance concern as listed:

U4: Where there is an immediate health, safety or security risk, or where a property will be further damaged if work is not carried out. Examples include burst water service, gas leak, dangerous electrical fault.

PND: Where there is a failure of essential service. Examples include loss of hot water or heating.

D5: Where there is a need to fix a problem that is not a health, safety, or security issue, but could develop into a health safety or security concern if not attended to promptly. Examples include hot water slow to heat, most of the stove not working.

D20: Works that do not fall into the previous categories, however, still require attention. Normally, these works do not affect the liveability of the home. Works that fall into the D20 category may be scheduled for repair within 20 days or placed on the planned maintenance program. Examples include door handles, cracked floor tile, slow leaking tap, painting, or under the planned schedule, kitchen or bathroom upgrades.

3. What is the exact procedure from when a tenants calls up to report maintenance through to completion;

A tenant calls the Programmed maintenance help desk on 6207 1500 to raise a work order. The tenant needs to provide their name, number and address. The Programmed help desk operator will ask a series of questions to ensure they capture the work order required. The works will then be allocated a timeframe according to the urgency of the request (as above in question 2).

Any work classified as urgent will be completed within 4 hours (U4) or under a PND (priority next day) and the tenant is informed of this at the time of raising the work order.

Any work order not classified as urgent will be raised as a D5 (within 5 days) or D20 (within 20 days) or placed on a planned maintenance program depending on the nature of the works. The work order is passed on to a contractor who will contact the tenant and arrange a mutually agreeable time to attend the property and conduct the required maintenance.

4. What are the on time completion targets for each of the Response Code Category timeframes;

All Responsive Repairs and Maintenance work is completed within the agreed timeframes. However, TFM must provide a Responsive Repairs and Maintenance Service in accordance with the following Response Code Category and completion criteria:

Quarterly Assessment					
Performance KPI	Superior (equal or exceed)	Above Standard (equal or exceed)	Standard (equal or exceed)	Below Standard (equal or exceed)	Inferior (less)
KPI - % of all U4's completed within 4 hours	98%	96%	94%	92%	92%
KPI - % of all PND completed by 5pm the following calendar day	98%	96%	94%	92%	92%
KPI - % of all P5's completed within five (5) calendar days	98%	96%	94%	92%	92%
KPI - % of all R20's completed within 20 calendar days	100%	99%	98%	97%	97%

Under the Agreement, any individual KPI rated Inferior requires an urgent rectification plan to be provided to Housing ACT within 2 weeks of notification by the Territory.

5. What are the actual number of work orders completed on time within each of the 4 categories;

For Quarters 1 and 2 of the 2021/2022 financial year the following number of work orders have been complete on time for each category:

U4: 4875 work orders were completed within the required time frame

PND: 1740 work orders were completed within the required time frame

D5: 2184 work orders were completed within the required time frame

D20: 3952 work orders were completed within the required time frame

6. When actual expenditure is tracking above budget, is the prioritisation of maintenance changed;

Under the Total Facilities Management Services Agreement (the Agreement), the TFM Contractor must maintain a minimum annual ratio of 70% planned works to 30% responsive repairs throughout the Term of the Agreement (70:30 ratio).

Additionally, the Agreement allows Housing ACT to adjust the budget from time to time in order to prioritise urgent work and defer non-urgent work in order to manage the budget.

According to the Agreement, PFM must manage the Reimbursable Services such that they are delivered within the Services Budget. The Agreement is supported by a governance structure allowing oversight of services delivered by PFM and includes a Performance Management System which provides a clear and integrated mechanism to monitor and measure the performance of PFM in delivering the overall objectives of the Agreement.

PFM does not have discretion to spend over the Services Budget. Housing ACT observes overspending on the Services Budget as a significant risk, and thus has the ability to invoke the Step-In clause and control the Agreement's budget management.

7. Is there some kind of identifier in the maintenance system relating to when an instruction comes from the Housing Minister to perform maintenance;

- a. And if so how many times has it been used in 2020/21 and YTD for 2021/22?*

No.

Approved for circulation to the Standing Committee on Health and Community Wellbeing

Signature:

Date:

04/04/22

By the Minister for Housing and Suburban Development, Yvette Berry MLA