

2021

**THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY**

**Government Response to the ACT Auditor-General Report No 2 of 2021 –
Total Facilities Management Contract Implementation**

Presented by

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The ACT Government welcomed the ACT Auditor-General’s Performance Audit Report into the implementation of the Total Facilities Management contract for the ACT’s 11,700 public and community housing properties.

This independent Audit has found that Housing ACT has established and operates an effective governance structure to support the Total Facilities Management contract, including measures to scrutinise daily administration through to higher-level oversight. It is important that this significant contract is subject to the independent scrutiny provided by the Auditor-General because every single day decisions are made under this contract to provide services to some of Canberra’s most vulnerable in our community.

From the administrators to the tradespeople, hundreds of decisions are made about what and where repairs are to be made, decisions about the quality and cost of those repairs. Our community needs to have confidence that every one of those decisions is managed well and has appropriate oversight.

The Auditor-General has found that Housing ACT and the company responsible for delivering maintenance under the Total Facilities Management contract, Programmed FM, have made significant improvements since the commencement of the contract to ensure the processes for monitoring and scrutinising the services delivered are robust and effective.

In response to the 2016 audit of the Total Facilities Management Contract, which contained 18 recommendations across a range of services, Housing ACT made a commitment to ensure that future contracts were robust and structured to achieve the outcomes that Government and our community expect.

As a result, this audit report makes only one recommendation on how we can improve the management of the Total Facilities Management contract.

RECOMMENDATION 1

The below outlines the ACT Government response to the recommendation made in the audit.

Action - what	Delivery Method - how	Progress	Status
Housing ACT will undertake a review of the senior director role and implement any additional controls that may be required.	Mapping role responsibilities incl. governance group membership to highlight any risk points.	An initial review undertaken.	Commenced.