

Facility Management

The Facilities Management industry plays a significant role in the delivery of facilities services to the built environment. Its primary function is the provision of buildings and the minimisation of operational life cycle costs. The industry is also responsible for ensuring that services are delivered in a way that contributes to the productivity and profitability of building occupants, as well as improved returns for owners and investors.

Effective Facility Management (FM) ensures that the capital investment in our roads, rails, schools, hospitals and office buildings provides best ongoing value to its users and the community. As an example, the full operating and maintenance cost of a modern hospital takes just one or two years to equal the design and construction cost of the facility itself. Achieving best value in construction is important but designing, owning and operating a facility over its life is critical in achieving maximum value in its use and minimising ongoing operation and maintenance costs.

The industry evolved during the 1980s as a consequence of businesses outsourcing activities such as the management and maintenance of buildings. Today, the FM industry contributes around \$13.4 billion (2002/3) in direct and indirect GDP to the Australian economy and employs around 172,000 persons or 2.1% of Australia's workforce.

For more information about FM or to receive a copy of the Access Economics FM report contact Fiona Parker Ph 03 8346 8106 Email Fiona.Parker@fma.com.au at the Facility Management Association of Australia.

Facilities Management Action Agenda

The Facilities Management Action Agenda has been developed by a Strategic Industry Leaders Group and with the support of the Department of Industry, Tourism and Resources. It aims to develop a strategic framework for the growth of a sustainable and internationally competitive Australian facilities management sector. The Action Agenda consists of 20 recommended actions related to raising public recognition of the industry, improving innovation, raising the level of education and training, addressing regulatory impediments and promoting sustainability in Australia's built environment.

For more information about the Action Agenda contact John McLinden Ph 02 6213 6669 Email john.mclinden@industry.gov.au at The Department of Industry Tourism and Resources - Manufacturing, Engineering and Construction Division.

Sydney Opera House Facilities Management Exemplar Project

The Sydney Opera House FM Exemplar Project aims to identify industry best practice using one of world's iconic buildings as a model. As a functioning performing arts centre, tourist attraction and a major State Government asset, Sydney Opera House must demonstrate that its maintenance budget is used effectively in order to provide value for its stakeholders. The varied skills of the project participants are all focussed on creating 'route models' which, while designed for the specific needs of Sydney Opera House, can be applied to any class of building. Three key research themes are being investigated: digital interface modelling, procurement and benchmarking under the umbrella of the integration of these into the Strategic Asset Maintenance Plan and the Business Objectives of Sydney Opera House. The aim is to highlight how the interaction between business objectives and the effective delivery of FM services can act as a 'business enabler'.

Centre for Cooperative Research (CRC) for Construction Innovation

"The Australian CRC for Construction Innovation is a national research development implementation centre focused on the needs of the property, design, construction and facility management sectors. CRC for Construction Innovation takes ideas and turns them into collaborative research to produce industry-relevant results for our partners and the whole industry. We encourage innovation in our research, and collaboration in our projects." Keith Hampson CEO CRC for Construction Innovation

The Participants



Facility Management Association of Australia (FMA)

"As the professional body for facilities managers in Australia, the FMA has been working towards greater awareness and acknowledgement of the value of facilities management from its inception. The Facilities Management Action Agenda and the SOH Exemplar project have been driven by FMA in recognition that they will ultimately facilitate greater awareness within business and the wider community about the benefits of managing the physical work environment strategically." Stephen Ballesty, Chairman Facility Management Association of Australia



Transfield Services Australia

"Our success has been founded on a culture that promotes innovation, best practice and achieving ongoing savings for our clients. We are proud to support a project that aims to encourage similar aspirations in the Facilities Management industry. We look forward to helping to raise the profile of this growing industry and to share our experience with others." George Spink, Executive General Manager, Facilities Management www.transfieldservices.com



Sydney Opera House

"Sydney Opera House is renowned as a world class performing arts centre staging a diverse performing arts program. With over 4 million visitors and 2000 performances a year, effective facilities management is critical to our success. The FM Exemplar project will enhance the SOH Facilities team's understanding of how we contribute to the experience of all our customers and enable us to demonstrate and improve our effectiveness through the development of business-oriented benchmarking, information management, planning tools and processes." Paul Akhurst, Acting Facilities Director, SOH



Rider Hunt

"This project provides the basis under which we can practically articulate the recommendations of the Facilities management Action Agenda and produce tools and road maps for the effective implementation of many of the specific actions. Rider Hunt is particularly happy to be providing the leadership for a project that will focus on industry outcomes in innovation, education, best-practice standards and sustainability." Jason Morris, Rider Hunt

Research Team:



The University of Sydney

Supported by:



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