

Register by 22 December 2006 and save up to \$595



# Facilities Management

## CONFERENCE 2007

19 - 20 February 2007 - Amora Jamison Hotel, Sydney

### Developing a more robust facilities management programme

#### Case studies and commentary from

- Hull City Council
- The Australian Antarctic Territory
- CSIRO
- University of Sydney
- Royal Australian Navy
- Queen Victoria Building
- No 1 Martin Place
- Department of Energy Utilities and Sustainability
- State Library of NSW
- 500 Collins Street

#### A conference you can't afford to miss

- Discover the latest development of the Facilities Management Action Agenda
- Firmly place facilities management within your organisation's core business and value considerations
- Assess the strengths and weaknesses of outsourcing opportunities
- Examine just how effective Energy Performance Contracting really is
- Effectively implement sustainability upgrades whilst continuing operations

### Featuring an exclusive behind the scenes visit of the Royal Australian Navy base at Garden Island

#### What delegates said last year

*"I made good contacts, renewed old acquaintances and learnt more about FM"*

John Coombes, Site Services Manager, ANSTO

*"Good speakers and interesting site visit"*

Rob Price, Commercial Manager, Alice Springs Airport

*"The topics were varied...and the site visit added variation"*

Richard Rayner, Tenancy Manager, Lend Lease Management Services

Researched & Developed by





# Facilities Management

CONFERENCE 2007

19 - 20 February 2007 - Amora Jamison Hotel, Sydney

Dear Facilities Manager,

Australia's **12th annual Facilities Management Conference** will enable you to keep updated on the latest developments in the successful management of your facilities.

Featuring a panel of industry specialists from a broad section of industries this conference will give you the information you need to maximise the efficient operations of facility management and manage life cycle and operation costs.

**Hear from leading experts as they address relevant and timely issues.**

**International Keynote**



Learn how Andrew Snowden transformed management of **Hull City Council's** government built assets. Prior to 2004 Hull City Council had been subject to considerable criticism from the UK Government's Audit Commission. Within two years Andrew successfully led this council through a phenomenal turn around using a Quality Assurance approach.

**PLUS**

- Discover the innovative solutions involved in managing facilities in the Australia Antarctic Territory
- Learn how Kador managed the upgrading 500 Collins St to become a more environmentally sustainable building whilst maintaining high tenancy rates
- Profit from the opportunities afforded by sustainable development
- Assess the role and value of a performance approach to building procurement and facilities management
- Learn from the experience of the State Library of NSW who have been Energy Performance Contracting for 5 years – is it as great as everyone thinks?

There is lots of discussion about what should be happening in facilities management. Researched and developed with over 80 of your peers, this conference will give you the skills and confidence to assess the viability of, and implement, new ideas.

On behalf of the chair and speakers I look forward to meeting you in February 2007

Yours Sincerely

Aaron Gay  
Conference Director

**Facilities Management Conference 2007**



## Sponsorship and Exhibition Solutions

We understand the challenges in winning new contracts and retaining existing business with the Facilities Management sector.

The commercial opportunity available to organisations at one or all of IIR's conferences is substantial, so ask yourself who you want to do business with and look towards our Sponsorship & Exhibition solutions as the first major step in influencing key Facilities Management executives.

For details on how we can work together, contact Jeff Johnson on 02 9080 4073 or email: [jjohnson@iir.com.au](mailto:jjohnson@iir.com.au)



# Facilities Management

CONFERENCE 2007

**DAY 1: Monday 19th February 2007**

9:00 **Opening Remarks from Chair**

9:10 **The Facilities Management Action Agenda – progress report**

- Find out how this action agenda is being implemented a year and a half on
- Incorporating learned strategies into your future FM model
- Assessing how developments in the Action Agenda will effect the FM industry in Australia

**FMAA Communications Chair**

**Steve Gladwin, Director, Tungsten Group**

9:50 **Strategic relationship of FM within core business and value considerations**

- Assessing how companies have put FM in place successfully and highlighted the value add of the department
- Incorporating your FM plan into your company's objectives
- Successfully managing the FM department and integrate it with the rest of your company
- Ensuring shared knowledge and communication within your department

**Paul Akhurst, FM Director, Sydney Opera House (invited)**

10:50 Morning coffee break

11:20 **Raising awareness of the FM profession in Australia**

- Promoting innovation in the industry and encouraging "best-practice" models
- Assessing the development of FM as a profession – recognition, education & training
- Following in the footsteps of the US & UK with respect to FM strategies
- FM as a career path and assessing the future job market
- Effects of lack of skilled labour on the industry

**David Leifer, Co-ordinator of Graduate Programme FM, University of Sydney**

12:00 **Corporate property & FM – QVB & No 1 Martin Place**

- Aligning the different business functions to achieve a WIN WIN partnership between owner and tenant
- How can FM be incorporated successfully into leases?
- Successfully managing various tenants concerns and upgrades in a heritage building to unlock retail potential
- Case study on The Queen Victoria Building redevelopment. Working with tenant, council and public concerns
- The role of FM in managing tenancy retail design and working with essential services to maximising visual impact
- Successfully aligning the interests of the owners/tenants with your strategy
- Importance of proactive maintenance programming and restoration in heritage buildings
- Review of the limitations of a heritage buildings verses new.

**Benjamin Naughtin, Facilities Manager, Ipoh Management Services**

12:40 Lunch

1:40 **In-sourcing versus out-sourcing and maximising efficiency**

- Evaluating how to effectively manage contractors
- Co-ordinating and managing a successful out-sourcing strategy
- Debating options of when out-sourcing is appropriate and when it is more efficient to do it in-house
- Assessing safety issues relating to out-sourced contractors

**speaker to be confirmed**

2:40 **Managing and maintaining heritage assets**

- Successfully maintaining heritage facilities while ensuring functionality
- Understanding the importance of restoration work and maintenance details "in-keeping" with the original facility
- Addressing a total asset management approach to various heritage facilities
- Upgrading facilities to successfully accommodate increased student numbers and a sustainable business model

**Chris Legge-Wilkinson, Manager (Heritage Policy and Projects), Campus Property and Services, University of Sydney**

3:20 Afternoon coffee break

3:50 **Using rating tools for benchmarking and sustainability**

- Assessing the implications of industry benchmarks, and how to use them to your advantage
- Understanding developments and implications of various rating tools such as ABGR and NABERS
- Find out how a "green" strategy can decrease costs and promote environmental sustainability through the life cycle of the facility
- Putting policy into practice – effectively incorporate best practices into your FM strategy

**Matthew Clark, Building Performance Ratings, Department of Energy Utilities and Sustainability**

4:30 **Role & value of the performance approach in building procurement and FM**

- Understanding the concept and applications of the performance approach through the built asset's life cycle
- Assessing the benefits of a performance approach in managing your facility effectively
- Establishing target requirements and promoting best practice approaches/solutions
- FM's role in getting most things right in new capital projects

**Dr Greg Foliente, Senior Principal Research Scientist & Leader, High Performance Buildings & Infrastructure, CSIRO Sustainable Ecosystems**

5:00 **Closing Remarks and Drinks Reception**





## DAY 2: Tuesday 20th February 2007

### 8:00 **Exclusive “behind the scenes” site visit of the Royal Australian Navy (RAN) Base at Garden Island**

Garden Island is the principal east coast naval base of the RAN, and home port for many RAN ships. Incorporating many assets and the largest graving dock in the Southern Hemisphere this is your opportunity to delve beyond the exterior and explore in-depth this vast facility. See and hear for yourself the challenges faced and strategies needed to be adopted to maintain this unique facility effectively. The tour will be hosted by both the RAN and Australian Defence Industries (ADI) - who lease part of the base - who will be able to provide you with in-depth knowledge and insights into the management and maintenance of this unusual facility.

10:30 Morning coffee break

### 11:00 **INTERNATIONAL KEYNOTE ADDRESS: Quality Assurance of Local Government: the British Experience**

Increasing concern with transparency, accountability and driving up public sector performance led the British Government to introduce Corporate Performance Assessment across English Local Government. Devised and implemented by the Audit Commission, the tool has become increasingly competitive, challenging, and, some would argue, distorting and overbearing.

**This address will cover:**

- The need for QA in Local Government
- Approaches to QA in Local Government
- A Case Study of its application in the City of Hull
- What can be learned by Australia from the UK experience to date

**Andy Snowden, Corporate Director, Regeneration and Renewal, Hull City Council**

### 12:00 **Assessing Energy Performance Contracting (EPC) 5 years on – a case study from the State Library of NSW**

- Hear from one of the first people in the state to adopt EPC what the consequences and outcomes are 5 years down the track
- Assessing the benefits and challenges throughout the lifecycle of the project
- Effectively address contract management and procurement issues
- Understanding what type of facility is best suited to EPC
- Find out how to adopt EPC within a heritage building and during refurbishment work
- What are the financial benefits for your facility in EPC?

**Jim Sinclair, Facilities Manager, State Library of NSW**

1:00 Lunch

### 2:00 **Ecologically Sustainable Development Practices**

- Profiting from Sustainability – Your Building Project
- Find out about how the project is developing and how it can benefit you and your facility
- Addressing the business case for sustainable buildings
- Take away strategies from best practice case studies and lessons learnt
- Changing attitudes and behaviour towards sustainability
- Assessing sustainability within the whole life cycle of the facility
- Using the project for benchmarking and performance rating

**Tony Stapledon, Project Leader,**

**CRC for Construction Innovation**

**With Australian Greenhouse Office (Tony Marker)**

### 2:40 **Effectively upgrading to a more environmentally sustainable building while keeping productivity – A case study of 500 Collins St**

- Addressing how ESD principals can be incorporated into an existing 30 year old property
- Highlighting how an environmentally sustainable approach can save you money in the long run
- Find out how to achieve a dramatic refurbishment and upgrade while maintaining at least 80 per cent occupancy
- Understanding the pitfalls of the project and how these were successfully overcome
- What effect did involving the operations manager right from the start have on the future running of the building?

**Paul Martin, Director, Kador Group**

3:30 Afternoon coffee break

### 4:00 **CASE STUDY: Managing Facilities in extreme conditions – The Australian Antarctic**

- Assessing the challenges of maintaining facilities in extreme environments
- Understanding the extra precautions and challenges that have to be overcome
- Highlighting safety and OH&S concerns
- Maximising the effectiveness of a diverse set of employees in multi-regional sites

**Reg Mauderer, Manager, Property & Security, Australian Antarctic Division Department of Environment & Heritage**

4:40 Conference Close



# Facilities Management

CONFERENCE 2007

**WORKSHOP:** Wednesday 21st February 2007

## Successfully managing Public Sector Assets using a Quality Assurance (QA) Approach

9.00am – 12.30pm

This workshop is intended for those responsible for managing Government's built assets. It proceeds from the view that the 'business objective' is the overall wellbeing of the community and effective and efficient delivery of services. The ownership and maintenance of assets are sometimes seen as a 'necessary evil', or a distraction, making the facilities function appear as a burdensome cost centre. Participants will be encouraged to develop an appropriate QA approach for their organisations.

### Attendees at this workshop will gain:

- An awareness of the forces generating the need for Quality Assurance in Government, and how these pressures were manifest in the UK
- An understanding of the elements that are embraced by QA in the Government context; an understanding of an example of deployment of both the European QA instrument, and the UK governments own approach, and
- An ability to develop a QA approach for your organisation

### About your workshop leader:



#### Andy Snowden

Prior to 2004 Hull City Council had been subject to considerable criticism by the UK Government's Audit Commission. With the approval of the Office of the Deputy Prime Minister, Andy Snowden was selected to lead the Council's 'recovery programme'. The extent of programme activity enacted meant that it became the foremost priority for the Council particularly as it was subjected to intense Central Government scrutiny and monitored closely by a Government Intervention Team. The challenge was compounded by an inadequate corporate support infrastructure to support change in an organisation of 14000 employees.

The recovery programme involved projects for Housing, Secondary Education, Human Resource Transformation, Strategic Procurement, developing Community and Customer Focus, and Re-engineering the Council.

Rapid improvements have been made in the key areas of Housing, (Decent homes Standard, Council Housing Stock Options, Repairs and Maintenance services), Performance Management; creation of a new corporate central resource; and the introduction of a new strategic framework for procurement. This was done simultaneously and included a strategy to secure substantial efficiency savings while boosting the focus on quality solutions to our customers needs.

Success in the programme has resulted in the withdrawal of the Government Intervention Team early in 2006. Hull City has now received commendation by the Audit Commission for the Council in an ethical governance audit– a dramatic improvement since the highly critical Corporate Governance Inspection reports of 2002 and 2003.

Learning from the last 2 years reinforced Andy's belief in the central importance of leadership, both political and administrative in public sector organisations and the need for all organisations to give a higher priority to developing appropriate skills in this area.



## VENUE & TRAVEL

19 - 20 February 2007



Amora Jamison Hotel

11 Jamison St, Sydney NSW 2000

Ph: (02) 9696 2500

Fax: (02) 9696 2600

\*\*Hotel accommodation: mention you are attending an IIR event for the best rate.



### TRAVEL FOR DELEGATES - DISCOUNTED

For all your travel and accommodation requirements contact Sharon Wells at Bay Travel on (02) 9928 2114 or email [sharon@baytravel.com.au](mailto:sharon@baytravel.com.au) and quote the conference name.

## REGISTER NOW - FOUR EASY WAYS



Call Peter Spanos now to register!!!

[peter.spanos@iir.com.au](mailto:peter.spanos@iir.com.au)



Complete and fax this registration form to:

(+61 2) 9290 2519



(+61 2) 9080 4078 remember to quote **BD06**



Mail this completed form together with payment to:

Customer Service Manager

PO Box 200, Queen Victoria Building, NSW 1230

**TEAM DISCOUNTS**  
Team Discounts - Register 4 delegates for the price of 3! Call (+61 2) 9080 4078 today!

REGISTER EARLY & SAVE UP TO \$595!	(Early Bird) Book & Pay on or before 22 December 06				(Special Discount) Book & Pay between 23 December 06 & 25 January 07				(Normal Rate) Book & Pay after 25 January 07			
	PRICE	GST	TOTAL	SAVE	PRICE	GST	TOTAL	SAVE	PRICE	GST	TOTAL	SAVE
<input type="checkbox"/> 2 Day Conference only	\$2095.00	\$209.50	\$2304.50	\$300	\$2295.00	\$229.50	\$2414.50	\$100	\$2395.00	\$239.50	\$2634.50	
<input type="checkbox"/> 2 1/2 Day Package (Conference + workshop A <input type="checkbox"/> or B <input type="checkbox"/>	\$2695.00	\$269.50	\$2964.50	\$595	\$2895.00	\$289.50	\$3184.50	\$395	\$2995.00	\$299.50	\$3294.50	\$295
<input type="checkbox"/> 1/2 Day Package (Workshop A <input type="checkbox"/> or B <input type="checkbox"/>	\$795.00	\$79.50	\$874.50	\$100	\$795.00	\$79.50	\$874.50	\$100	\$895.00	\$89.50	\$984.50	

Yes! Please send me more information regarding sponsorship or exhibiting at this event \* Savings include Early Bird Discounts PLUS Multiple Day Discounts. The conference fee does not include hotel accommodation and travel.

## YES! PLEASE REGISTER ME FOR FACILITIES MANAGEMENT CONFERENCE 2007

1st Delegate Name: (Mr/Mrs/Ms)

Job Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

YES! I would like to receive Free email information on relevant events

2nd Delegate Name: (Mr/Mrs/Ms)

Job Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

For additional delegates please photocopy this form or register online

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Country: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Approving Manager: (Mr/Mrs/Ms)

Job Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Booking Contact: (Mr/Mrs/Ms)

Job Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

I do not wish to have my details made available to other organisations.

I do not wish to receive any further mailings from IIR.

### 3 EASY WAYS TO PAY

Cheque, Enclosed is our cheque for \$ \_\_\_\_\_ in favour of IIR Pty Ltd.  
**Please ensure that conference code L1296 is written on the back of the cheque**

EFT- Remitting to IIR Pty Ltd BSB No. 062 217 A/C No. 0027 7915 with the Commonwealth Bank North Sydney. Expected date of transfer \_\_\_\_\_ and EFT reference No \_\_\_\_\_

Please debit my:  VISA  MASTERCARD  BANKCARD  DINERS\*  AMEX\*  
Card No:

Cardholders Name: \_\_\_\_\_

Expiry Date:     with the sum of \$ \_\_\_\_\_

Signature: \_\_\_\_\_

If Government:  Federal  State  Local Purchase Order No: \_\_\_\_\_

\*A credit card fee of 1% will apply for payments made by AMEX or Diners. Once your booking is received your place is automatically reserved. Payment in full is required before the course. Delegates will receive a tax invoice upon receipt of registration.



**Cancellation Policy:** Should you be unable to attend, a substitute delegate is always welcome at no extra charge. Alternatively, a full refund, less \$220 (inc GST) service charge, will be made for cancellations received in writing (letter, fax, email) up to two weeks prior to the event. Regrettably, no refunds can be made less than 15 days before the event. For any event cancelled by IIR, registration fees are fully refundable.

**Privacy Policy** available online at [www.iir.com.au](http://www.iir.com.au)

**Team Discounts:** \* Conditions apply. Contact (+61 2) 9080 4078 for details

**Program:** IIR reserves the right to alter the venue &/or speakers

**Papers:** To purchase conference speaker papers e-mail [peter.spanos@iir.com.au](mailto:peter.spanos@iir.com.au)

For additional delegates please photocopy this form

To fast-track your registration please quote **BD06**



# Facilities Management

CONFERENCE 2007

19 - 20 February 2007 - Amora Jamison Hotel, Sydney

Developing a more robust  
facilities management programme

