

Schedule 5

MAINTENANCE STANDARDS

1. Terms and Definitions

The following are the terms and definitions in relation to Maintenance Standards as used in the Management Agreement (and Schedules) and the Management Specifications.

Maintenance Standards – means the standard to which an asset is to be maintained for a defined period of time and is related to the use and long term plans of the Operator.

Routine Maintenance – means minor maintenance works that generally occur on a per annum basis and is further defined as either preventative or corrective maintenance.

Preventative Maintenance – means regular planned maintenance activities that occur each year (for example, fire protection and exit lighting).

Corrective Maintenance – means unplanned maintenance activities that are budgeted for on a per annum basis (for example, broken locks and blocked toilets) and are low cost items less than \$5,000 for any one item.

Capital Works – means an activity or program of activities that will enhance the function of an asset, create/acquire a new asset or materially extend the life of an asset beyond its original designed life.

Major Maintenance – means maintenance where the cost per item is greater than \$5,000 and occurs outside a per annum cycle that can be planned on a regular basis or on a condition assessment. This includes, repairs that are designed to ensure the whole asset reaches its intended economic life, the complete renewal of an element or sub element (for example, a major roof repair, overhaul of air conditioning plant, re-painting).

Major Asset Replacement – means the replacement of an asset or major component where the cost is greater than \$5000 for any one item

2. Introduction

These Maintenance Standards define a desired condition of facilities with respect to visual appearance, functionality, economic performance and legal compliance. The Maintenance Standards are outcome oriented and do not themselves dictate maintenance or cleaning tasks or budgets. Maintenance and cleaning standards influence planning, and establish quality and presentation levels, which maintenance and cleaning service providers are required to achieve.

The Maintenance Standards are defined at five levels, each referring to a category that may be allocated to individual facilities or parts of a facility. The five levels are:

Category	Standard
A	Exceptional
B	High
C	Standard
D	Minimal
E	Mothball

Areas or facilities may be allocated by the Department to various categories at different points of their life cycle. As examples, the standard of some facilities may be raised by one level for the period of a special event or function, or reduced for a time prior to sale or demolition.

3. Aims and usage

Maintenance and cleaning standards are aimed at avoiding confusion and uncertainty about the overall level of condition to which a facility or part of a facility is to be maintained. The standards enable the development of maintenance and cleaning policies and practices to be negotiated and agreed between the Commissioner and the Operator. They can then be used to:

- set the type and frequency of cyclic maintenance and inspections
- define acceptable threshold levels of performance and presentation
- fix acceptable standards of workmanship, appearance and cleanliness
- establish acceptable response times for the correction of faults or for cleaning after special events or emergencies
- define performance criteria for maintenance or cleaning contracts.

The following pages describe the characteristics of each category.

Category A - Exceptional

Characteristics:

In such areas the requirement is to preserve the facility in "as new" condition continuously and indefinitely, and to correct unacceptable conditions swiftly and unobtrusively.

Examples:

Prestige areas with symbolic significance or with critically important functional needs. Examples include Parliament Houses (public areas, the chambers, and ministerial accommodation) and hospital operating theatres. The Department has not currently adopted the use of an "A" standard in any area of its facilities.

Performance Criteria:

<i>Visual appearance</i>	As new, or highest quality reasonably achievable.
<i>Function</i>	All elements must function as intended at all times, with no down time tolerated during periods of intended use.
<i>Legal</i>	All legal responsibilities must be met.
<i>Financial</i>	Financial and economic criteria are not primary considerations in planning maintenance programs for buildings of this type. Maximum efficiency of maintenance and cleaning operations is required, to minimise expenditure in achieving the desired outcomes.

Planning implications:

A very high proportion of maintenance and cleaning in such areas must be undertaken on a pre-planned, regular basis. Inspections, maintenance tasks and cleaning operations must be scheduled outside normal working hours or when the facility is not in use, although

cleaning staff must be on hand at all times for the regular and unobtrusive cleaning of items such as ash trays, rubbish containers, and areas subject to finger marking such as counter tops.

A rapid response capability must be available to respond to any failures which occur when the facility is in use, and on a round the clock basis if required. All essential spares must be kept in inventory or readily available at short notice elsewhere. Planned redundancy or duplication of items may be appropriate.

Comprehensive and regular inspections are carried out frequently and all existing or incipient defects rectified promptly.

Facilities in this category typically contain unusual special purpose finishes, structures and plant materials (marble cladding, tiling, integral sculptures, special paints, timbers or transplanted mature plant material) and may have to comply with heritage or other conservation criteria. Maintenance work orders must be fully detailed and include all necessary work practices and materials. Full reference manuals and instructions must be kept available for ready reference.

Category B - High

Characteristics:

In such areas the requirement is to preserve the facility in good condition both visually and functionally, and to respond promptly in the event of failures.

Examples:

For the Department the "B" standard has been applied to food preparation areas and the key facility systems, security and communications, emergency power and fire.

These four areas are critical to day to day prisoner control and "duty of care". For food preparation areas the focus is to maintain a clean hygienic area that complies with Legislative Requirements and to ensure all support systems function accordingly. For the building systems the "B" standard has a focus on functionality, legal compliance and prompt response times. Visual appearance may not be a key focus, however this can be assumed to comply as the extent of preventive maintenance applied ensures only minor deterioration is allowed.

Performance Criteria:

<i>Visual appearance</i>	Minor signs of deterioration when viewed closely may be acceptable. No deterioration when viewed from normal distance. Some deterioration may be tolerated for short periods of time.
<i>Function</i>	All elements must function as intended during periods of intended use, with a low probability of failure.
<i>Legal</i>	All responsibilities should be met.
<i>Financial</i>	The primary aim in this category is to maximise the long term economic performance of the facility. Refurbishments, equipment replacements and maintenance planning should be in a strategic framework, and decisions taken on a life-cycle basis.

Planning implications:

A high proportion of maintenance should be undertaken on a cyclic basis, in order to reduce failures and maintain an adequate level of functionality and appearance. Cleaning, inspections and maintenance tasks should be planned in conjunction with the user to

minimise disruption, but some interruptions to service can be tolerated. Arrangements may have to be made for the regular cleaning of such items as ash trays, rubbish containers and counter tops at regular intervals to maintain satisfactory standards of presentation.

A call out capability must be available when the facility is in use, in order to respond to failures reported by users. Unusual items should be kept in inventory, but some delays and certain substitutions may be acceptable.

Inspections should be carried out regularly and defects rectified as soon as possible.

Category C - Standard

Characteristics:

This standard is the "default" standard which should apply if no special conditions are present. It is aimed at preserving essential functionality, complying with statutory health, safety and environmental obligations, and rectifying faults before consequential damage incurs additional cost.

In such cases the requirement is to preserve the operational capacity of the facility as much as possible. This standard does not in itself require close attention to physical appearance except in so far as it is desirable in order to meet the other criteria.

Examples:

This standard applies to most areas under the Department's control including, cells, administration offices, gate houses, armoury, recreation, residences and outer grounds. The standard is based on providing acceptable accommodation to inmates and staff. The "C" standard provides for some flexibility by example, some cells housing "A" or problem inmates may receive a higher level of attention (for example, repairs to cell call system and wall finishes). Other examples of the "C" standard include administrative office accommodation for business organisations or Government, the operational areas of manufacturing operations, most areas of universities, schools and gaols.

Performance Criteria:

<i>Visual appearance</i>	In this category physical appearance is not the major consideration and some minor signs of deterioration when viewed from normal distance are acceptable.
<i>Function</i>	All required elements should function as intended during periods of intended use. Minor failures, excluding those which bring a threat to safety or security, can be tolerated.
<i>Legal</i>	All requirements with respect to health, safety and the environment must be met. Other responsibilities should be achieved to the maximum extent feasible.
<i>Financial</i>	The primary aim in this category is to maximise the long term economic performance of the facility. Refurbishments, equipment replacements and maintenance planning should be in a strategic framework, and decisions taken on a life-cycle basis.

Planning implications:

Some maintenance is undertaken on a cyclic basis, in order to reduce failures and maintain an adequate level of functionality. Cleaning, inspections and maintenance tasks should be planned in conjunction with the user to minimise disruption, but interruptions to service are

acceptable. A call out capability should be available in order to respond to emergency failures reported by users.

Category D - Minimal

Characteristics:

This standard applies to facilities that provide a basic utility function only and visual appearance and amenity are not critical. It can also be used for facilities which have a limited life or are in use on an interim basis. Maintenance is aimed at minimising current operational costs whilst continuing to preserve essential functionality for operational purposes and complying with statutory obligations to the maximum extent possible. The standard is normally applied where the expected remaining life of the facility is less than five years or where use is expected to meet basic operational needs only.

Examples:

Examples for the Department include, industries production and stores. The standard requires only basic maintenance to ensure functionality, compliance with legal obligations and to minimise costs. Other examples might include buildings in an easement for a planned freeway, a bulk store, a school which is planned to be closed or replaced, or a commercial office building approaching refurbishment.

Performance Criteria:

<i>Visual appearance</i>	Some signs of deterioration are acceptable.
<i>Function</i>	All required elements should function as intended during periods of intended use. Minor failures will be tolerated except for security.
<i>Legal</i>	Legal responsibilities with respect to health, safety and the environment should be met.
<i>Financial</i>	Limitation of short term maintenance costs is the primary objective.

Planning implications:

Most maintenance in such areas is reactive, and planned to retain functionality for a limited period only. Cyclic maintenance is confined to specialist areas such as the maintenance of lifts and grass cutting, and at the minimum required to retain safety and compliance with regulations. Regular cleaning is undertaken.

Category E - Mothball

Characteristics:

This standard applies to facilities which have been closed or vacated, and are not in current use.

Maintenance is aimed at maintaining safety and security, protecting against vandalism or other damage, and limiting any cost penalties. Cleaning only takes place to ensure essential hygiene and safety.

Examples:

Facilities that are held vacant awaiting sale, demolition, or a decision about their future.

Performance Criteria:

<i>Visual appearance</i>	Not important.
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<i>Function</i>	No requirement to retain any functional performance except to avoid degradation of asset value.
<i>Legal</i>	Only essential responsibilities with respect to safety and the environment should be met.
<i>Financial</i>	In this category the limitation of maintenance costs in the short term is the primary objective.

Planning implications:

Maintenance in such areas is confined to regular patrols and inspections, with only essential works undertaken such as the control of proclaimed noxious weeds or the removal of safety or fire hazards