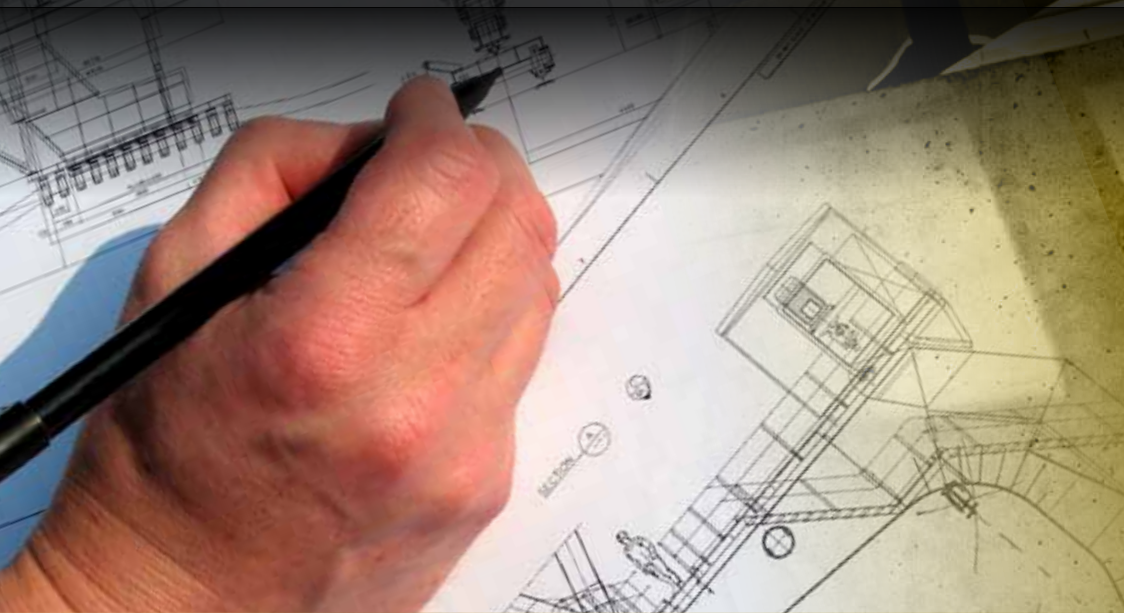


THE DRAWING BOARD

SEMESTER 1 • 2011

USQ FACILITIES MANAGEMENT NEWS



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FINALLY NO MORE DIRTY SHOES

Facilities Management dodged the recent flooding and completed the bitumen sealing of the 144 capacity car park 2 on the eastern side of A block.

A favourite spot for Arts patrons, the car park was convenient in location but a nuisance for wind driven dust and muddy shoes during severe weather.

Local civil earthworks firm Sedl Contractors applied a two coat bitumen seal to the prepared sub base then subsequently line marked ready for the start of Semester 1. The all weather surface can be considered a long term investment in staff and student amenity.

Simon Pearl

Manager (Planning & Space)



CAR PARK 2

UPDATE GROUP MANAGER



Welcome to the first 2011 edition of the Drawing Board. As I write that I reflect how quickly last year passed and how JAN which is traditionally a time for catching up and planning was just as intense as any other part of the year, and I know that was the same across the whole University. The exciting cause of that, is that there is a momentum building at USQ which is tangible. The organisation is really focussing on the important issues and moving to a position of renewed strength in the changing tertiary environment. Facilities Management is delighted to play its role in that realignment and within this edition you will get a snapshot of some of those supporting FM activities. As always, I am delighted to respond to your queries or feedback.

Dave Povey

Group Manager Facilities Management

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USQ FACILITIES MANAGEMENT NEWSLETTER



GET TO KNOW US...

STAFF PROFILE

Introducing: Michael Coulter.

Also known as: Mike.

How long have you worked at USQ? 18 months.

What is your role at USQ?
Drawing Office Manager –
Facilities Management.

What is the best thing about working at USQ? Experiencing the daily trials and tribulations of a Facilities Management Group in the modern day commercial building environment.

What can you not live without?
Football - Coach it, Play it, Love it (soccer).

What do you like doing on your day off? Getting all my "Chores" finished by lunchtime, and settling down to a Cold Guinness (or two).

FACILITIES

METERING PROGRESS

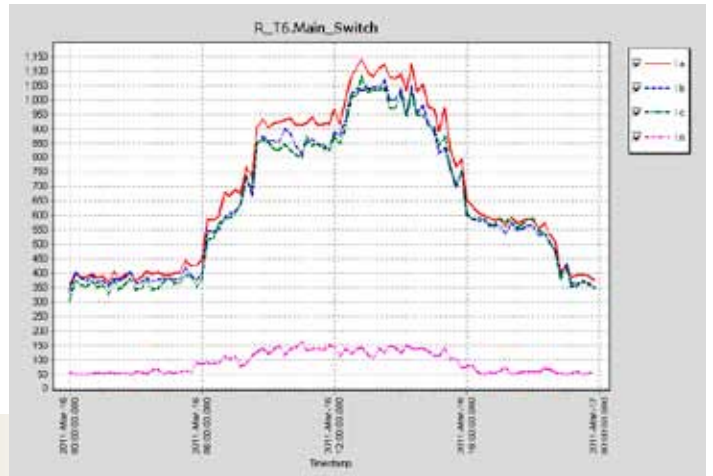
Stage One of the Smart Metering Project is complete. We can now produce information relating to energy usage for ten buildings on the Toowoomba Campus.

Water meters have arrived on site and we will roll out the installation over the coming months.

Facilities Management uses PowerLogic Ion software from Schneider Electric to allow us to measure and track resource usage in real time and respond quickly to any alarms should they arise.

The software also has well developed analytical and reporting tools that allow us the opportunity to make informed decisions about the management of our energy usage.

The graph below gives an example of the current load on Transformer No. 6 that feeds Blocks R, W, H, & Y.



Steve Flemming
Services Technician

INTRODUCING

Neil Martin is our new Facilities Information Officer, with responsibility for the population, maintenance and communication of Facilities Management information and data.

Neil has recently immigrated to Australia from the UK with wife Charlotte and kids George (6), Ava (4) and Arthur (2) to start a new life Down Under with all the opportunities "The Lucky Country" has to offer.

Neil previously spent eight years working for University College London - firstly as a Web Officer and later as Web Manager. He is really looking forward to the challenges presented in his new role and hopes that some of his past web experience will come in handy.

In his spare time Neil enjoys swimming at Highfields pool and loves the fact that he can swim outside – something that nobody would dare to do in freezing Britain at this time of year!



NEIL MARTIN

Natasha (Tash) Herrmann is the new Executive Assistant to the Group Manager.

Tash has recently moved to Toowoomba with her husband Kent, her son Matt, and two daughters Jordyn and Charlee. They are all trying to get used to the colder weather having lived for the last 7 years in tropical Darwin. Tash and her family are keen sports people, they are all involved in playing touch football, and Tash is keen to get back to some refereeing here in Toowoomba. Tash and her family lived in Toowoomba about 10 years ago, so they know Toowoomba quite well and feel at home here with lots of extended family calling Toowoomba home.



TASH HERRMANN

Previously, Tash was the Executive Assistant for the CE at the Dept of Health and Families in Darwin.

ENVIRONMENTAL SPOTLIGHT

ENVIRONMENTAL INITIATIVES

Following the completion of the University's first Environmental Audit across its operations in 2010, work is well underway in the development and implementation of key environmental strategies to assist in achieving the carbon neutrality objective stated in the Strategic Plan 2009-2013.

A number of key energy efficiency initiatives have been rolled out across the Toowoomba campus including the introduction of Smart Metering to monitor energy usage in key buildings. Toowoomba campus contributes 80% of the University's Scope 2 (purchased electricity) carbon emissions, so there is an emphasis on upgrading existing infrastructure to facilitate energy savings to reduce the University's carbon footprint.

Other initiatives such as retrofitting eco saving lighting, the installation of timers on hot water systems and the removal of all incandescent lighting continued through the year. As part of the electricity supply contract renewal, USQ nominated 10% of its supply to be 'Green Power' consistent with its annual 10% reduction of the University's overall carbon footprint.

The Carbon Reduction Project commenced in 2010 with a key sub-component being the Campus Ecological Transformation Project which involves developing a range of ecologically sustainable development initiatives to feasibility stage. Solutions that are being investigated by the consultants include solar energy capability, waste reduction, the conversion of waste to energy, ground source cooling and heating opportunities, existing building energy and sustainability retrofits, and the delivery of a campus ecological master plan.

The development and implementation of a carbon management software system to capture carbon usage and monitor overall performance commenced in late 2010. The software will improve current data collection, facilitate real time reporting and provide a source of information for staff and student interest.

APPOINTMENT OF AN ENVIRONMENTAL OFFICER

In January 2011 Alicia Logan was appointed to the newly created Environmental Officer role that resides within Facilities Management. The creation of such a role represents a significant step forward for the University in the achievement of its environmental and sustainability goals. In this new role Alicia will act as the USQ champion for environmental initiatives providing support for the whole organisation.

Alicia Logan
Environment Officer



TWO KIDS SITTING AROUND CANDLES CELEBRATING EARTH HOUR 2010, AMERICAN MEMORIAL GARAPAN, NORTHERN MARIANA ISLANDS, OCEANIA, 2010 CREDIT: © ARIC BICKEL / DEQ

EARTH HOUR 2011

On Saturday 26 March 2011, USQ will join communities across the globe demonstrating its commitment to a sustainable future by rallying behind Earth Hour and staging a special event at the Toowoomba Campus.

The event will commence at 6.30pm with a free BBQ sponsored by the USQ Student Guild followed by the outdoor cinema screening of the thought provoking environmental documentary "The 11th Hour" created, produced and narrated by Leonardo DiCaprio. Rock on during Earth Hour's official lights out period from 8.30-9.30pm with Live Music.

The USQ Community will also have the opportunity to view the latest energy efficiency products for home and business donated by our sponsors.

Since its debut in 2007 in Sydney, Australia Earth Hour has grown into one of the largest global environmental campaigns linking 128 countries and territories in 2010 in a common cause. The focus of Earth Hour for 2011 centres on people coming together pledging to do more to help the planet.

The University is committed to improving its overall environmental performance and is developing key environmental strategies to assist in achieving the carbon neutrality objective as stated in the Strategic Plan 2009-2013.

ADMINISTRATION

STAFFING

Staff awards were presented to the following staff in recognition of their service in 2010.

Excellence and Sustained Service Award – Denika Buschel

In recognition of the excellent and sustained service made to USQ Facilities Management in regard to assisting with the implementation of a new print submission program for students and staff. Denika provided a high level of support to students in showing how the new Printer Face print submission program works. To achieve such a great outcome and professional service is a credit.

Outstanding Contribution Award – Steve Flemming

In recognition of the outstanding contribution made to USQ Facilities Management in regard to the implementation of BEIMS over the past two years. Steve's ongoing input has enabled the system to function at its current level. Steve has assisted colleagues by way of guidance, entering or accessing information and persisting when others may not have.



DENIKA BUSCHEL, DAVE POVEY & STEVE FLEMMING

CUSTOMER FEEDBACK SURVEY

Facilities Management is conducting another Customer Feedback Survey in March and look forward to support from USQ staff. The information is extremely beneficial in highlighting FM areas for focus and development, the feedback from this survey is then used as part of USQ's benchmarking return within the Tertiary Education Facilities Management Association's annual survey. The survey can be completed by following this link: http://usqsurvey.usq.edu.au/~fm_customer_feedback_2011

BEIMS

A gentle reminder to all staff wishing to log maintenance requests should do so via the BEIMS link below.

<http://beims.usq.edu.au/beimsweb/Login.asp>

If your request is of an urgent nature please contact the FM Help Desk immediately on Ext 2627.

The initial screen allows you to View, Add or Modify your Requests.

You will then be required to complete your maintenance request details. Where a grey box is available, please choose information from the drop down boxes. All bold fields are mandatory.

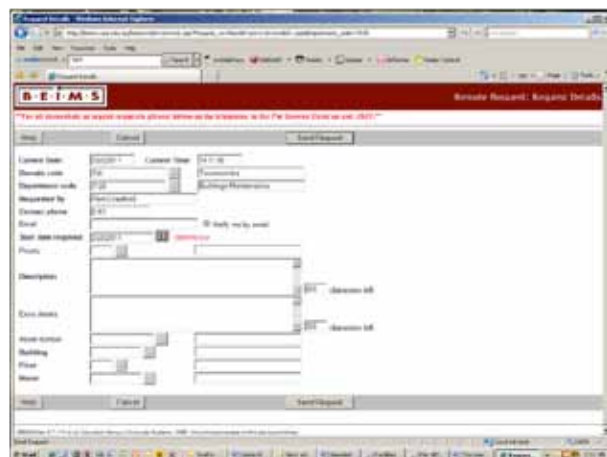
Please ensure you select the building from the list supplied prior to trying to select a floor level or room number.

The system provides a Work Order number and you then have the ability to track the progress of your request through to completion. Please ensure you enter your correct email address.

The following fields will automatically default to the previously entered work request (if you haven't previously used the system these fields will be blank).

- Requested by
- Contact phone
- Email

Staff are reminded that FM is responsible for the routine repairs and maintenance of all USQ buildings and grounds. Please ensure that all work is directed to FM in the first instance.



Pam Crawford
Administration Manager

O WEEK

A first for USQ Security was the involvement in orientation information sessions this year. Allister manned the USQ Security stand at the "Orientation Week Market Day" and was able to speak with a number of students about the various services offered by the University's on campus security team.

A presentation was also provided to students at the "Meet Your Support Team" event hosted in the Allison Dickson Theatre. This presentation was well received, particularly the request for students to put the security number into their mobile phones.



ALLISTER O'BRIEN

PARKING

We are at the time of year when parking activity on campus is at its peak.

Historically this period results in some unauthorised parking, particularly until new students are familiar with the 'permit only' zones.

As always, parking enforcement activity is occurring, however we ask that you are patient while students settle in. If you find someone has inadvertently parked in your permit space, please don't compound the problem by parking in someone else's permit space - simply park in a general parking bay and advise security so that a ticket can be issued. Unfortunately, if you are issued a parking ticket it will not routinely be waived because someone was parked in your bay. Thank you.

SECURITY PERCEPTION SURVEY

Thank you to all who participated in the USQ Security perception survey last year. Although the survey respondents were predominately from Toowoomba, it provided some valuable data that will underpin the recommendations of the USQ Security Review. Respondents from Toowoomba campus felt extremely safe during the day, however there were some key themes for areas of improvement, these included:-

- Security/emergency call points
- Additional CCTV
- Car park lighting improvements
- Single ID card for staff

The security review has concluded and an implementation plan is being prepared for endorsement by University Governance so that initiatives can commence in 2011.

POOL VEHICLES

As part of our focus for 2011, particularly in the areas of carbon reduction and cost management, the following principles for vehicles used for University travel are as follows:-

- Package vehicles from the requestor's area are the first option
- USQ Pool cars are the second option with the exception of when the use of a pool vehicle is not economical - i.e. vehicle travel associated with air travel that would see the pool vehicle in paid parking at an airport
- External hire cars are the third option. Financial prudence demands we optimise the use of available internal resources before going to external providers
- Private vehicles are an option of last resort and are not justified merely on the basis of convenience

Our pool vehicle fleet consists of Hyundai i30 sedans and wagons (wagons are fitted with safety cargo barriers) and all vehicles are equipped with satellite navigation devices.

Pool vehicle hire is the lesser of \$14 per hour or \$91 per day and includes unlimited kilometres (fuel included).

It is worth noting that these vehicles are deceptively nimble which does lead to some users forgetting they are driving a diesel powered vehicle! Anti misfuel devices are fitted but are not infallible, so please remember this when you are refuelling.

Nathan Jones
Manager (Operations)

Facilities Management plans and manages the University's physical environment and provides specialist services consistent with the University's mission and goals.

Specific areas of responsibility include capital and minor works projects, buildings and grounds maintenance, printing services, central store mailroom and estates activities (cleaning, transport, security and parking).



POOL CAR INFORMATION

Please note current charges:

\$14.00 per hour
(to the nearest 15 minutes)

\$91.00 per day

(whichever is the lesser)

Overnight holding time due to an early start or return will not be charged. Charges are inclusive of fuel costs.

Please contact Karen Maris on x2627 or email karen.maris@usq.edu.au to make a booking or for further information.

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ASSETS (MAINTENANCE)

CONDITION AUDIT

In the first half of this year, Maintenance staff will be conducting a condition audit of all University buildings across all campuses. Beginning in March, trade staff will be going through room by room assessing the condition of various building elements throughout each space.

Every building will be checked thoroughly from foundation to roof top and both inside and out. All trade elements will be covered including carpentry, electrical, plumbing, painting, and floor coverings. Every conceivable building asset will be rated and given a time frame for remedial works if required.

This will enable us to prioritise work, estimate future costs and provide timelines required for those repairs. Having gathered the information, budget forecasts can be submitted giving the USQ senior management team up to five years lead time in some circumstances for funding requirements.

While carrying out this audit, staff will additionally be gathering information about what facilities are available in these spaces - including seating capacities of rooms, whiteboards in rooms, overhead projectors, audio loops, PWD tablets and accessibility. Quality information like this can assist in room bookings and will be of real benefit to Facilities Management and the University.

Peter Smith

Maintenance Supervisor



ASSETS (GROUNDS)

On the 6th December 2010, Polymer Innovations Ply Ltd was employed by USQ to undertake the project of resealing the lake in the Japanese Garden due to extensive water loss over a number of years.

A bore was installed to counteract the water loss in 1990. In recent years however, the extended drought has put excessive strain on the bore and therefore outstripped the available water usage under the allocation licence.

The university researched alternatives and two options were considered; one being lining the lake with a rubber liner and the other being a complete reseal. It was decided to go with Polymer Innovations as it was environmentally sounder and less invasive towards the Garden structure.

Although the Polymer Innovations product is relatively new it has had good results in documented usage. We will be monitoring water loss in the lake to determine positive outcomes and this will begin once normal weather patterns resume.



Mark Flint

Coordinator (Grounds & Gardens)

PLANNING AND SPACE

CAPITAL PROJECTS

Tess Lawry director and designer of Feather and Lawry Design, Toowoomba reflects on design work undertaken for USQ in the School of Creative Arts and the Faculty of Business.

SCHOOL OF CREATIVE ARTS REFURBISHMENT (USQ A BLOCK)

The School of Creative Arts is more than a producer of fine artists and musicians. It's an energetic, open minded group of people that demand inspiring spaces to work in with special acoustic requirements.

The main gallery, corridors and theatre are integral to USQ Artsworx. Carpet tiles throughout the main corridors give night time performances a sense of drama and way finding.

Feather & Lawry Design aimed to create dynamic and fun studios which addressed the needs for specialist acoustic treatments as well as bringing new life to a 1970 architectural building.



FACULTY OF BUSINESS 'CBD' STYLE (USQ Q BLOCK)

The bringing together of the faculty of business student hub services has meant relocating to Level 5 in Q Block.

Muted tones and organic curves set this space apart from their neighbours. Suspended slim-line lighting pendants reflect the carpet design to assist to create a somewhat dynamic entrance to this reception.

A combination of timbers, reconstituted stone and tile, give the reception area a solid and subdued effect. The existing lecture theatres have undergone a sympathetic upgrade to bring about a new lease on life.

This opportunity created a chance for the faculty to look into the future and bring a taste of commercial office and reception spaces to the prospective business leaders that might one day occupy any CBD metropolis.

Simon Pearl

Manager (Planning & Space)

END OF TRIP FACILITIES

Work is now complete on the End of Trip Cycling Facilities recently constructed on the Toowoomba Campus. Centrally located at the east end of Y Block and the southern side of D block, the facilities will securely offer storage for up to 88 cyclists riding to and from the campus. Access to the facility will be via a swipe card access system issued by USQ Security with cyclists now having the opportunity to utilise lockers, showers and toilet amenities in a central location.

The End of Trip Cycling Facilities were developed in conjunction with the Toowoomba Regional Council's Cycle and Pedestrian Strategy and the facilities offer a greener, healthier commute to work and reduce carbon emissions.

In keeping with the University's carbon neutrality goal the facilities feature a number of environmentally sustainable features such as solar hot water, photovoltaic power and rainwater harvesting.



Alicia Logan

Environment Officer

COMING SOON – USQ BUSINESS CARD ON-LINE SUBMISSION

Are you responsible for the ordering of all the business cards in your department or faculty? Great news, your job is going to become so much easier....

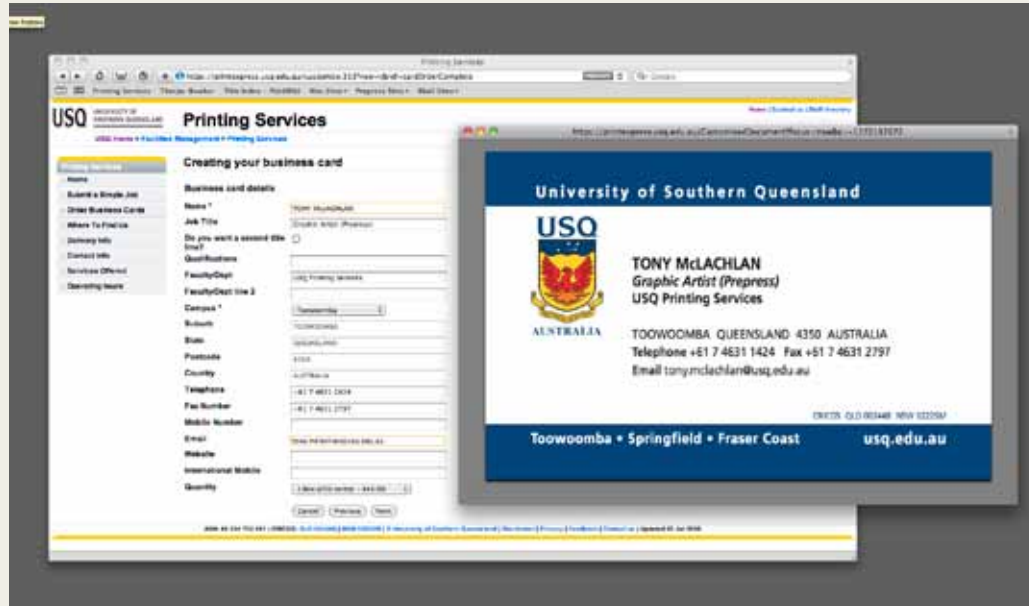
Very soon USQ Staff will be able to log on and give details of the business card you want to order, supply quantities, cost codes, delivery details and then instantly proof the business cards on line.

No more manual forms to fill out and email. In future you will use your USQ username and password to access the business card page and follow the quick and easy prompts.

We are anticipating much faster turnaround of jobs using this system.

We are presently requesting some understanding customers to conduct a trial for us to gain feedback on the system.

Look for us at the 2011 Fulfilling Careers Employee Benefits & Travel Expo for a live demonstration.



GOLF DAY

USQ Printing Services again sponsored a team in the Chancellors Scholarship Golf Day on 25th of February. Ron Griffin and Daryl Docherty from Education Queensland and Shane Bertolotti of Snap Toowoomba and Dalby were hosted by Rodney Murphy, USQ Printery Supervisor. By all reports, a great time was had by all and they are all looking forward to next year.

Sue Hills

Operations Supervisor (Printing Services)



GOLF DAY PARTICIPANTS

CONTACT US

For further information about the services offered by Facilities Management please direct initial enquiries to:

General Enquiries	Janet Meredith	x1412	x1412
Capital and Minor Works	Simon Pearl	x2872	x2872
Cleaning and Hygiene Services	Christine Burge	x2157	x2157
Grounds and Gardens	Mark Flint	x2163	x2163
Japanese Garden Bookings	Karen Maris	x2627	x2627
Maintenance Requests	Karen Maris	x2627	x2627
Parking Control	George McHugh or Rae Timmins	x2871	x2871
Printing Services	Janet Meredith	x1412	x1412
Security Services	George McHugh or Rae Timmins	x2871	x2871
Transport Motor Pool	Karen Maris or Phil Newberry	x2627	x2627
Mail and Stores	Ray Wells	x2874	x2874

Facilities.Management@usq.edu.au