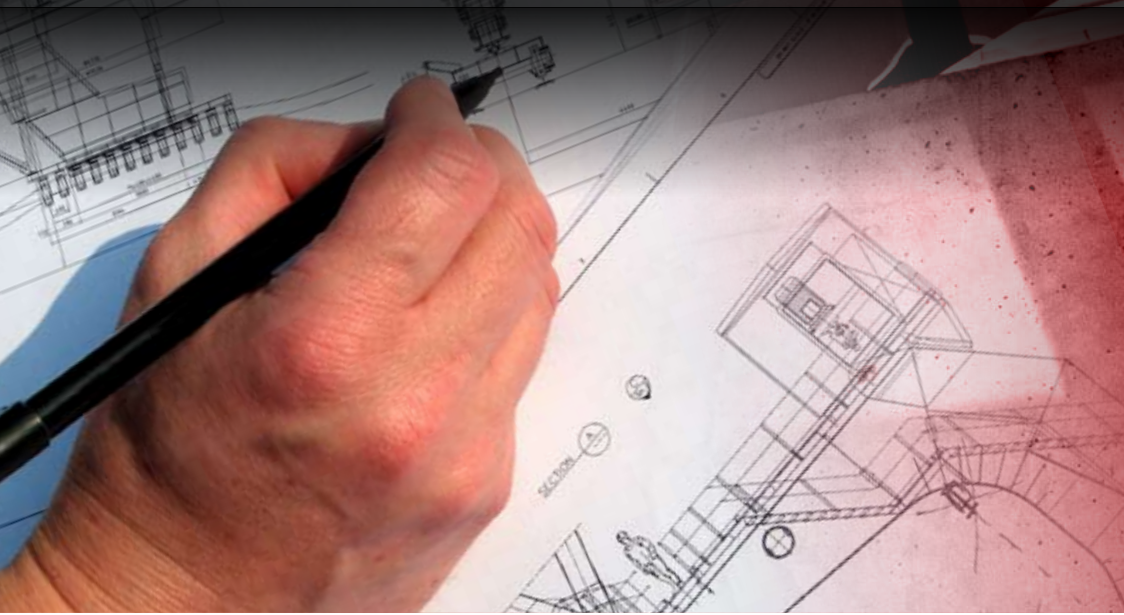


THE DRAWING BOARD

SEMESTER 2 • 2010

USQ FACILITIES MANAGEMENT NEWS



IN THIS EDITION

WASTE AUDIT	1
GROUP MANAGER UPDATE	1
GET TO KNOW US	2
FACILITIES	2
ENVIRONMENTAL SPOTLIGHT	3
ADMINISTRATION	4
ASSETS (GROUNDS)	4
OPERATIONS	5
ABOUT US	5
POOL CAR INFORMATION	5
2009 TEFMA BENCHMARKS	6
PLANNING AND SPACE	7
SPOTLIGHT	8
PRINTING SERVICES	9
STRATEGIC ASSET MANAGEMENT	10
CONTACT US	10

WASTE AUDIT

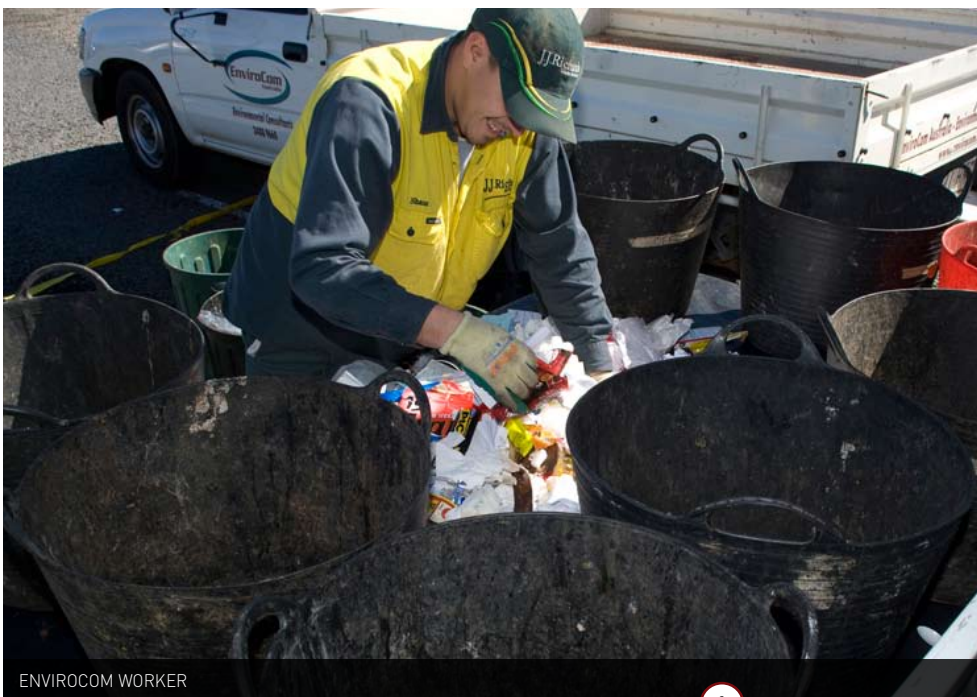
Facilities Management has recently conducted a comprehensive waste audit of Toowoomba, Fraser Coast and Springfield campuses. The audit was conducted over a five day period by EnviroCom Australia with assistance from USQ's contract cleaners, and college cleaners, under the supervision of USQ's cleaning inspector, Christine Burge.

The audit team sifted through waste from every garbage bin on campus and manually segregated into categories of the Australian Waste Database. From this, a written report detailing the waste stream assessment method and the waste stream composition and generation rate will be created for each site. Additionally, the report will provide separate tabular and graphical representations of the composition and generation rates for each of the individual source locations at each site.

This information will feed into the current USQ environmental audit as well as underpinning increased recycling activities to divert waste from landfill on all campuses.

Nathan Jones

Manager (Operations)



ENVIROCOM WORKER

UPDATE GROUP MANAGER



Welcome to the latest edition of the Drawing Board.

For the first time we have struggled to limit the content of the newsletter, such has been the activity levels of Semester 1. For your interest, we have included content on the latest TEFMA benchmarking results; updates on the significant new build projects such as the Regional Tennis Centre, The Campus HUB and the Cycling End of Trip facilities along with the usual departmental overviews.

Whilst the picture is very positive in all areas, I am especially delighted to see the Environmental Audit nearing completion and the imminent creation of a Campus Ecological Transformation project to continue the momentum. More details on these later.

There are a number of new faces within FM as well, so please welcome them to the USQ family when opportunity permits.

As always if you have any feedback on the newsletter or its contents please feel free to send your comments through to me.

Dave Povey

Group Manager Facilities Management



GET TO KNOW US...

STAFF PROFILE

Introducing: Andrew Inkster

Also known as: Inky

How long have you worked at USQ? 15 years

What is your role at USQ? Trades Assistant/Grounds

What is the best thing about working at USQ? Work mates

What can you not live without? Ipod

What do you like doing on your day off? Listening to music (anything from the 80's onwards), watching movies and playing darts.

USQ UNIVERSITY OF SOUTHERN QUEENSLAND
fulfilling lives



RELAY FOR LIFE

Thank you to all the staff and supporters of USQ for getting behind the Facilities Management "Sponsor A Tree at USQ" fundraiser for the 2010 Relay for Life. A big thank you goes out to the team at Combined Refrigeration Services (CRS) for their generous \$250 donation and AXIS Security for donating the signed Brisbane Broncos Jersey which was auctioned online. A grand total of \$1 549.25 was raised by the FM Relay for Life Team.

FACILITIES

ENERGY MATTERS - HEATING

It is now the depth of winter and many of us are supplementing our office heating with plug in heaters, but did you know this could actually be making it colder!

If you are in a ducted aircon building and the set temperature is say 22deg then heating the room with a heater to 24deg will actually cause the automated aircon system to try to cool the area back down to 22deg. Hence, the more you heat, the more the aircon will cool, causing a cascading increase in energy usage! Just one person who sits near the thermostat needs to turn on a heater to make everyone in the area cold!

So what should you do?

- Get everyone in your area to turn off their heaters and let the aircon readjust.
- Find your area thermostat and check there are no heaters, photocopiers or partitions near it or over it. (if it generates heat or stops airflow it will cause false readings)
- Are you dressed appropriately for your personal comfort?
- Check everyone else around you feels cold too, if you log a job without consulting, you may make your co-workers hot!!

If everyone is still cold? Contact Facilities Management (BEIMS job) to check your thermostat is not out of calibration or there is another problem.

WHY DO WE HAVE TO DO MAINTENANCE?

Most of us think of maintenance as fixing a dripping tap or changing a light fitting, but a large portion of maintenance undertaken at USQ is actually legislated compulsory maintenance. This is called Statutory Maintenance, and the laws describe not only what maintenance needs to be done, but how often (monthly, six monthly). FM call this scheduled maintenance activity.

Some commonly known examples of statutory maintenance are:

- fire safety systems such as fire alarms, hose reels, hydrants, fire doors and fire panels.
- exit lighting
- lifts
- air-conditioning and exhaust systems
- cooling towers and evaporative condensers (water restrictions and legionnaires prevention)

Not only are the schedules strict but the record keeping is too. Failure to comply risks significant fines and/or other more serious penalties, because this maintenance keeps people and property safe and secure.

The BEIMS system (where you would log a dripping tap request) also keeps the Statutory Maintenance schedules and automatically tells FM what needs to be done and when. The maintenance is conducted by contractors such as CRS and Wormalds, as well as our in house maintenance team.

You can help. Statutory maintenance impacts on everyone, and your patience and understanding when we run fire systems checks, power outages or have the lift out of commission for a few hours is appreciated.

Kristi-Ann Fenech
Manager (Facilities)

ENVIRONMENTAL SPOTLIGHT

CAMPUS ECOLOGICAL TRANSFORMATION PROJECT

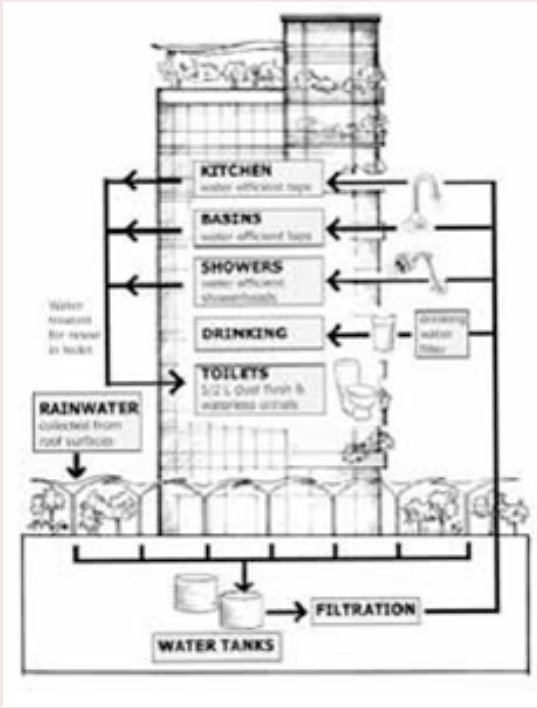
The Campus Ecological Transformation Project will provide a holistic and integrated overview of the Toowoomba Campus resulting in an ecological master plan and strategy. This plan will encompass a series of ESD based sub projects that will support the environmental components of USQ's strategic sustainability goal.

The sub-projects include: Co/Tri Generation Plant, Solar/PV Panel technology, Waste reduction and waste to energy, Ground source cooling and heating, Water saving and capture, Existing building energy and sustainability opportunities, Biomass and integrated food production, Energy storage.

These sub-projects will be developed to feasibility study stage at which point a considered decision can be made as to whether to proceed with the project. Funding will be sought via the Capital Asset Management Plan for those projects that are approved.

The initial timeline for delivery of the ESD master plan is NOV 2010.

Any queries regarding this project should be directed to Dave Povey ext 1910



ENVIRONMENTAL AUDIT

Following on from our update in the S1 newsletter we are pleased to report that USQ in conjunction with Opus International Consultants are nearing the completion of the Environmental Audit. After months of extensive data collation, cross referencing and data analysis we are currently developing an extensive prioritized environmental action plan which will in turn plug into a wider carbon reduction project. Following receipt of the draft report, workshops were held with key stakeholders from across the University analysing USQ's environmental performance against a number of key environmental indicators established under the Global Reporting Initiative (GRI) reporting framework. Preliminary reports have identified USQ's greenhouse gas emissions as well as our consumption of water, waste and energy across Toowoomba, Springfield, Fraser Coast, Ravensbourne and Mt Kent. Not surprisingly, by far the most significant source of our emissions comes from purchased electricity. See figure 1 below.

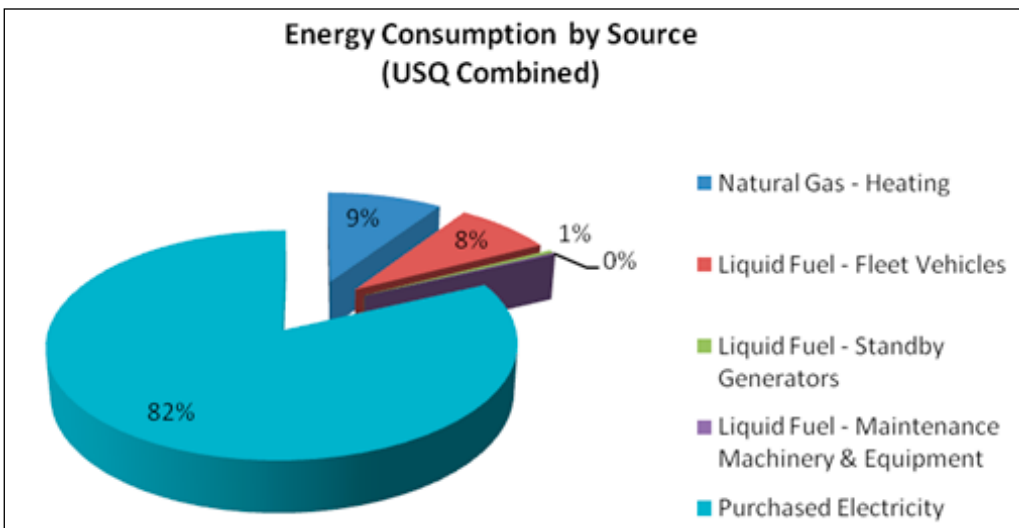
The various types of greenhouse gases produced by an organisation are divided into three "scopes" by the GHG Protocol. These "scopes" basically relate to the activity source of the greenhouse gas emissions, and are described as follows:

Scope 1 – direct emissions, including any fuel consumed in plant and equipment owned by the organisation such as stationary (e.g. natural gas, boilers, generators) and mobile (e.g. fleet vehicles) combustion sources.

Scope 2 – indirect emissions - purchased electricity.

Scope 3 – include "all other emissions" (e.g. air travel, student and staff commuting, procurement).

The GHG Protocol requires that at least scope 1 and 2 emissions are reported on for any greenhouse gas inventory. Currently USQ is working through the reporting requirements for scope three emissions.



The Environmental Audit will provide a basis for benchmarking as well as giving the University an opportunity to improve current policy, guidelines, procedures and practices that in turn affect our environmental performance. The final report will be delivered to USQ's Environment & Sustainability Committee for endorsement before making its way through the corporate reporting process prior to being made available on the FM web site.

Alicia Logan
Executive Assistant

ADMINISTRATION

INTRODUCING



KRISTI-ANN FENECH

Kristi-Ann Fenech commenced in June as our new Manager (Facilities) heading up the building services, maintenance and grounds teams.

Kristi comes to us after 11 years with the CSIRO in Brisbane where she worked with the Property Services department, operating and maintaining research facilities at Cannon Hill, St Lucia, Indooroopilly and Coopers Plains.

"I started work with CSIRO as a project officer as I had studied science but I moved into Laboratory management and found I had a knack for operations and enjoyed working with the complex scientific infrastructure. Moving to University Facilities Management is a natural progression. I'm certainly used to being in an academic environment, and I was based at the UQ St Lucia campus for 7 years."

SCHOOL BASED TRAINEESHIPS



RACHEL HENNESSY

My Name is Rachel Hennessy and I am currently attending St Saviours College in Toowoomba and completing my last year of school. At the moment I am undergoing a School Based Traineeship in Facilities Management, and the course I am doing is a Certificate III in Business Administration. This course will take a year to complete and from there I will hopefully enrol in a Tourism and Hotel Management Course at University or a Hotel School somewhere near the coast.

My name is Lana Holznagel. I am currently in Year 11, at St Saviours College Toowoomba. I moved from Warwick six months ago and I love living in Toowoomba. I have recently been accepted as a trainee in the Facilities Management. By the end of next year I hope to have a Certificate III in Business Administration. My likes are listening to music and being with my friends and family. My dislikes are winter. In the future I hope to be working in Business Administration or as a Real Estate Agent.



LANA HOLZNAGEL

ASSETS (GROUNDS)

Winter has arrived well and truly with temperature averages the lowest in years. The USQ Grounds section have moved focus from intensive mowing schedules due to the high rainfall and grass growth to more general housekeeping activities such as tree maintenance, open day preparation and winter pruning.

The Grounds staff have been involved in preparations for the "Uni Games" including mowing and line marking of ovals in preparation for activities as well as supporting CBRC with loaning and supplying gear for the Games.

Other activities the Grounds have been involved in is the rejuvenation of the area at "The Hub" after completion of stage 1 of the revamp. This has included the reestablishment of gardens in front of "C" Block and the commencement of the rejuvenation of gardens along the walls of "R" Block with the removal of the dead ivy from the walls and the plan to replant new stock. It is also planned that there will be hedges established along the front of the walls (New Guinea Privet-Ligustrum undulatum) and there will also be mass plantings in the coves of Xanadu(Philodendron).

One of the major changes to our department has been the new starting and finishing times of the Grounds Staff of a 7am start and earlier finish of 3pm. It is anticipated the new starting times will enable staff to undertake planned tasks at earlier times to minimise disruptions to both USQ staff and students.

Mark Flint

Coordinator (Grounds & Gardens)



SECURITY REVIEW

USQ is undertaking a comprehensive and holistic review of its Security Services. The objective of the review is to develop a coordinated approach to the provision of security related services based upon existing and future need, utilising current and emerging technologies, innovations and industry best practice.

Facilities Management recently engaged 'Amtac Professional Services' to conduct the review in consultation with USQ Security. The review will be conducted over a four month period concluding in late 2010. In addition to consultation with key staff at USQ, broader stakeholder workshops are also planned during the project.



CONTRACT SECURITY SUPPORT RELAY FOR LIFE

A big thank you to USQ's contract security company 'Axis Security' who arranged for Brisbane Broncos players to sign a Broncos jersey for donation to the Relay for Life cause. Kay Graham (pictured with Adam Howard of Axis Security) was the winning bidder of the auction coordinated by Facilities Management.

MAILROOM STAFF ASSIST WITH FLEXI SCHOOL DONATION DELIVERY

The recent USQ FlexiSchool appeal was a great success with a large amount of foodstuff donations from the USQ community. Mailroom staff were delighted to be of assistance in the delivery of these items earlier this month. Pictured are Gary Maguire and Charlie Zwoerner loading the mail van with the many donations.

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

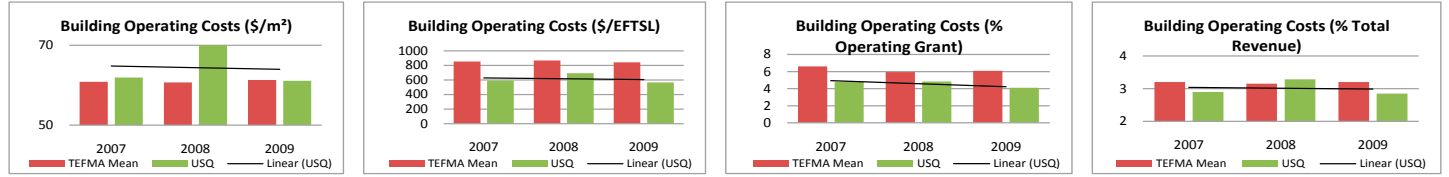
(whichever is the lesser)

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

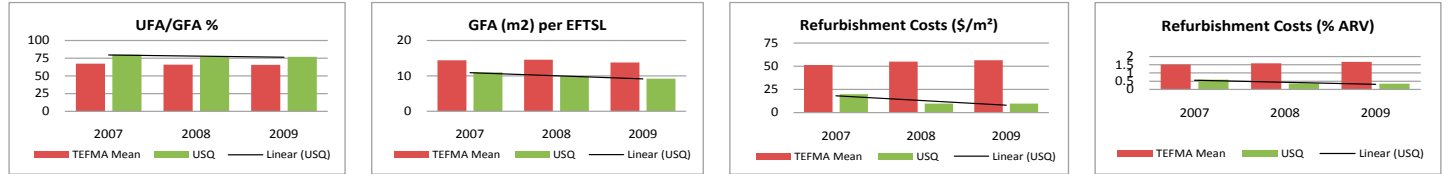
Please contact **Karen Maris** on x2627 or email karen.maris@usq.edu.au to make a booking or for further information.

2009 TEFMA BENCHMARKS

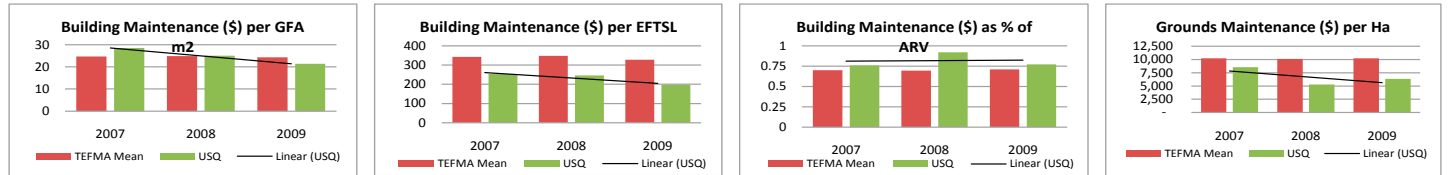
OPERATING COSTS



SPACE



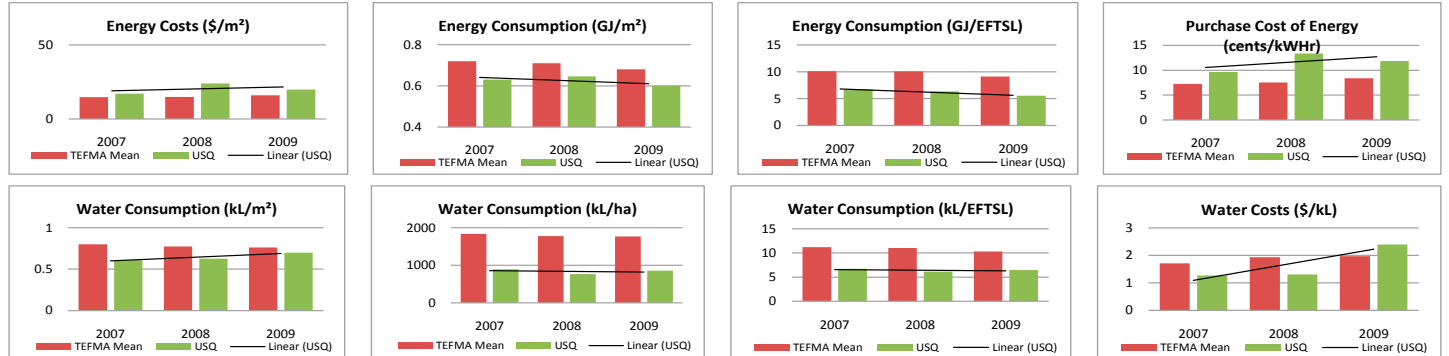
MAINTENANCE



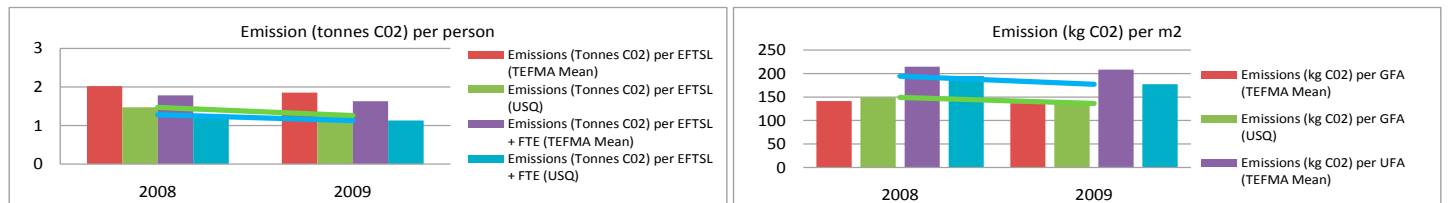
OPERATIONS



UTILITIES



EMISSIONS



PLANNING AND SPACE

CYCLIST END-OF TRIP CAMPUS FACILITIES

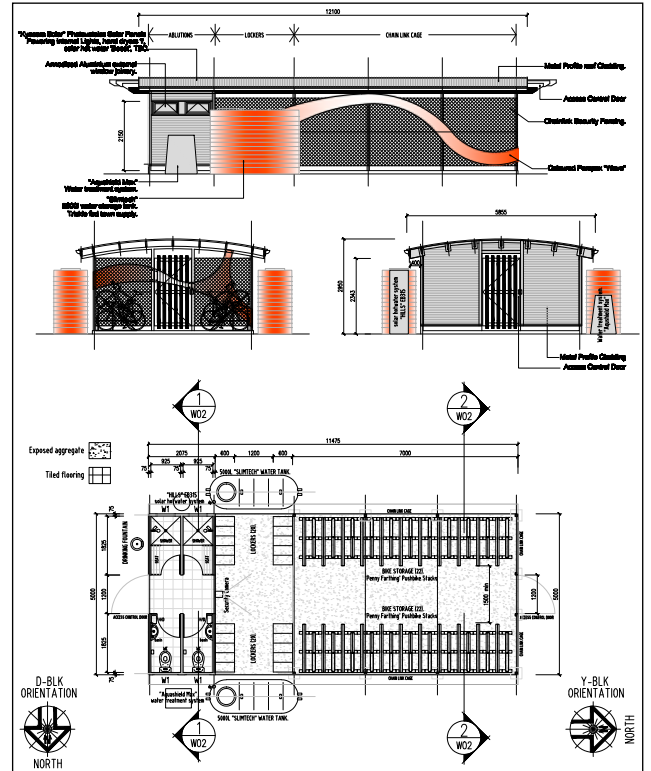
Works began in June for the construction of University designed new end of trip cycling facilities on the USQ Toowoomba campus.

Located at the east end of Y block and the south side of D block, the two structures will house secure undercover bicycle storage, lockers, showers and toilet amenities for student and staff cyclists to use while on campus.

Developed in conjunction with the Toowoomba Regional Council's cycle and pedestrian strategy, the facilities will assist to promote cycling as a viable transport option for commuting to the University.

To align with the University's strategy objective for carbon neutrality the complex will incorporate environmentally sustainable features including solar hot water, photovoltaic power, and rainwater storage for recycling use inside the facility.

The facilities are expected to be ready for the start of spring.



TOOWOOMBA REGIONAL TENNIS CENTRE-USQ

Construction is programmed to commence in August for the construction of an international standard regional tennis centre comprising nine new courts and the refurbishment of three existing courts.

To be formally known as the Toowoomba Regional Tennis Centre-USQ the project is a joint partnership of the University and the Toowoomba Tennis Association (assisted by the Toowoomba Regional Council) funding under the Regional Tennis Facilities Program initiated jointly by Tennis Queensland and the State Government.

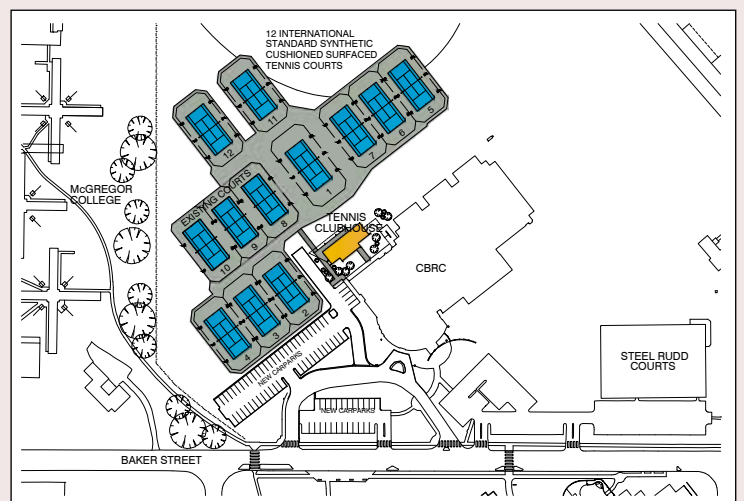
Plans are also well advanced for a two storey tennis club house (linked to the Clive Berghofer Recreation Centre) which will house the centre manager, patrons, facilities, pro shop and recreation/viewing deck.

The new centre will compliment the existing Toowoomba Tennis James Street synthetic grass courts by providing twelve international sized cushioned synthetic playing surface courts to Tennis Australia's exacting standards designed to appeal to the junior tournament circuit.

The \$3.69 million venture is likely to attract local and national pro circuit tournaments with the potential of a Davis Cup or Fed Cup qualifying tie. The total complex is expected to be fully operational by June 2011.

Simon Pearl

Manager (Planning & Space)



SPOTLIGHT

TOOWOOMBA HOSPICE ASSOCIATION

On Thursday 29 July 2010 the team at Facilities Management dug deep to raise funds for the cause close to many of our hearts, The Toowoomba Hospice Association. The team expressed their support by wearing loud or crazy shirts to work for the day and gathering around the BBQ for a sausage sizzle. A special thank you goes out to Karen Maris and Gary Christensen for coordinating the huge multi-draw raffle and organising the event for FM. Congratulations and thank you to all the staff who donated prizes and purchased tickets for the raffle, a cool \$1000 was raised as a result of your tremendous generosity. We look forward to raising the bar for 2011.

Alicia Logan
Executive Assistant



PRINTING SERVICES

CANON IMAGEPRESS C7000VP

USQ Printing Services has recently taken possession of a Canon imagePress C7000VP which incorporates the next generation of digital printing technology. After a few initial teething problems, the digital press is now up and running and Scott and Al have attended intensive training in Sydney as well as ongoing training onsite. The press is capable of printing on a large variety of different coated and uncoated and different weight stocks. Our clients are now able to utilise the added value of inline saddle stitch finishing for the shorter runs. Feel free to give us a call to see how we can assist with all your printing needs.



AL SHOWING FINISHED BOOKLET



SCOTT DISPLAYING NEW C7000

EMPLOYEE BENEFITS & TRAVEL EXPO

Early last month, Printing Services was fortunate enough to participate in the 2010 USQ Fulfilling Careers Employee Benefits & Travel Expo. This was an excellent opportunity for University staff to learn more about the services offered to the University as well as its staff. The experience was invaluable and the response from staff was very supportive.

Sue Hills
Acting Manager (Printing Services)



USQ STAFF ATTENDING THE PRINTING SERVICES STALL



ROD AND DENIKA MANNING THE PRINTING SERVICES STALL

STRATEGIC ASSET MANAGEMENT

WHAT IS SAM?

The Strategic Asset Management (SAM) project is a far-reaching initiative to provide a framework for aligning the maintenance and development of USQ's physical assets with organisational imperatives. This will allow Facilities Management (FM) to better plan across the life of buildings and grounds assets and provide for their long-term maintenance and eventual replacement. This is a large undertaking that will encompass an enormous amount of data from the very small (e.g. individual light fittings or room finishes) to the very big (e.g. building construction or campus-wide utilities services).

The SAM project will give Facilities Management the ability to answer questions such as:

- What financial provisions are required to maintain the portfolio in 15 years time?
- How are the assets used, by whom and how efficiently?
- What does it cost to maintain the portfolio?
- When will individual buildings no longer be usable in their present condition?
- If they aren't usable, should the assets be repaired, refurbished, or replaced?
- What is the most appropriate form of delivery for any given space need?

BENCHMARKS

The Tertiary Education Facilities Management Association (TEFMA) has published SAM guidelines that Facilities Management will use to inform the project.

Each year TEFMA publishes updated, or new, FM related benchmarks to reflect practice within the sector. FM will continue to use these to monitor its performance including new SAM targets and how they compare with similar institutions.

OUTCOMES AND OBJECTIVES

The project embeds the tertiary sector's current understanding of strategic asset management best practice. The outcomes of this project will directly influence:

- Property acquisition and disposal decisions
- Operating expenditure investment
- Space allocation and utilisation
- Standards and qualities defining the built environment at USQ
- Position FM to act as a strategic enabler

These outcomes are aligned with the objectives of the USQ Strategic Plan. Further, the project is consistent with FM's own objective to operate within a best practice environment.

SCOPE

The project will create the systems and processes required to achieve a SAM environment. However, the operation of SAM is ongoing. The actual implementation is scheduled to be completed by the end of 2010.

The earliest phases, research and analysis of what is needed for SAM and determining key performance indicators, is already complete. FM has now moved into a phase of data capture to identify the assets to be included and undertaking initial condition audits. The next phase will be putting to design service and performance levels required from each asset and ensuring that appropriate maintenance regimes are in place to achieve those.

The final phase of the project will involve the development of a forward looking model projecting asset funding requirements based on asset elements, life cycle, condition, service level and replacement costs.

Facilities Management are the primary driver of the project, but input has been sought from many other stakeholders across the University. It will involve all campuses and locations that are directly run by USQ.

A mind-map of the SAM project dimensions (PDF 30KB) is available for download.

MORE INFORMATION

For further details of the project please contact Dave Povey, Group Manager, Facilities Management.

CONTACT US

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

E Facilities.Management@usq.edu.au

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