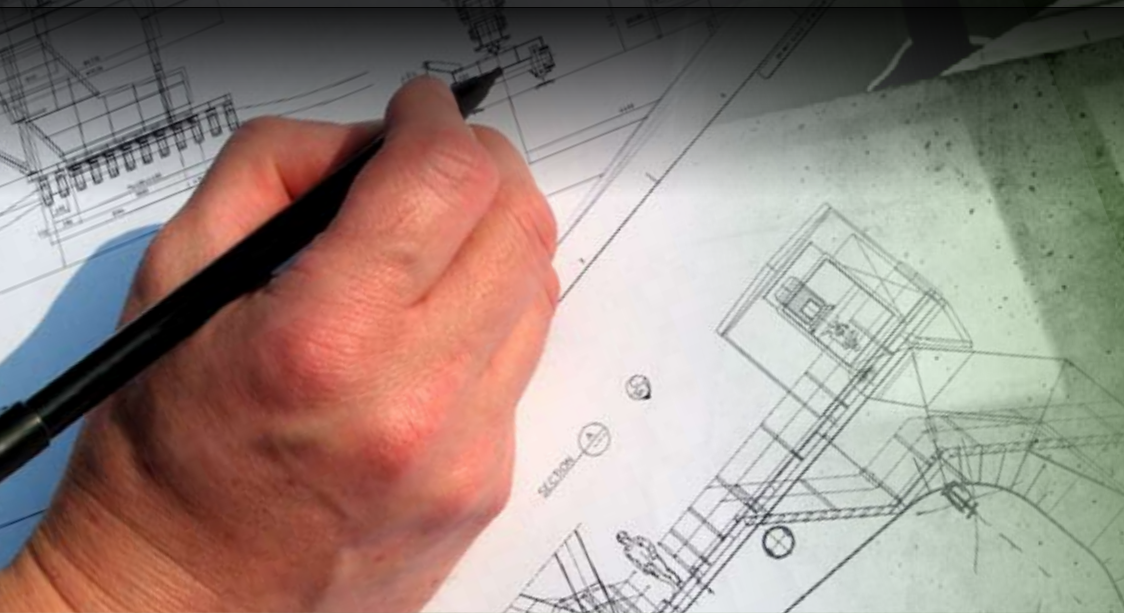


THE DRAWING BOARD

SEMESTER 2 • 2009

USQ FACILITIES MANAGEMENT NEWS



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ENVIRONMENTAL INITIATIVES MOVE FORWARD

I am delighted to share some of the good news around the Universities environmental progress last semester.

The University's Capital Asset Management Plan for the first time includes allocated funding to progress environmental and energy efficiency related projects. Initially these will focus on operational activities and systems.

In accordance with the USQ Strategic Plan an environmental audit has been commissioned and work has started. Expect to see more on this and other environmental opportunities as we progress.

Nathan Jones has been busy researching and trialling 'all electric' vehicles for on campus use and our new Cleaning Contractors, Swan Services have already introduced an electric utility vehicle that you will see shortly. More about this can be found in the Operations section of this edition.

The trial project to make buildings O3 and O2 independent of town water (including potable water consumption) has been completed and is working well. We will progressively convert other campus facilities where appropriate. Also on water conservation, FM staff met with Toowoomba Regional Council representatives last month to identify synergies and opportunities around water management, including more effective planning and reporting.

Please keep those energy and environmental initiatives coming and thank you for your support.

Dave Povey

Group Manager Facilities Management

CLEANER'S ELECTRIC TRUCK



NEW TANK SYSTEM OUTSIDE O3 BLOCK



UPDATE GROUP MANAGER



Welcome to The Drawing Board and thank you to those who provided feedback on our first issue.

The 2nd Semester has seen good progress on a number of fronts including environmental initiatives and some strategically important work at Springfield and Fraser Coast.

Negotiations are continuing for the purchase of the Springfield Campus buildings. There is a lot of ground still to cover and the final decision to purchase will rest with the University's Management and Governance authorities.

Discussions at Fraser Coast have been very positive and we are working closely with Fraser Coast Regional Council on a joint Master Plan for the development of the Campus and the wider Educational Precinct, including an enhanced Library arrangement.

If you would like any information on FM's activities or have some feedback, please don't hesitate to contact us.

Dave Povey

Group Manager Facilities Management

SPOTLIGHT

WATER SAVING INITIATIVES

The Facilities Management department at the USQ are developing ways to dramatically reduce water consumption on campus.

Across the academic campus 100 single flush toilets have recently been replaced with a 6L/3L dual flush pedestal system.

With the new toilets in place each toilet is saving 5 litres per flush, if used the same toilet 20 times in one day the daily water saving would be 100 litres per toilet. With 100 of these toilets changed each saving 100 litres an amazing 10,000 litres per day is saved across the campus. This equates to 2.5 million litres a year resulting in an approximate saving of \$7,500 per year (based on Toowoomba Regional Council tier 3 water charge). FM are now surveying and trialling waterless urinals for progressive roll out across campus.

Upgrading of the sporting fields on the south of the University campus posed a problem to irrigate due to South East Queensland's harsh drought conditions. A flood mitigation system has been utilised to capture roof rainwater piped in to a 16 mega litre retention basin recently constructed in the far south west corner of the Toowoomba campus. The water is to be used to maintain the sporting grounds by underground pop-up irrigation system. If flood waters overflow from the retention dam the overflow is directed into the Condamine river system.

Roof rainwater collection is also in place on a number of Toowoomba campus buildings directed into the Japanese Gardens Lake. The overland flow from the gardens lake has been designed to feed into another retention basin located in the north-east corner of campus.



Central air conditioning plant is playing a leading role in energy and water consumption. The conditioned saline water in the cooling towers constantly needs to be refreshed, the University has created a way for the stale water to be reused. Tanks have been placed near the cooling

towers to capture the water which is recycled to irrigate the salt tolerant Norfolk pines planted along the community drive.

Facilities Management plans for water reduction are always evolving. Plans are underway to have the Q block toilets using captured rainwater. Tanks will be installed and filtered rainwater will then be pumped to service the toilets. Tanked roof rainwater is treated with pre-filtered and UV light to Australian Standards to ensure the highest quality.

All staff and students are asked to be vigilant of the water issues faced by South-East Queensland and are encouraged to report drips and leaks promptly and to turn taps off completely.

Simon Pearl
Manager (Planning & Space)



GET TO KNOW US...

STAFF PROFILE

Introducing: Ross Petersen

Also known as: Roscoe

How long have you worked at USQ: 15 months

What is your role at USQ?
Binder/Guillotinst

What is the best thing about working at USQ? The great hours and fantastic working conditions

What can you not live without?
A nice cold beer after work

What do you like doing on your day off? Play golf

USQ UNIVERSITY OF
SOUTHERN QUEENSLAND
fulfilling lives

ASSETS (BUILDINGS)

Most of our work here in the Maintenance section is generated as "reactive maintenance", or in other words, we keep the physical and cosmetic condition of the University to the standard to which you see.

The majority of our reactive maintenance is reported by you, the staff. You are, effectively, our eyes in your own areas and I would like to encourage staff who currently report maintenance issues to continue to do so. For staff who have not previously used our new maintenance request system (BEIMS), I would urge you to give it a go. Remember, all genuine maintenance activity is budgeted for by Facilities Management.

Just go to <http://beims.usq.edu.au/Login.asp> logon and password are staff/staff, go to "view, add or modify Remote Requests", Add a new Request.

In this screen, only the bold fields need to be filled in. All the information required for these fields is contained in the "buttons" adjacent to them. If you are unsure of your cost centre or department, staff in your area should be able to assist.

Be sure to change the last user's phone and email details to ensure you can be contacted if need be. Some details of the job may need clearing up.

If you can't find the relevant room number, just put the details in the job description. That way we'll get the right directions.

Remember, we're here to provide a service for you.

Say g'day to the guys when you see them out and about.

Peter Smith
Supervisor, Buildings Maintenance

CLEANING GOES GREEN

New cleaning contractors (Swan Services) commenced at Toowoomba Campus in August and, in addition to the move to day time cleaning (which reduces energy consumption), they have also implemented a host of environmentally friendly processes. Swan Services are AS/NZS ISO 14001:2004 certified for Environment Management Systems and are members of the Green Building Council of Australia. They have successfully implemented recycling programs in several of their major sites across Australia and are an important element of USQ's recycling initiatives as we move forward. The use of micro-fibre cloths for cleaning reduces waste and the need for chemicals. Swan Services have also purchased a purpose built electric vehicle for use on the Toowoomba Campus.

FM recently integrated "email agent" into the BEIMS system which allows work orders to be sent directly to the cleaner's (and other contractor's) handheld device or PC without the need for printing.

All staff at Toowoomba should have received a desk-side paper recycling box (if you don't have one let me know). Please use these for all non-confidential paper waste and help USQ's effort to substantially reduce the amount of paper going to landfill.



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).

SECURITY REVIEW

USQ Security will be engaging external consultants to conduct a comprehensive review of security on each campus. The review will encompass current and emerging technologies for electronic access control for use with a staff/student I.D card and CCTV as well as CPTED (crime prevention through environmental design), security procedures and alarm systems. Although we are graced with a low security incident rate compared with other Universities, we believe the outcomes of this process will ensure USQ remains a safe and secure University for staff and students.

SEGWAY & ELECTRIC VEHICLE TRIAL

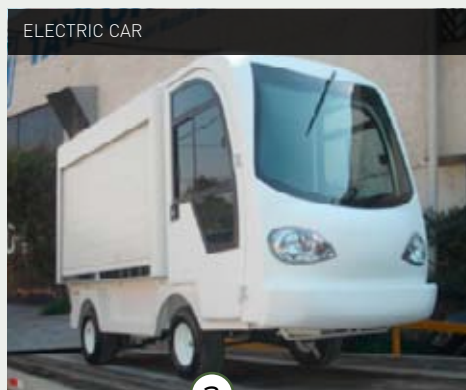
A recent trial of a "Segway" was undertaken to ascertain potential applications within FM. The trial went very well with all users suitably impressed at the ease of operation and the potential benefits to USQ, particularly the improvements to productivity. Although not an immediate option for USQ it will remain a consideration into the future.

FM recently trialled two industrial application electric vehicles for future integration into the FM fleet. The trial of these vehicles was quite comprehensive and they were put through their paces in a number of challenging applications. The vehicles performed very well in all applications and will now be assessed for whole of life costs, safety and environmental benefits.

Nathan Jones
Manager (Operations)



SEGWAY



ELECTRIC CAR



POOL CAR INFORMATION

Please note current charges:

\$10.00 per hour
(to the nearest 15 minutes)

\$65.00 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 Janet Meredith on x1412 or email janet.meredith@usq.edu.au to make a booking or for further information.

CAMPUS HUB/ LEARNING COMMONS

The University has awarded the first significant stage of the Learning Commons, Campus Hub Project to the Toowoomba office of Laing O'Rourke. The \$1.0m contract will commence at the beginning of November encompassing construction modifications to level 2 C Block and north end of G Block. The C Block scope will provide adjacent tenancies for Heritage Building Society and mecu credit union with an extended pergola shaded verandah extension opening to the quadrangle. G Block modifications will provide a vista to the Allison Dickson Lecture Theatre and an open plan shopfront for the Student Services/Guild careers Workroom tenancy.

R Block modifications will create a glazed façade along the south elevation maximising natural light into the Refectory and forming a connection between the refectory and the quad.

The first stage construction is programmed for completion for start of Semester 1, 2010 with the second stage Learning Common to commence early in 2010.

FRASER COAST CAMPUS

Facilities Management have resurrected discussions with the recently expanded Fraser Coast Regional Council with the aim of securing future Campus expansion site area within the Civic Precinct. Integral to discussions are dedicated University Library space and future growth for the Hervey Bay Art Gallery.

Based on current indications the new library space should be operational around July/August 2010.

SPRINGFIELD CAMPUS

Facilities Management are negotiating future Campus site expansion areas and an immediate site for VSU twin multi courts facilities. FM are proceeding with the design work for tender issue before Christmas.

CEEFC TESTING FACILITIES COMPLEX

McNab Construction is on target to hand over the \$850,000 specialised heavy load testing facilities by Christmas 09. The high bay 650sqm steel portal framed complex is located behind P9 CEEFC offices and labs (also built by McNabs). The facility will provide multiple testing apparatus to increase the research capabilities of fibre composite research for the Faculty of Engineering & Surveying.

TOOWOOMBA REGIONAL TENNIS CENTRE

Project Managers have been appointed to oversee the detailed planning and construction of 12 international standard cushioned tennis courts adjacent to the Clive Berghofer Recreation Centre. A joint project of the Queensland Government Department of Communities (Sports & Recreation Services), Tennis Queensland, Toowoomba Tennis, Toowoomba Regional Council and the University the \$2.676m project will include clubhouse and pro-shop facilities adjunct to the CBRC.

Programmed for completion mid 2010 the facilities will be available for students, staff and public use plus provide an international standard venue for professional tennis competitions.

SPACE AUDIT REVIEW

Early semester 1, 2009 Facilities Management undertook a comprehensive room audit of all teaching spaces at the Toowoomba, Springfield and Fraser Coast campuses. This was undertaken in order to gauge the overall utilisation rates of these spaces. Room utilisation is calculated using a combination of room frequency (how often it's used) and room occupancy (how much of its seating capacity is filled). The results have provided a detailed matrix which has highlighted opportunities for improvement across all three Campuses. Facilities Management will liaise closely with Faculties and those responsible for timetabling to agree strategies for improving the utilisation rates.



Photograph © Eddie Flemming

CEEFC TESTING FACILITY COMPLEX UNDER CONSTRUCTION

Simon Pearl
Manager (Planning & Space)

PRINTING SERVICES

PROGRESS OF ONLINE PRINT ORDERING (PRINT EXPRESS)

In depth programming continues to develop a full on line service. Programming efforts have been aligned to accommodate student printing as the priority.

There are nine identified phases, which are:

Stage 1. Printer Face for Students (by semester three)

Stage 2. Catalogue ordering for students

Stage 2.5. Creation of "Landing Page".

Stage 3. Printer Face for staff (simple)

Stage 4. Catalogue ordering Bookshop

Stage 5. Business Card/Stationary ordering staff

Stage 6. Staff catalogue ordering

Stage 7. Printer Face for Staff (complex)

Stage 8. Printer Face for External Clients Stage 9. Catalogue ordering for External Clients.

It is anticipated that students will be able to submit and order print jobs from Print Express or Printing Services by commencement of semester three on 16 November, with trials beginning 2 November. This initiative will allow us to provide students with high quality study material and notes, irrespective of their location or lifestyle.

COMMERCIAL MODEL

USQ Printing Services will adopt a full commercial business model with effect 1 Jan 2010. Working towards this goal Printing Services will endeavour to achieve commercial neutrality so that it can trade in the market place on a level footing and meet all statutory requirements.

It is planned that this initiative will bring mutual benefits for the University and local businesses through synergistic business partnerships.

FLEXIMODE REVIEW

Printing Services took part in Stage 1 of the Fleximode Review (focused on the total provision of learning content which includes print, Web, CD, Online and Distribution).

Support for Fleximode is one of the key reasons Printing Services is developing the student print facility "Print Express". If students wish to print themselves, they will be able to in a cost effective manner.

RECENT SUCCESSES

Sue Hills and Barry Rowen recently attended the NIPPA (Network of In-house Print Professionals Australasia) in Hobart Tasmania. Entries into the Print Awards have resulted with a total of five awards from the six print categories. Printing Services achieved two of the total three Gold awards and these were the offset printing categories. We placed second (commendation) for the Digital colour print awards.

Barry Rowen
Manager, Printing Services



NIPPA AWARDS WON BY USQ PRINTING SERVICES

ADMINISTRATION

STAFFING

Facilities Management has two recently appointed staff joining our Planning and Space team.



Michael Coulter is our new Drawing Officer responsible for the administration aspects of the CAD/Systems support services. He moved to Brisbane from NZ in January 2009, with wife Aly and two daughters in tow,

wondering why he hadn't made the journey 10 years earlier.

Michael served 12 years in NZ Army (Engineers) followed by 8 years self employed as Architectural Designer Private Sector (NZ).

He is a National Academy Coach Qualified (Soccer), and enjoys the occasional round of golf and loves the fact he can swim here in his backyard pool all year without heating it...yet.



Sant Dayal is our new Project Manager, responsible for providing assistance in the planning, design and construction of the University's Capital and Minor Works programs.

Sant is originally from Fiji and migrated to Australia in 2002 setting up his own architectural practice in Bundaberg before moving his business to the Sunshine Coast in 2006. Sant has a Bachelor of Architecture Degree, and comes with almost 10 years experience in the field of architecture.

Sant is a CAPM (Certified Associate in Project Management). With a special interest in Project Management and Contract Administration, Sant wants to attain a Masters degree in Project Management in the near future.

Sant is settling well in his new role as a Project Manager and describes it as very challenging but rewarding when the mission is accomplished. He claims to be fortunate to have such accommodating and helpful superiors and colleagues around him who have gone out of their way to assist him settle in this new environment.

Sant is now involved in many projects and is keen to get 'stuck in' to the 'Campus Hub' project.



JERSEY DAY

FACILITIES MANAGEMENT STAFF RECENTLY PARTICIPATED IN A FREE DRESS JERSEY DAY AS PART OF THE TOOWOOMBA HOSPICE FREE DRESS DAY CHALLENGE

PROCUREMENT

Procurement activities continue to be kept busy with the following offers being called/prepared:

- Campus Hub / Learning Commons Project
- Fire Services for McGregor and Concannon Colleges
- Simulated Wards in W Block
- Alterations to T Block Boardroom
- Modifications to Speed Humps and Pedestrian Crossings on Toowoomba Campus
- Shaded Fitness Areas at Fraser Coast
- Cleaning Contracts for Springfield and Fraser Coast
- Refurbishment of Amenities to Islamic Centre
- Replacement of Seating R113
- Supply & Delivery of Wall Mounted Air Conditioning Units, McGregor College
- Replacement of Library Lighting, R Block
- Project Management Consultancy, Sciences Refurbishment

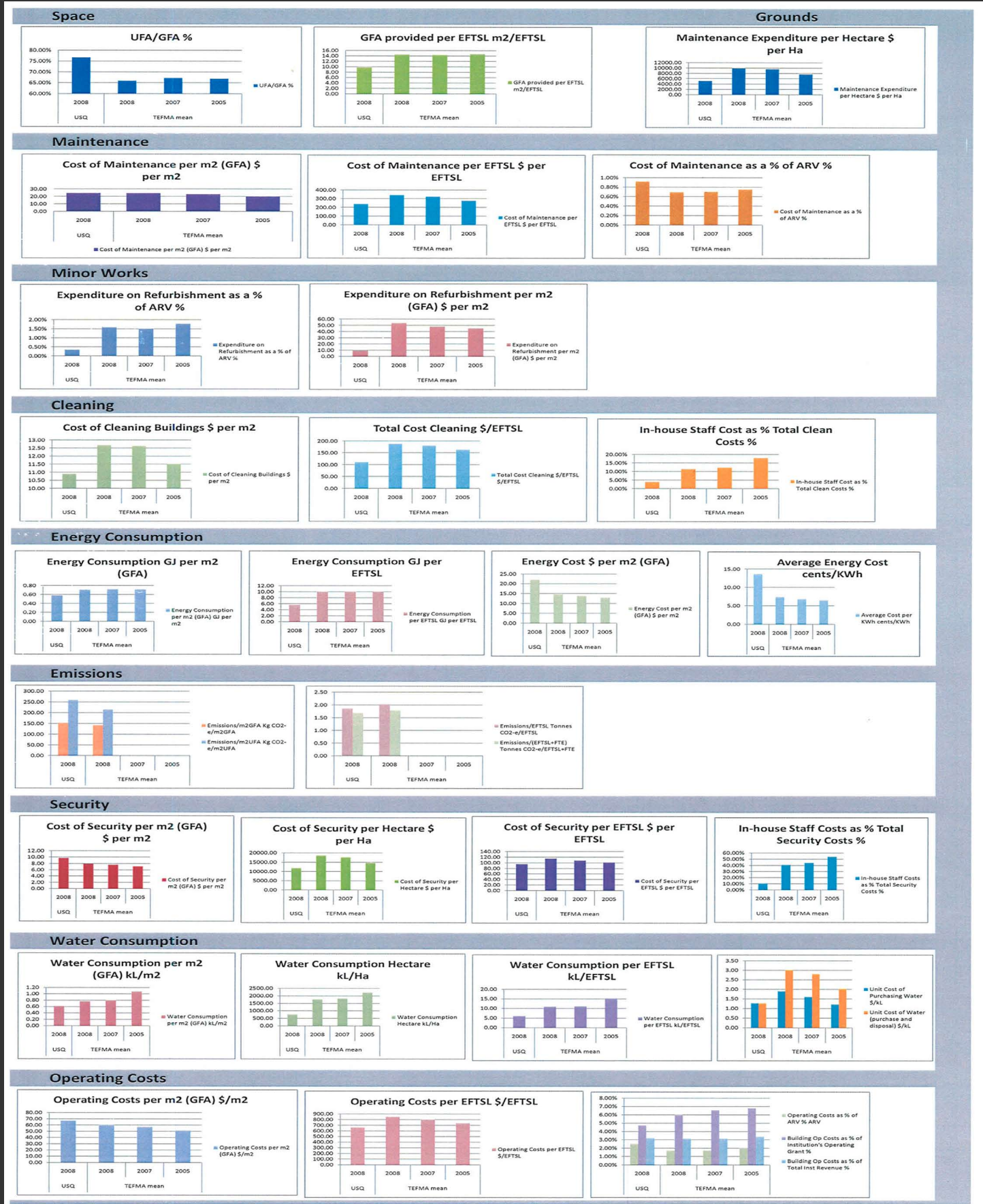
Pam Crawford
Administration Manager

TEFMA STATISTICS



USQ is a member of the Tertiary Education Facilities Management Association (TEFMA) and participates in an annual benchmarking exercise. These are the stats from the 2008 round.

Further information is available from <http://www.tefma.com/>



ASSETS (GROUNDS)

It's been a busy start to Spring with Grounds & Gardens getting through the busiest part of the year. First we had USQ Open day on the 16th of August ensuring the University grounds were at their peak for the public. Next on the calendar was graduation on the 5th of September followed closely by the event of the year – Carnival of Flowers USQ float. With the cooperation of marketing, maintenance and grounds we managed a tied 3rd place in the corporate sector of the carnival. This year's Carnival of Flowers appears to be one of the busiest in years and visitors to our Japanese Garden have been no exception with record numbers of tourists choosing to spend time in these tranquil surrounds.

Throughout this busy period we have also been involved in two landscaping projects on the University grounds. The first being a relatively small job, landscaping the front area of K3 block using a variety of plants including hedging and drought resistant ones. Our other project in K7 which is nearly complete was a larger one using all drought resistant plants which is imperative

due to the conditions of the area. This area is a low priority section that needed plants with low maintenance properties and we have used specimens such as Photinia Red Robin, Purple Fountain Grass, Lomandra and a selection of Grevillias etc.

Our aim over the coming months will be to undertake a watering program to ensure all our new and old plants are maintained throughout this dry period with priority areas given more water resources within the restraints of our current drought water restrictions.

Readers may also recall the crown lowering work undertaken in the Japanese Garden. This work did deter the flying foxes for some months but unfortunately they reappeared last weekend. We are currently in contact with the EPA and closely monitoring the situation.

Mark Flint

Coordinator (Grounds & Gardens)



USQ CARNIVAL OF FLOWERS FLOAT

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	Janet Meredith or Phil Newberry	x1412
Mail and Stores	Ray Wells	x2874