



Customer Profile

The ACH Group

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Term

2006 - ongoing

Value

\$1.5m p.a.

Location

Adelaide, SA

Design, Construction and Maintenance

The ACH Group is a leading South Australian based aged care provider with a vision to provide Good Lives for Older People.

Contract history

Programmed was engaged by the ACH Group to undertake the design, documentation and construction management of numerous projects throughout Adelaide. We have been providing design and construction services to ACH since 2006 and have since become one of their preferred services consultants.

Our engagement has been on a project by project basis and all work undertaken is usually based on a fixed fee which is submitted for approval prior to project commencement.

Projects have ranged in size, complexity and cost and have included single, dual and multiple unit sites as well as larger community facilities. A key requirement for all projects has been to deliver value for money outcomes in keeping with the ACH Group's budget while maintaining their high amenity standards.

Projects

Recent projects undertaken by Programmed include:

- ▶ Payneham Cottages Upgrade - multiple unit upgrade of ten dwellings
- ▶ War Widow Guild Upgrade, Rose Park - multiple unit upgrade of 12 dwellings
- ▶ Community Centre Upgrade, St George's Court, Magill - Refurbishment and fit-out of existing centre
- ▶ 44 – 48 St. George's Court, Magill - conversion of five dwellings into three, extensions to existing floor plate, complete internal fit-out, all new finishes, etc

- ▶ 18 & 19 Pickering Court, Felixstow - typical smaller scale conversion and re-fit conversion of two dwellings into one, extensions to existing floor plate, complete internal fit-out, all new finishes, etc
- ▶ 3 & 4 Pullin Court, Rostrevor - conversion of two dwellings into one, extensions to existing floor plate, complete internal fit-out, all new finishes, etc

Programmed completes over fifteen general unit refurbishments per annum in the southern suburbs involving new kitchens, bathrooms, carpet, painting airconditioning and landscaping.

Ongoing general maintenance

Programmed also provides ongoing general maintenance repairs as ACH requires on an ad hoc basis.

Grounds maintenance

Programmed has a grounds maintenance contract for many sites across Adelaide. We provide a full range of pre-construction project architectural services, including:

- ▶ Site measures and existing drawings
- ▶ Feasibility studies preliminary/sketch design
- ▶ Design development
- ▶ Interior design
- ▶ Documentation (including working and construction drawings, specifications and/or scopes of works)
- ▶ Engagement and coordination of specialist consultants
- ▶ Submit and obtain all necessary statutory and local council approvals including Planning, Building Rules and Development Approvals.

Programmed regularly attends client meetings for projects or on an as-required basis for specific projects. We have also attended both PCGs (Project Control Group) meetings and consultant meetings, depending on the project scope.

In all cases, we have followed Programmed's quality procedures in accordance with our national and state-based Quality Management System. These procedures have included the identification of ITPs (Internal Test Points) at the start-up of each project and client sign off at critical stages of the design/documentation process.

Customer service initiatives/innovations

For selected projects, we have also provided post documentation and contract administration services. Provision of these services has generally remained at our client's discretion. It has included additional drawings and details where required for clarification or variation, inspections of shop drawings, site attendance, defects inspections and As Built drawings.

In addition, Programmed has provided fixed fee costing for unit upgrades that offer an overall cost saving for the client based on the volume of work.

