



## Customer Profile

# Southern Queensland Correctional Centre

### Customer

Southern Queensland Correctional Centre (SQCC)

### Term

2014 - 2029 (+10 year option)

### Value

\$6.5m p.a

### Location

Gatton, QLD

## Facility Management Services

Programmed was awarded the Long Term Maintenance and Capital Renewal contract at the new Southern Queensland Correctional Centre (SQCC), located in Gatton Qld.

The 300 bed male facility was first occupied in 2012 and is the first stage of a staged development that has a future expansion capacity of 1,000 beds. In 2018 the facility was converted to a maximum security women's prison.

### Scope of Services

The scope of the contract includes the maintenance and life cycle renewal of all facility building elements, plant and equipment, infrastructure and other assets within the SQCC, over the life of the contract.

- ▶ Facility Services – including the provision of landscaping, cleaning services, pest control and operation of the wastewater treatment plant
- ▶ Asset Management – including Asset Condition Assessment and reporting
- ▶ Facility Management
- ▶ Planned Maintenance – including security access requirements
- ▶ Corrective Maintenance
- ▶ Reactive Maintenance – including emergency repairs and minor new works
- ▶ Capital expenditure work – minor and major replacement or refurbishment of the facilities assets
- ▶ Lifecycle Replacement
- ▶ Asset Management
- ▶ Water Efficiency
- ▶ Energy Management
- ▶ Landscaping
- ▶ Cleaning
- ▶ Pest Control
- ▶ Waste Water Treatment Plant Operations
- ▶ Security (SAAB)

## Service Delivery Structure

---

Programmed's previous experience in corrections facilities has assisted in the development of a tailored maintenance solution for SQCC that optimises labour, increases plant reliability and efficiency; and introduces continuous monitoring and improvement.

Maintenance Services are provided via a combination of in-house employees and specialist subcontractors. Reactive Works are handled via a dedicated 24/7 Help Desk, which provides the first point of contact for all reactive works orders. These are then scheduled, dispatched and delivered in close liaison with the Facility Operator, to provide minimal disruption to daily prison activities.

Planned Maintenance is carefully scheduled via an annual works plan. Our existing knowledge of correctional facilities means that we are able to schedule and deliver most preventative activities without disturbing the core functions of the Facility Operator.

Asset Management is provided via ongoing Asset Condition Assessments and the development of a detailed Asset Register and Strategic Asset Management Plan (SAMP).

## Lifecycle Renewal

---

Programmed is responsible for the planned replacement, refurbishment or renewal of an asset resulting from its functional and/or condition degradation over time. We have utilised our proprietary Lifecycle Costing Tool to develop the lifecycle modelling for the 15 year SQCC contract period.

## Value Added Services

---

### Water Treatment Plant Management

In late 2017 Programmed took over the operation of the onsite water treatment plant from the incumbent subcontractor. Programmed identified numerous operational and financial efficiencies including:

- ▶ Incorporating SMS alerts into the SCADA system
- ▶ Installing Point to Point Wireless Infrastructure
- ▶ Streamlining Planned Maintenance Plans with the rest of the prison

## Recent projects

### Prison Upgrade

In July 2018 Programmed and Programmed Property Services converted the prison from a male to female facility over a period of four weeks.

The reason for the change, was to reduce overcrowding in the women's prison sector. The scope of the project included repairing vandalism (patching, painting) and tidying the facility for the female arrivals. The total value was \$900k.

