



Customer Profile

Kirkbrae Presbyterian Homes

Customer

Kirkbrae Presbyterian Homes

Term

3 years (2017 - 2020)

Value

\$0.5m p.a.

Location

Kilsyth, VIC

Facilities Management and Maintenance

The Kirkbrae Presbyterian Homes provides retirement living and aged care services in Kilsyth in the outer eastern suburbs of Melbourne. It is operated by the Presbyterian Church of Victoria.

Contract history

As a community based residential service, Kirkbrae offers compassionate support, care and services. The Facility is divided into four sections; Acacia, Banksia, Waratah and Jacaranda, and comprises 80 units. There are plans to expand to 200 units over the next ten years.

As the site is an aged care facility, meal times are important as a routine to residents. Any equipment Programmed needs had to be scheduled outside meal times and reactive work in resident rooms to be discussed with nurses (as residents have set nap times). Some residents won't let staff / subcontractors in to conduct work unless they are home.

Scope of services

A management function provided acts as an interface between the residents, staff, Kirkbrae Management, suppliers and subcontractors. We work behind the scenes to coordinate a seamless service.

We deliver a range of Preventative and Reactive maintenance and Capital and Minor works including:

- ▶ HVAC
- ▶ Plumbing
- ▶ Mechanical
- ▶ Electrical
- ▶ Lifts
- ▶ Grounds
- ▶ Generator maintenance
- ▶ Swimming pool
- ▶ Fire
- ▶ Pest
- ▶ Handyman tasks
- ▶ Kitchen equipment.

Operational improvements

Programmed has leveraged its experience running FM services at aged care facilities and other contracts to bring improvements to the running of the contract.

The team has improved the Asset Register available through data collection using Fulcrum and deploying leading industry Asset Management Software (Maximo) which enables the collaboration of numerous data streams.

Maximo is used to create work orders to be sent to subcontractors. ProMAP is to be introduced. Improvements in data collection and work order management is driving evidence based decision making, improved and transparent analysis and reporting of the services.

The introduction of Maximo brought more detailed planned maintenance plans vastly superior and more transparent for all parties involved in the contract than previously available (whiteboard to Maximo reports as displayed below) giving certainty to Kirkbrae that jobs would not be missed.

Operational Continuity

Operational continuity is essential to Kirkbrae. The facility operates a 24/7 laundry, kitchen, catering, hospital. Our team supports the maintenance of the facility to provide certainty of operational continuity and avoid or minimise disruption or nuisance to the staff, patients and visitors.

As a first-time outsourcing organisation, our team at Kirkbrae was presented with a challenging scenario with no handover. This required the team to hit the ground running. The team worked to a 100-day plan to successfully mobilise the team and collect all asset data.

