



# Customer Profile

## UnitingCare

### Customer

UnitingCare Ageing  
UnitingCare Children

### Term

15 years (2008 - 2023)

### Value

\$4.5m p.a.

### Location

Western NSW

## Facilities Management and Maintenance

We provide the crucial interface between UnitingCare, Operations and Service Providers, leaving UnitingCare to focus on their core objectives.

### Contract history

Since 2008, Programmed have been maintaining over twenty-one Aged Care facilities for UnitingCare Ageing Western Region and seventy facilities for UnitingCare Children, Young People and Families in NSW.

### UnitingCare Ageing Western Region (UCAWR)

Programmed maintains Independent Living, Hostels and Nursing Homes for UCAWR. We provide a range of services to the twenty-one properties including:

- ▶ Asset Management
- ▶ Preventative and Reactive Maintenance
- ▶ Quoted/ Project Works
- ▶ Handyman Services
- ▶ Help Desk Facilities

Programmed provides a management function that acts as an interface between the residents, nursing staff, UnitingCare Management, suppliers and subcontractors.

We do this by taking responsibility for all service requests, including those outside of our service delivery, such as security, cleaning and laundry services.

### Customer service initiatives / innovations

Over the past four years Programmed has implemented the following improvements to service delivery and operations across the Western Region:

- ▶ Identification of plant and equipment past serviceable life, including preparation of CAPEX forecast for items past or nearing the end of serviceable life
- ▶ Trending of service requests, including miscellaneous works requests
- ▶ Developed a better understanding of the range and instances of activity gaps (miscellaneous works), including a proposal to capture activity gaps into the contract through a 'Bank of Hours' concept
- ▶ Enhanced maintenance reporting for Accreditation Audits
- ▶ Developed a consistent approach to certified maintenance requirements across the region.

### UnitingCare Children, Young People and Families (UCCYPF)

In 2011, Programmed was chosen to deliver the building and property maintenance services contract to the Burnside Children, Young People and Families division of UnitingCare.

Programmed currently looks after over 70 premises and delivers:

- ▶ Asset Management
- ▶ Preventative Maintenance Regimes
- ▶ Reactive Maintenance
- ▶ Grounds
- ▶ Quoted / Project Works
- ▶ Handyman Services

### Customer Service Initiatives / Innovations

In the initial stages of the contract, we conducted a comprehensive Due Diligence exercise that quantified and clarified the extent and condition of UCCYPF's assets. The outcome is a robust asset register that provides the basis for strategic asset management plans and the development of accurately costed preventative maintenance schedules.

Once again, Programmed provide the crucial interface between UCCYPF management, operations and end users in terms of providing contact and management function to ensure that operations run smoothly.

Additionally, our role is to employ our knowledge and expertise to develop and implement a framework of best practice in managing the asset portfolio in terms of compliance. We also look to develop a whole of life asset management approach to ensure that UCCYPF is able to reduce expenditure and increase return on assets across a portfolio of maturing assets and infrastructure.

