



Breakdown Repair Service

INTRODUCTION

The Department of Finance (Finance) offers a 24-hour, year-round building related Breakdown Repair service to West Australian State Government agencies. This maintenance service covers a comprehensive range of trade categories that cater to most building related fault repairs.

This document provides an overview of this service offering, along with information that will assist agencies engage with Finance should they wish to avail of this service.

OVERVIEW OF THE BREAKDOWN REPAIR SERVICE

Breakdown Repairs are building related faults that require prompt response to address or remediate damage to, disruption, or failure of plant and equipment, fixtures or other property. Such faults may relate to building related fabric, plant or equipment that has failed or been damaged through wear and tear; or acts of vandalism.

It also includes emergency services to repair failed plant and equipment or facilities that present an immediate hazard to building occupants.

Finance delivers this service via a framework that comprises its:

- Maintenance Service Centre (MSC);
- Low Value Maintenance Panel (LVMP); and
- Service Alliance 2012 (SA12).

MAINTENANCE SERVICE CENTRE

The MSC is the central point through which work is registered and issued in conjunction with the LVMP and SA12 contracting arrangements.

The MSC is a contracted service provider based in regional WA, that operates as an interface between site occupants and the contractors to facilitate the delivery of the Breakdown Repair service.

The MSC receives calls mostly for breakdown repairs from building occupants, registers and allocates works to nominated contractors, and reports activities to Finance.

LVMP AND SA12

Finance delivers its Breakdown Repair services to agencies for their non-residential buildings located across the state via the LVMP and SA12 arrangements. These contracting arrangements comprise small to medium sized businesses which provide maintenance

services across 40 plus trade categories. Further information on these contracting arrangements is available on the WA.GOV website.

Work is allocated to these contractors by the MSC using pre-determined work allocation plans established and maintained by Finance.

A Maintenance Advice Form (MAF) is used to records details of the work undertaken by the Finance contractor. Among other things, it also records the names of the tradespersons and their time on the job; and material used. The site representative acknowledges the completion of the works by signing the MAF. A copy of the MAF is retained by the site and provides a vehicle for the site representative to provide feedback to Finance.

BREAKDOWN REPAIR PRIORITY TIMES

Each Breakdown Repair request is assigned a priority which will determine the response and completion times which the contractor is required to meet.

Breakdown Repair may be assigned one of three possible priorities:

- Priority 1 – attendance within 24 hours;
- Priority 2 – attendance within three business days; and
- Priority 3 – attendance within seven business days.

FINANCIAL LIMITS AND COST RECOVERY

FINANCIAL LIMITS

Agencies delegate to Finance the authority to approve expenditure on a Breakdown Repair work order up to a specified value. The value range from such approvals will be between \$1,500 to \$5000 during business hours (between 7am and 5pm on a business day); and from a minimum of \$3,000 for work required outside business hours. For repair estimates that exceed these values, Finance will first seek approval from the agency prior to proceeding with such repair works.

COST RECOVERY

Finance's levies a transactional charge for the Breakdown Repair service that is currently set at \$60 per work order registered in response to a fault repair request. Finance reviews this charge prior to the commencement of each financial year.

Finance will pay its contractors for services delivered against work orders relating to work requested by an agency and will invoice the agency on a monthly basis for these contractor costs and charges stated above.

Invoices to agencies can be either individual or summary in nature, depending on an agency's preference.

THE BREAKDOWN REPAIR PROCESS

The following flowchart lays out a high-level overview of the Breakdown Repairs process that applies to the delivery of this service.

