

# insidenewsletter



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Welcome to the 2009 Spring issue of TEFMA's insidenewsletter magazine, my first as the TEFMA President. Can I say for the start that I am honoured to serve you as President and, as a Board we will work hard to continue to bring value to the membership in our offerings. Once again thanks to Bart Meehan of ANU and our Secretariat for putting together another interesting newsletter. The articles submitted by our members, including those who have recently won scholarships, are a great source of knowledge on contemporary FM issues, and part of the strength of TEFMA, the willingness to share experiences, good and bad.

As we close out 2009, we can reflect on some great workshops: Contract Management course in Wellington NZ, Carbon Footprint in Noosa Queensland, and the Grounds workshop at Massey University, NZ. In 2010 we have already scheduled a workshop in Christchurch, "Surviving the Impact" and the inaugural joint TEFMA/FMA workshop on Sustainability. Keep your eyes on the website for more details. We also had a great TEMC Conference in Darwin in October 2009. Papers can be downloaded from the TEFMA website. Planning is well underway for TEMC 2010 and registrations are now open, so if you want to part with some surplus funds as the year ends, why not register for what will be a great TEMC in Melbourne in October 2010!!

During the later half of the year, we amended our by-laws and Constitution, which brought a number of changes to the way we operate. The major change was the reduction of the Board Directors from 7 to 5, and the amalgamation of the Secretary and Treasurer roles. The membership voted overwhelmingly for the change and the Board, together with the Secretariat will ensure Board operations run more efficiently and take on a more strategic focus.

At our September AGM, we announced the review of a number of our publications – facilities condition auditing, space management, and strategic asset management planning. The later is in final review and will be published on the TEFMA website early in 2010. During 2010, the Board has committed to reviewing the TEFMA Sustainability Guide, which is now some years old and given significant movement on this issue in that time, an updated Guide is considered necessary and will be of value to members.

In Darwin, the TEFMA Awards Dinner acknowledged all the hard work being done by the members during the year, and special congratulations go to Monash University who were awarded the Innovations Award for their model ESD Assessment Tool. Our Patron Prof Daryl Le Grew from UTAS provided some 'words of wisdom' on where we should be focussing our efforts into the future as an Association and individual institutions. I am saddened to advise that Daryl has decided to move on from UTAS from the end of 2010, so we will need to give some thought to a replacement Patron going forward.

I trust you enjoy the read and may I take this opportunity to wish you all a very Merry Christmas and prosperous and safe New Year. I look forward to working with you during 2010.

**MATT SMITH**  
TEFMA President

## AROUND THE TRAPS

### The 2009 Tertiary Education Conference, The Education Revolution:

Sustainability in Tertiary Education was a great success with over 560 delegates joining us in beautiful, but hot Darwin.

The Darwin Convention Centre played host to the event, which was a fantastic modern venue.

Over 70 papers were presented through out the conference from authors across Australia and New Zealand as well as presentations from HEFMA, AUDE and APPA attendees.

Keynote addresses were presented by Professor Barney Glover, Dr David Woodhouse, Professor Geoff Scott, Shannon Bell, and Tania Major with the closing presentation by local personality Ted Egan.

As always the social elements were a highlight with many enjoying the balmy weather at the Welcome Reception and the performance by One Mob an Indigenous dance group from the local minimum security prison. Delegates then enjoyed the rest of the evening wandering around the famous Mindil Beach Markets.

This year a TEMC Funny Money Silent Auction was run to encourage delegates to visit the trade exhibitors. Delegates really got into the collection of money with some great prizes on offer, all donated by the exhibitors this causes a flurry of names on paper when the auction ended.



On behalf of the organising committee for the 2009 conference we would like to thank all of our generous sponsors and exhibitors, including our major sponsor Fuji Xerox and our gold sponsors Campus Living Villages and Woods Bagot. Again we have had an overwhelming response from our sponsors and exhibitors.

Finally we would like to thank all of the keynote speakers, session speakers, sponsors, exhibitors and delegates who attend TEMC 2009 and their contribution in making this conference such a success.

Have you registered for the 2010 Tertiary Education Management Conference yet? Registrations opened early this year, so take advantage of any left over funds from 2009 and register now. Visit [www.temc.org.au](http://www.temc.org.au) to register.

The Call for Papers/Presenters for the conference will open early next year and we will be launching our new conference website at the same time

Confirmed keynote speakers include, Tim Costello, CEO World Vision Australia and Deputy Vice-Chancellor and Director TAFE Swinburne Ms Linda Brown.

As usual the conference will include an enjoyable social program with the Welcome Reception being held at the Crown Promenade Hotel on Sunday 3 and the Conference Dinner at the Atlantic Peninsula with the exciting theme of "Unibelly; It's a Jungle Out There" on Wednesday 6 October

On behalf of the organising committee for the 2010 conference we would like to thank all of our generous sponsors and exhibitors for committing to the conference so early and showing your support of this industry and event.

Don't forget to follow up on Facebook [www.facebook.com/TEM2010](http://www.facebook.com/TEM2010) and Twitter [www.twitter.com/TEM2010](http://www.twitter.com/TEM2010)



### Some movements around the traps:

- Our colleague and former President of TEFMA, Alan Egan, has left the balmy shores of Sydney behind to take up the position of Director, Facilities and Services at the University of Queensland. Geoff Dennis, another former President, has taken the role of Deputy Director.
- Mick Serena, formerly Deputy Vice Principal and General Manager Construction at the University of Melbourne, has been appointed the Director, Facilities and Services at the Australian National University. Wayne Ford, who moves from the private sector, has been appointed the Associate Director, Facilities Planning at ANU
- Barry Inglis has moved from LaTrobe to take up the position of General Manager, Construction at the University of Melbourne.

The Editorial staff of the TEFMA newsletter want to wish TEMFA members and their families a merry Christmas and a happy new year. Season's greetings from Bart Meehan (Editor), Giles Pickford (Sub Editor) and Kabir Mokamel (Designer)

## ECU WINS THE 2009 PREMIERS AWARD FOR “MANAGING THE ENVIRONMENT”

BY BRIAN YEARWOOD

Director, Facilities and Services, Edith Cowan University

ECU strives to be sustainable in all of its activities and is on a journey of continuous improvement. The University is committed to developing a heightened awareness within its staff, students and the wider community of a sense of place and value for the environment and each other. ECU is creating a sustainable university community and a culture of ‘healthy you, healthy environment’.

A strategic priority within the ECU Strategic Plan is building organisational sustainability and ECU was one of the earliest Universities to appoint an environment committee to inform and advise on environmental related issues.

ECU is a leader in the teaching and learning of sustainability where there is strong synergy between sustainability and the discipline. ECU’s goal is to build its research enterprise and generate enhanced outcomes in selected areas of excellence, particularly those with the potential for high social, economic, environmental and cultural impact.

ECU selected the Global Reporting Initiative as its reference framework to manage sustainability. Under this framework the University manages seven environmental programs in water, waste, energy, travel, biodiversity, procurement and the delivery of education. The university also operates five social sustainable programs being sustainability in the curriculum and research, OSH and wellness, professional development of ECU staff, diversity and equal opportunity and engagement.

This comprehensive approach taken by the University towards sustainability has been subject to an independent evaluation. The evaluation highlighted a number of strengths and opportunities to the University and has resulted in the implementation of the Sustainable Communities Action Plan to drive further continuous improvement.



L to R: West Australian Premier Colin Barnett, ECU Vice-Chancellor Professor Kerry Cox and Brian Yearwood

## LEADERSHIP DEVELOPMENT FOR THE FACILITIES MANAGER

BY BRENDA STEPHENS

University of South Australia

winner of the Opus Management Development Scholarship for 2009



In August this year I attended the Leadership Development for the Facilities Manager Program, held at Aitken Hill near Melbourne for the first time. Attendees at the program from earlier years have praised the facilities and the food at previous venues – and the new venue Aitken Hill did not disappoint. Neither did the program, which was intense but rewarding.

There are numerous benefits in attending this course – the material covered and the insights gained from the experience and knowledge of the presenters is just one. Interaction with people working in the same field and the insights gained from talking about experiences and solutions with them cannot be underestimated. The other main benefit is an increased awareness of yourself and how you manage yourself and your team.

Something that became apparent on day one was the similarity in problems and issues amongst the group. It is easy to imagine that your problems are unique, and that everyone else is managing better than you – but it turns out there are surprising similarities in other universities, other states and even other countries! This was my first insight, to be one of many during the week.

The presenters throughout the week were all excellent, clearly experts in their fields and skilled at leading group discussions to ensure we understood the material and how it could be applied. Of all the sessions, I gained most from the sessions on leadership, negotiation and conflict management. Eugene Fernandez presented the session on leadership and included some references to current neuroscience in his discussion, which I found not only interesting but something I could relate to immediately and practically. Among other things, Eugene explained that doing something new 21 times creates new neural pathways within your brain, meaning that activity becomes habit or “second nature”. It is easy to become overwhelmed by things you want to change about yourself – but understanding that you can “teach” your brain to do things differently is an insight with obvious practical application and something I have reminded myself of regularly since the program.

Another area covered which had practical application for me was the Myers-Briggs Type Indicator. Prior to the program, we all did an online “test” designed to describe our personality preferences. The instrument explains four aspects of an individual’s personality: how the individual prefers to focus their attention (introvert or extrovert), how the individual receives information from their environment (facts and realities or intuitive gut-feel), how the individual makes decisions (logical and objective or focussing on relationships between people), and how the individual relates to the world around them (organised and orderly or flexible and spontaneous). Where an individual sits within the scales of the instrument usually describes how they naturally react to situations, their typical communication styles, how they make decisions and manage change and conflict. Not only did this tool provide insights about myself, it gave context to my interactions with other people and why it is harder for me to work with some people than others! Understanding your own reactions to situations is of obvious benefit, but understanding how and why others might react was of immediate use to me – enabling me to change my approach depending on the natural preferences of the people I work with.

One of the features of the program was the openness and honesty of the participants. The presenters provided an environment that encouraged sharing of ideas and experiences and everyone responded. Relationships were quickly established and networking was made easy. There is no doubt that the opportunity for networking is one of the key features of the program, and I believe many of the group established relationships with colleagues from other universities which will continue to be of benefit as they progress through their careers. This is possibly my one regret from the program – I did not take full advantage of the networking opportunities available. It is also one of my key learnings from the program – I need more practise at networking!

Without question, it was worthwhile spending a week learning new things, discussing shared issues with people in similar areas, and reflecting on myself and my approach to leadership. I think facilities management is very much an area where people reach management because of their technical knowledge and experience – often without much thought about their ability to lead and manage others. That makes this program so valuable – taking some time out to focus on managing ourselves better and leading a team of people rather than just managing a facility or a particular function provides a whole new set of tools and abilities, which I think can only improve our ability to get the job done in the best way possible.

Thanks to TEFMA and OPUS, Metanoa and the presenters, and the other participants at the program this year. It was an intense week, but one which I will remember as particularly beneficial for me. I encourage others to attend this program in the coming years, if and when the opportunity arises.

# THE AUSTRALIAN NATIONAL UNIVERSITY MODULAR STUDENT ACCOMMODATION

BY KEITH WALKER  
Australian National University

In late April of 2008 staff at the ANU's, University Accommodation Services and Facilities and Services Division commenced an investigation into the benefits or otherwise of modular construction techniques in providing a rapid response to the demands for student accommodation at the ANU, Canberra. After a flying visit to Keetwonen student accommodation in Amsterdam and to the Uxbridge Travelodge in London to investigate completed and partially completed projects the challenge commenced to deliver a facility and achieve compliance with the Building Code of Australia and other relevant codes and standards. Whilst transportable modular accommodation construction has been used in Australia for many years, it quickly became evident that the project which required constructing to six levels would be leading edge in Australia, presenting new challenges to designers and builders.

After two frustrating false starts the ANU in February 2009 came across QuickSmart Homes and Hutchison Builders. Following initial discussions a Design Construct project was developed and signed in June 2009 to construct 70 self-contained units with common facilities complete, by December 2009.

The development which is part of Ursula Hall will be known as Ursula Hall – Laurus Wing and is due to open for Semester 1, 2010.



Architect's Impressions

## Nature of the Project

The project will deliver a 70 unit (self-contained) student accommodation facility comprising 42 studio units, 4 accessible studio units and 24 one-bedroom units suitable for couples. Supporting the residential accommodation is a laundry, bike parking, computing and common room facilities. Safety, security and resident support have driven the design.

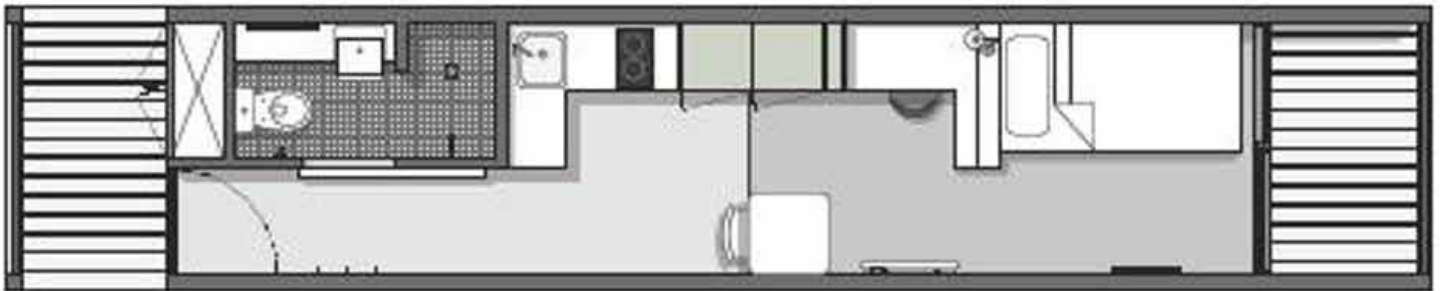
## Design Intent

The facility is designed to meet the independent living needs of more mature students while offering the opportunity to be engaged and contributing to a community. This development acknowledges and is designed to meet the needs of postgraduate students, 24/7.

## Design

This project is believed to be a first in Australia – a residential facility whose construction is based on stacked shipping containers. The major benefit of this design is the comparatively short construction time. Containers are purpose built, including interior fit-out, in China, shipped to Australia, transported from port by road and installed on site within a six month period.

## Floor Plans



Single Studio

## Floor Plans



One Bedroom (Corridor)

## Sizes

Studio	22sqm
Accessible studio	30 sqm
1 bedroom unit (corridor)	32 sqm
1 bedroom unit (courtyard)	35 sqm
Common areas	125 sqm
External courtyard	550 sqm

## Inclusion

The units are fully furnished for either singles or couples and comprise

- Bathroom - one per unit. Accessible units feature appropriately modified bathrooms
- Kitchen – under bench oven, bench top ceramic hot plates, kitchen exhaust fan, full size fridge, sink with drainer, stone bench tops
- Study area – desk and chair, book shelves, internet connection via the ANU network
- Bed – king single for studios, queen-size bed for the 1-bedroom units
- Wardrobe – as appropriate to both singles and couples
- Security – electronic
- Heating - electric panel heating. All units are thermally and acoustically insulated.
- Balcony – all units have one balcony – some one-bedroom room units have two balconies.
- TV – wall mounted, with access to the ANU channel network.
- Phones – one per unit



## Other Amenities

Lift

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Laundry

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Large item storage during residence period

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Bicycle parking

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Outdoor - landscaped courtyard and BBQ area

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Small Info Commons facility for residents who do not have their own computer

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## Construction

Hutchinson Builders is delivering the Project under a Design & Construct Fixed Sum contract. On site construction began on July 6th 2009. The Modules are being supplied by Quicksmart Homes. Hutchinson will commence installation of the Modules during September and completed module installation in October 2009.



13th October 2009





14th September 2009



10th August 2009

# A NEW STUDENT LEARNING HUB TO BUILD CAMPUS LIFE



The University of Adelaide is embarking on a major new facility for students in the heart of its North Terrace Campus. This new facility will transform on-campus student life and learning.

The \$34.5 million redevelopment of the central Hughes Plaza as a student learning hub, due for completion in March 2011, will reinvent students' on-campus experience, increase learning and recreational space and provide a 'front door' to services at the University.

This learning hub will offer a multi-level, all-weather space where students can meet and undertake group study in flexible lounge areas, use free computer and other audio-visual facilities, and access a broad range of student services, while enjoying a coffee and a range of other food and beverages.

After graduating from UniSA Kendra worked as an interior designer before joining the University of Adelaide in 2006 in the Strategy and Space Planning Unit. She is currently leading the co-ordination team for the Student Learning Hub. In September Kendra received the 2010 TEFMA/TAC Maurie Pawsey Scholarship which she plans to use to research student informal learning space.



*"This will be the largest and most dynamic student learning hub in Australia and, we believe, the envy of other universities across Australia,"*

"This will be the largest and most dynamic student learning hub in Australia and, we believe, the envy of other universities across Australia," said the University's Vice-Chancellor and President, Professor James McWha.

"Other satellite learning hubs are likely to follow on our North Terrace, Waite and Roseworthy campuses. We've already opened a student hub in the Faculty of the Professions on Pulteney Street and it's proving highly successful.

"Hughes Plaza is the geographical heart of the campus, a logical intersection traversed by more than 50% of all campus pedestrians. The redevelopment will turn this rather barren area into a true hub which will provide more opportunity for social interaction on campus. It will integrate learning, social and recreational spaces with a 'front door' to student support services and library resources, food and beverage outlets and other services."

This exciting development will incorporate technologies such as online learning, learning management systems and wireless networks to be accessible within informal and collaborative study and recreational spaces. This development brings together the leading thinking on educational space planning from around the world.

"We will be arranging focus groups and undertaking surveys with students to ensure we provide exactly what students want in this new facility," Professor McWha said.

"This is a significant development in the University's building program, which is seeing more than \$400 million being invested in state-of-the-art research and teaching facilities on the North Terrace, Waite and Roseworthy campuses."

The development is part-funded by the Federal Government's Better Universities Renewal Funding initiative.

KENDRA BACKSTROM  
Co-ordination Manager

# INAUGURAL TERTIARY PARKING MANAGEMENT WORKSHOP

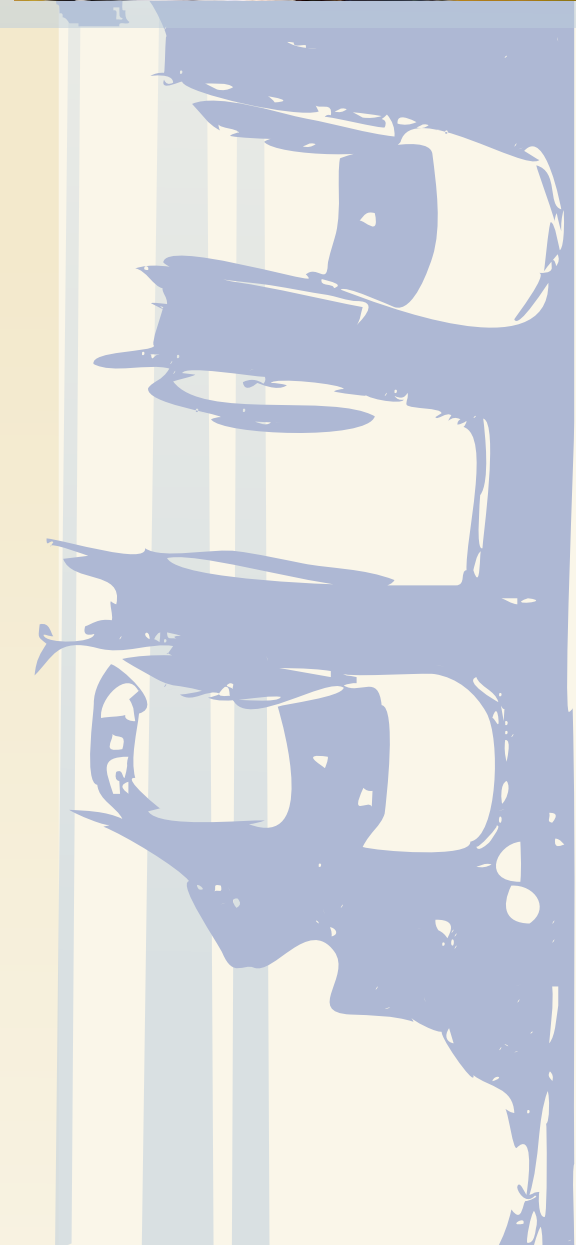
BY ANTHONY FLETCHER  
University of Queensland

The Parking Association of Australia (PAA) recently convened a two-day Tertiary Parking Management Workshop on Wednesday 28 and Thursday 29 October 2009 at the Curtin Graduate School of Business in Perth, Western Australia. The Workshop was endorsed and jointly promoted by the Tertiary Education Facilities Management Association (TEFMA), and was co-sponsored by The University of Western Australia, Curtin University of Technology, Edith Cowan University, and The University of Queensland. Conference and secretariat services were provided from the Perth office of Luxmore Parking Consulting.

This was the first workshop of its kind offered in Australia and provided an opportunity for managers from Universities and Institutes of TAFE to share experiences and plan strategies that address the needs of modern users who have high expectations. The forty-six delegates came from New Zealand, and every Australian State and Territory other than the Northern Territory and Tasmania.

Following a welcome and introduction session attendees settled down to work through a wide-ranging series of topics. Speakers were drawn from every part of the parking industry and represented professionals in academia; local government; parking consulting; construction and design; the tertiary sector; State government planning; climate change; active transport, and parking management.

Professor Peter Newman (Curtin University) set the scene by speaking to “The Role of Parking and Transport Access in Sustainability Planning on Campus” which was complemented by a scintillating presentation by Dr Andrew Simpson (Curtin University) about electric vehicle technology and the need to plan re-charging facilities now for a future roll out. Of great interest were his remarks about “smart grid” where carpark operators may be able to develop another income stream at little additional cost.



George Brown (Department of Planning, WA State Government) provided a “State Government Perspective on Access and Parking Management” and highlighted the criteria of certainty and convenience as crucial to the choices made by carpark users. He introduced the concept that, despite often being considered as a passive element of the transport system, parking is rather an active element because it impacts trip generation and distribution; route selection; the viability of modes that offer an alternative to the private car; the convenience of a destination (for those who are tied to a motor vehicle); urban amenity and attractiveness; safety and security; time of travel, and total journey time.

A light-hearted debate investigated the pros and cons of “Campus Parking – A Service or a Business”. Unfortunately, the angst and frustration generated by this question is common to all tertiary parking managers, and the outcome was a resounding roar for “Business”. However, both sides were happy to agree that parking is a business that provides service.

Universities tend to be at the cutting edge of sustainability research, and George Sheldon, an architect in private practice with experience in carpark design across Australia, led delegates through some issues around “Designing and Refurbishing Campus Car Parks to Reduce their Carbon

Footprint”. Some initiatives could be applied quite easily, such as movement sensor control on lighting, or, painting ceilings a light colour, however, his most pertinent comments related to the importance of good design to maximise parking space and minimise non-parking space, while providing good amenity and safety.

Adjunct Associate Professor Ian Ker, an economist by training, has a lifetime of experience in Local and State Government, and in the tertiary sector, with planning transport systems, posed the question “To drive or not to drive? Experience with campus-based demand management”. He identified the key elements to be considered when undertaking travel demand management as supply; systems; pricing; and behaviour change. In relation to the latter he identified a key issue as the underestimation of the time and cost of travelling by car.

Pat Abernethy is the Off Street Parking Manager for the City of Perth who bravely accepted the challenge of making the final presentation on day two, and spoke to “Functionality and Support for Ticket and Permit Technology”. He reiterated that, whilst parking services can generate large volumes of income, the most important asset for a business (whether local government, commercial, or within the tertiary sector) is the staff. He also spoke of the need for



effective control over operations, particularly when car parks are located in disparate sites. Critical to good control is the in-house management of maintenance.

Speakers from various Universities enlightened the Workshop with descriptions of their experience in specific aspects of tertiary sector parking management:

- An overview of tertiary parking from 1990 to the present
- Car Pooling systems
- Managing Contractor Parking
- Active Transport Initiatives
- Parking and Access Issues at Rural, Suburban and City Campuses

Wendy Hamill (Luxmore Parking Consulting) provided some astute insights into “Revenue Control and Audit” which developed into a very funny exchange of examples where people had been able to siphon parking revenue to personal use. The challenge is not to catch people, but to have effective systems that make it impossible to steal or defraud in the first place.

Participants agreed that whilst the administration of parking was the initial reason for which their Sections were formed, the task now includes the management of all the critical modes by which people access campuses, together with the associated infrastructure:

- Active transport (cycling; walking; jogging)
- Public transport (ferries; buses; trains; light rail; taxis)
- Private transport (commuters; drop-and-go; motorcycles & scooters)
- Service Vehicles (deliveries; maintenance; couriers; technicians)
- Emergency Vehicles (fire; ambulance; police; OH&S)
- End-of-trip facilities (parking; bicycle racks; secure bike storage; showers; lockers; footpaths)
- Equipment (boom gates; pay & display; pay-on-foot; change machines)
- Systems (permit-management; infringement-issuing; occupancy displays; guided parking; traffic counters; car pooling; CCTV)
- Enforcement (Patrolling; Issuing; Follow-up; Appeals)
- Infrastructure (cleaning; signage; line marking; lighting)
- Road safety (personal & vehicle safety; education).

Feedback indicated a high level of satisfaction with the subject material, organisation, social activities, but most importantly the opportunity to network with people who understood the issues, language, problems and politics. Delegates endorsed a suggestion to hold a second Workshop in conjunction with the Australian Parking Convention currently being planned for November 2010 in Sydney.





## ENGINEERING PAVILION COMPLEX – PROVIDING A NON-TRADITIONAL, INNOVATIVE LEARNING ENVIRONMENT FOR STUDENTS

BY CHARLES BOYLE

Comprising two building wings located around an exhibition plaza, the new “Engineering Pavilion Complex” currently under construction at Curtin University of Technology is a state-of-the-art, student-focused learning centre delivering world-class facilities for engineering students of all disciplines.

Conceptually it is a natural extension of the ‘First Year Studio’ that formed part of Curtin’s Carrick award-winning ‘engineering Foundation Year Program’ which demonstrated the benefits of a non-traditional, innovative, learning environment.

With areas for both structured and self-learning; higher-degree research; and a three-storey exhibition hall for large scale experiments and exhibitions, its key feature is an open ‘studio’ style that facilitates peer learning and combines laboratories, amenities, and areas for interaction into a suite of integrated spaces.



It is the first University building in Australia to be registered for a Greenstar rating using the new Education V1 rating tool. Incorporating a photovoltaic power supply, the use of rainwater for WC flushing and Xeriscopic landscaping, the building will have interactive monitoring systems for power and water usage and will be of itself a learning tool in environmental management.

The lead consultant and architect is Taylor Robinson, the builder is DORIC (Australia), and the project is being managed by the University's properties office with completion likely in August 2011.

This project was successful in obtaining an Education Infrastructure Fund (EIF) Round Two grant.



NORTH ELEVATION



LEVEL 3



LEVEL 4



SOUTH ELEVATION

# LEARNING AND SUSTAINABILITY



Laura Melis is the Facilities Management Training Officer at UNSW and has been in this role since 2003. Laura develops the FM Staff Development & Training Plan.

The plan supports the development of staff capabilities across the organisation and also delivers the training required in order to maintain critical licences and certificates to demonstrate UNSW's compliance with OHS requirements.

In 2009 Laura introduced UNSW's FM Online Contractor Induction. The increasing use of contractors as a result of outsourcing led to greater administrative demands on FM, varying induction quality, lack of engagement from contractors and higher induction costs.

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*“The 2009 Tertiary Education Management Conference in Darwin was outstanding. I'd like to thank TEFMA, Currie & Brown and UNSW for such an educational, valuable and memorable opportunity”*

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Laura implemented the eLearning solution efficiently and smoothly. Contractors complete the induction on the web covering topics such as campus access, parking, acceptable behaviour, safety, emergency responses, environmental responsibilities and various construction related processes. The induction is simple, fresh, brief and supported by site-specific pictures, graphics and auditory recording to cater for all learning styles. Compliance is assured through assessment, the issue of a certificate (which is a prerequisite to the contractor gaining access to the UNSW site) and auditable records reporting.

FM staff have welcomed the solution and contractors have provided very positive feedback.



# CONCURRENT SESSIONS AND KEYNOTE SPEAKER

My goal was to enhance and broaden my knowledge in relation to the themes presented at the conference - facilities management, information technology, environmental, financial issues and people's development. I also wanted to meet as many people as I could to learn about other Universities.

Here are some of the presentations that impacted me the most.

- I was impressed by the attractiveness and sustainability focus of the educational campus at Gungahlin ACT being designed by Williams Boag Architects.
- Sherron Irwine and Barbara Robinson, last year's TEFMA Maurie Pawsey Scholarship recipients presented their fascinating tours. Sherron investigated the creation of Third Place (social, informal spaces) at universities in Japan, Canada and USA and Barbara looked at 'standards and records' at educational facilities in Boston, Baltimore, Montreal and Vancouver. I'll be tuning into how FM achieves sustainability and the creation of Third Places at UNSW.
- The Print Post Plus solution delivered by Fuji Xerox at UNSW achieves cost control, environmental sustainability, quality, resource efficiency and customer satisfaction. As a user of the service I can verify the realisation of most of its objectives.



Print Post Plus:  
UNSW and Fuji Xerox's solution



Darwin Conference Centre

# LEARNING AND SUSTAINABILITY

- Mathew Vance outlined that most of the student population belongs to Generation Y with the following learning preferences: active, connected, immediate, visual, collaborative, etc. He then discussed the use of emerging technology and design of physical space to support and enhance their learning. I'll be keeping in mind his presentation and the likely learning preferences of my younger participants.
- Sue Chapple and Helen Drury from the University of Southern Queensland also looked at how technology can meet emerging information needs. They updated their faculty's intranet framework and achieved better communication of operational practices and procedures ensuring immediacy and currency of information and continued improvement.
- I enjoyed Renata Bernarde's interactive workshop on how an individual's psychological states such as confidence, optimism, resilience and hope and the group's climate including safety, vision and orientation influences team performance. By mixing and matching team players, greater learning, work outcomes and lower stress levels can be achieved. I can assist by influencing psychological states and group climate at FM.
- Wintec's initiative 'Inside Job' allows staff to spend time with colleagues in other areas ensuring people learn and understand roles other than their own. This improves communication, working relationships and retention, provides opportunities for identifying career options and succession planning, retains institutional knowledge and overcomes some of the confidence barriers that women face in applying for positions.
- The Work Wellness presentation delivered by Dr Viljoen and Dr Fisher was very pertinent to sustainability. Given the workloads and changes most of us are experiencing, lack of engagement, distress and burnout is common. The Jobs Demand Resources Monitor explores the match between job demands and resources including social support, coaching and feedback and its impact on personal and organisational outcomes. Work-related wellbeing including motivation, clarity, vitality and dedication is essential for performance, our initiatives' success and our universities' sustainability. I know this is a challenge for many managers.
- Greg Williams looked at the uncertainty we face in facilities management and how to respond in an effective and productive manner by considering Charles Darwin and the survival of the fittest. He outlined a strategy and process to maximise success and minimise the hidden costs and obstacles associated with change initiatives.
- I'm keen to apply the change approach presented in the Winds of Change poster by Stella Vasiliadis from Learning & Teaching @ UNSW. In my role I deal with a lot of change so I'll be more purposeful in identifying a shared vision, ensuring constant communication, supporting distributed leadership, continuing capacity building and searching for ways to implement incentives. The networking opportunities that I took full advantage of at the conference have opened up channels for me to ask questions and share my experiences.

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*"I hope I've outlined your concepts correctly but if I haven't feel free to contact me. It'll increase my learning and we'll enhance conference networking—achieving conference outcomes beyond its conclusion."*

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## KEYNOTER SPEAKER TED EGAN

Those of you that heard Ted Egan speak may have been moved by the first Australians' social and cultural plight. One of his messages which is particularly relevant was the hope that some of us through education can assist in the cultural and economic reinvigoration of our Aborigines. I thought the remote Mobile Learning Units and online courses offered by Charles Darwin University are a brilliant solution. They will help all Australians access tertiary education from remote locations whilst remaining in their supportive environment, illustrating the importance of innovative solutions and creative thinking. I have since bought Ted Egan's book to review his assessment of the problems and suggested solutions



October 2009

## SOCIAL PROGRAM

The Conference functions were so enjoyable! I thoroughly enjoyed the company of my UNSW colleagues and new found friends.

We had welcome drinks outside the conference centre surrounded by the newly created Wharf Precinct and were entertained by the 'One Mob' Aboriginal dancers.

There was plenty of opportunity at morning and afternoon breaks and lunchtimes to discuss the content of the key-note speaker and concurrent session presentations, network and socialise. There is immense personal and organisational benefit in the sharing of ideas, challenges and solutions. Additionally, the catering was delicious!

The TEFMA Awards dinner was wonderfully located in the Skycity Casino gardens which allowed us to enjoy the magical Darwin sunsets over Fannie Bay. I was pleasantly surprised to be presented with the conference scholarship and mercilessly bitten by sandflies.

The Darwin Sailing Club was another great venue for the Conference dinner. There were some great costumes such as the "not- so- demure" Bindi Irwin from the University of South Australia. The band played great music and got the crowd dancing – If they had played for longer I would have kept on going! The tropical weather really lends itself to outdoor functions!



Aboriginal dancers at Welcome Reception



Sunset over Fannie Bay



Crocodile rocking on our last night



Conference delegates at TEFMA Awards, Free Evening Dinner and Conference Gala Dinner

## PRE AND POST CONFERENCE TOURS

Prior to the conference I visited the Territory Wildlife Park and viewed the wildlife and their habitats. I then cruised Darwin's mangroves and harbour finishing off with a tour of the city sights.

After the conference I did a Kakadu, Katherine and Litchfield tour. I had great time and made more new friends. The natural wonders I experienced left me in awe and are evidence of the importance of environmental sustainability. The Aborigines survived in a harsh land living in a sustainable manner for thousands of years. They used fire to prevent natural disasters, clean up and reinvigorate the land. Their rock art illustrates their understanding and wisdom about uranium deposits and the potential sickness it can generate. We experienced temperatures of 41° so it was wonderful to cool off at various waterfalls.

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*"I'd like to thank my colleagues for their friendliness, sharing their experiences and dancing! May I also leave you with the proposition that sustainable performance is dependant on our continued learning and development?  
Boh boh (good bye) and hope to see you again"*

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Wangi waterfall



Nadab floodplain at Ubir



"Sickness" rock art at Ubir