1. **Title:**

   Introduction to Facilities Management Office Services

2. **Purpose:**

   To provide a brief introduction to the services provided by the Facilities Management Offices located on Joondalup, Mount Lawley and Churchlands campuses.

3. **Organisational Scope:**

   All Facilities Management Office staff.

4. **Statement:**

5. **Definitions:**

6. **Principles:**

7. **Content:**

   7.1 The Facilities Management Office (FMO) provides a range of services that are essential to the smooth running of the University Community:
   
   - Photocopying
   - Vehicle bookings
   - Keys Management
   - Staff access cards
   - Mail service
   - Courier service
   - Emergency Management
   - Occupational Health and Safety
   - Venue hire
   - Conference room hire
   - Miscellaneous room bookings
   - Office name and number plates
   - Furniture relocation
   - Asset disposal
   - Contractor Support
   - Campus signage
   - A focal point for the provision of Facilities and Services services including Grounds Management, Parking, Cleaning, Security and Maintenance.

   We pride ourselves on a professional, approachable and timely service and are always looking for feedback and ways to improve or increase our service levels.
7.2 The range of services provided by this office is extensive, and to make them easier to access a comprehensive, user friendly website has been developed where FMO forms can be downloaded, i.e. photocopying requests. Many of our functions can now be ordered direct, simply fill out the form online and submit. Please visit:  
www.ecu.edu.au/fas/fmo

7.3 We have also developed an evaluation process which will allow us to identify where we can improve or add to our service. We invite you, our customers, to use Brick, Bats and Bouquets to help us continue to provide an effective and efficient service.

7.4 To further inform customers of the services available:

- a brochure is available to provide a more detailed description of services provided.
- FMO staff are involved with staff induction programs where brochures are handed out and an FMO Officer is present to answer queries.
- FMO staff are involved with student orientation programs across all campuses.

7.5 The FMO office also has a range of display equipment that is available for use. A full list of the equipment is listed below, however each campus varies as to what is available:

- Large, medium, small and portable white boards
- Large, medium and small pin up boards
- Large room dividers
- Trestle tables
- Flip Chart
- Electronic White Board
- Tall and bench lecterns
- Black and yellow barricades
- T-stands
- 'A' frame roster signs
- General signage

7.6 Contact details for each Facilities Management Office are:

**Location:**
- Joondalup: Building 6.219
- Mount Lawley: Building 3.151
- Churchlands: Building 8.103

**Contact Numbers:**

Churchlands Campus - all external calls are prefixed by 9273
- Campus Facilities Manager: 9273 8685
- Facsimile: 9387 7095
- Managers mobile: 0419 922310 speed dial 7201
- Team Leader: 8727
- Team Leader's mobile: 0417623565 speed dial 7961
- Car Bookings: 8444/8687
- Mail/Courier enquiries: 8444
Photocopying 8444/8687
General enquiries 8444
Maintenance 5554
Security 8999

Mt Lawley Campus - all external calls are prefixed by 9370
Campus Facilities Manager 9370 6534
Facsimile 9370 2910
Managers mobile 0409 882749 speed dial 7204
Team Leader 6268
Team Leader’s mobile 0409 688278 speed dial 7189
Car Bookings 6444/6678
Mail/Courier enquiries 6444/6268
Photocopying 6444/6423
General enquiries 6444
Maintenance 5554
Security 6999

Joondalup Campus - all external calls are prefixed by 9400
Campus Facilities Manager 9400 5586
Facsimile 9400 5119
Managers mobile 0417 092722 speed dial 7019
Team Leader 5035
Team Leader’s mobile 0438 927809 speed dial 7139
Car bookings 5444/5650
Mail/Courier enquiries 5614
Photocopying 5506
General enquiries 5444
Maintenance 5554
Security 5999

8. References:

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<tr>
<td>Owner:</td>
<td>Manager Campus Services</td>
</tr>
<tr>
<td>Approved by:</td>
<td>Campus Facilities Managers &amp; Manager Campus Services</td>
</tr>
<tr>
<td>Date Approved:</td>
<td>March 2003</td>
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<tr>
<td>Revision Date:</td>
<td>March 2004</td>
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9. Contact Information:

<table>
<thead>
<tr>
<th>Contact Person:</th>
<th>John Hayes</th>
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<tbody>
<tr>
<td>Telephone:</td>
<td>6304 2757</td>
</tr>
<tr>
<td>Facsimile:</td>
<td>6304 2787</td>
</tr>
<tr>
<td>Email address:</td>
<td><a href="mailto:j.hayes@ecu.edu.au">j.hayes@ecu.edu.au</a></td>
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