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## General Assistance Services and Work Requests

The Coffs Harbour Education Campus (CHEC) Facilities Team provides the ongoing management of the infrastructure of the CHEC campus, including day to day operational services that support the educational delivery provided by each of the CHEC partners. These services include a range of General Assistance and Minor Buildings Maintenance Activities at varying levels between the hours of 8.00am and 3.30pm from Monday to Friday.

### Available Assistance includes:

- Assistance (only) with the setting up of specialist equipment requirements for the delivery of classes (eg. lighting trees, sound systems, drama blocks).
- Setting up of furniture for Examinations.
- Setting up of furniture for Special Events.
- Distribution and installation of furniture items.
- Distribution of consumables for printing and photocopying.
- Minor maintenance of buildings/furniture.
- Replacement of lighting.
- Assistance with gaining quotations for corporate equipment.
- Repairs and minor works.
- Relocation of staff. **(Facilities staff will not pack educational resources or personal items prior to any relocation.)**

Limited assistance with student and staff social events may be negotiated with the Facilities Officer if resources on the day permit.



It is expected that a significant level of self-help in the setting and cleaning up of social activities be provided by the sponsor of the event. Facilities staff cannot be BBQ cooks.

### Priorities and Allocation of Tasks

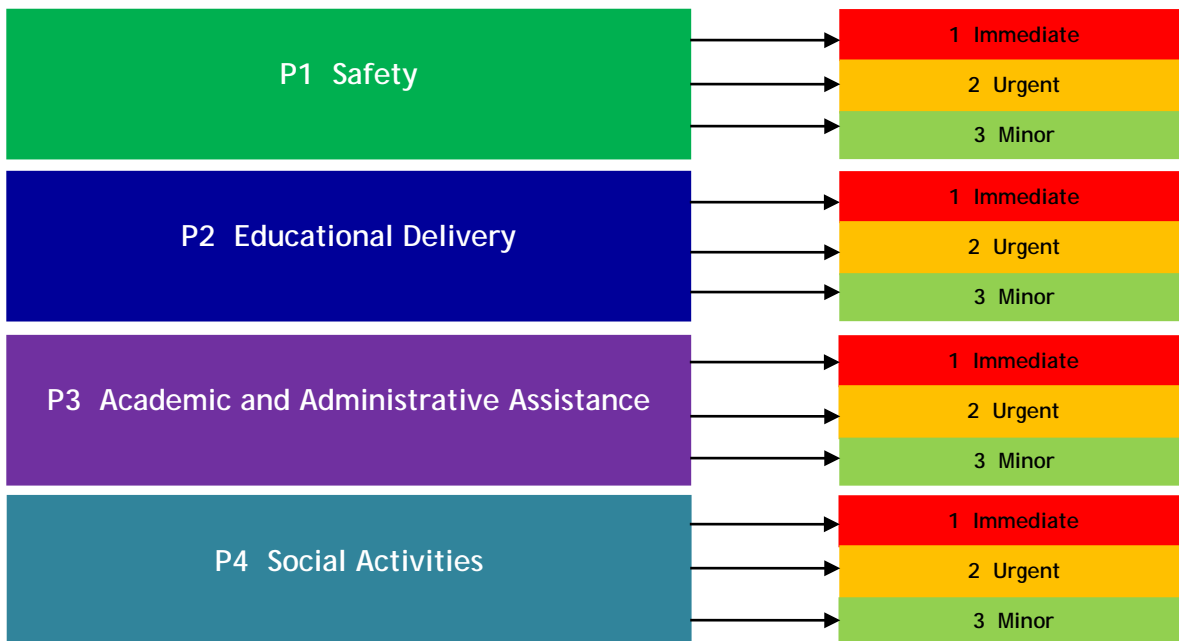
All work and service requests are prioritised by the Administration and Facilities Team on a four tier scale for the purposes of managing response. Within each of these tiers there will be **three** sub categories. These priorities are described below and are to be used as a guideline for how work will be prioritised on a case by case basis.

Each sector Director, or nominated delegate, can negotiate priorities with respect to the delivery of educational programs with either the Facilities Officer or the Manager – Administration, on a case by case basis.

The priority system is flexible with respect to educational delivery. However, staff must ensure requests for service are made well in advance (see timeframes on Page 3).

## Prioritisation and Allocation of Tasks

Each priority has three sub categories:



All works will be assessed and prioritised by the CHEC Facilities Officer to fit with availability of staff.



Like tasks will be grouped and undertaken as a single task when staff is available.

### What do I need to do?

#### For Urgent Safety Related Notifications



Contact the Campus Facilities Officer on **Extension 3072**, or email [Derek.Klenk2@tafensw.edu.au](mailto:Derek.Klenk2@tafensw.edu.au)

#### For Requests for Assistance



Use the Maintenance/Service Equipment Request Form.

All work requests must be completed on a **Maintenance/Service Equipment Request Form**. When completing the form, please ensure clear communication of your requirements and, if necessary, attach more information or include a diagram. Include your name and contact number on the form.

All requests should be left in the marked tray in Copy Room M.G.6 or the Facilities Officer's pigeon hole in the A Block Mail Room **before Midday each day**.

A service request book is also available in each of the spaces. An example of the **Maintenance/Service Equipment Request Form** is attached.

**Additional Service Request books** can be obtained from the Facilities Officer or the SCU Student Services Hub.

## For General Assistance and All Minor Repairs of Equipment and Infrastructure

- ➔ Complete the request form for all requirements.
- ➔ A minimum of **three full working days' notice** is required for smaller requests and **ten full working days'** for larger requests.

## For Staff Relocations

- ➔ Sectors to minimise relocations of staff.
- ➔ Provide a comprehensive running sheet of all requirements with a minimum of **15 full working days' notice**.
- ➔ Ensure the furniture and equipment will fit in its proposed location prior to providing the Facilities Officer with an accurate relocation plan.
- ➔ Ensure that there is enough power and data within the proposed location to meet your requirements.
- ➔ Academic and administrative staff to move and secure their own personal effects.
- ➔ Larger relocations of staff may need to be funded separately by the requestor.

## For Major Events

- ➔ It is the responsibility of the event organiser to provide a Works Request form and comprehensive Equipment List, Run Sheet and room list (see attached form) with **at least 15 working days' notice**.

### Note

Please refrain from verbally requesting assistance from the Facilities Team, as their tasking for that day has already been scheduled. Making a request outside the guidelines places the Facilities Team in a predicament and it is difficult for them to deny the request.

# Maintenance/Service/Equipment Request Form

PLEASE USE BLOCK LETTERS

Req No. 9739

Date:  Section:  SCU  TAFE  DSE  OTHER .....

Name:  Phone (ext):

Faculty Section:

## *Maintenance/Service/Equipment Required*

Block: .....

Room No./Location: .....

Date Required: .....

Description of service required: .....

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### OFFICE USE ONLY

Faculties Officer Approval:

Date:

Notes: .....

## CAMPUS EVENTS RUN SHEET

*(Please attach to the Works Request Form)*

Event	
Date/s	
Venue/s	
Event Manager	

Time (Begin)	Time (End)	Activity	Location	Equipment	Responsible