

# National Archives of Australia

How Resolve SFM helps the National Archives of Australia maintain pristine facilities and keep their records safe.

## OVERVIEW

In 2012, we took on a contract with the National Archives of Australia at Chester Hill to help them manage their facilities efficiently and effectively, keep spaces clean, safe and up-to-date, and enhance the overall value of their facility portfolio.

In 2019 the landlord ownership of the site changed to Charter Hall, and we successfully retained the contract for a further 3 years working directly for Charter Hall, with all NAA assets transferred to Charter Hall to be managed and maintained on their behalf.

## RESULTS

### Keeping costs low

We manage non-core business services to help Charter Hall run as efficiently and effectively as possible. By coordinating cost-effective cleaning, landscaping and maintenance services, we ensure Charter Hall maintains an appropriate working environment and value-for-money facilities.

### Improving facility portfolio value

Robust facility management is crucial for delivering on and building the value of a facility portfolio like this one. With a strong understanding of the business strategy and organisational demands of the company, and having outlined a clear path forward, we are continuously improving Charter Hall's cost-to-value ratio, and offering better utilisation of the facility as a fixed asset.

### Maintenance and renovation

Sophisticated facilities like this site require constant upgrades, repairs and maintenance to function safely and efficiently. We maintain mechanical and electrical systems like cooling towers, air conditioning, electrical boards and fire ring mains, and perform structural and superficial upgrades like painting, flooring and roof work.



#### FACILITY TYPE

Archives Database



#### LOCATION

Chester Hill, NSW



#### CONTRACT TERM

2012 to present



#### CONTRACT VALUE

\$1m+ per annum

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### WHAT WE'RE DOING

As part of our onsite facility management contract with Charter Hall, Resolve SFM undertakes a range of maintenance and new-initiative projects on a regular basis.

Some of our recent projects include:

- Upgrading the fire hydrant and sprinkler booster system
- An end-of-life replacement of all cooling towers
- A replacement of the fire ring main
- A complete air conditioning replacement for the ABC film lab archive
- Installing mechanical air handling units and dehumidifiers
- Electrical and distribution board works
- Painting works
- Replacement of roof and ceiling tiles
- Replacement of exhaust fans
- A business case for installing smoke spill fans
- Replacement of damaged vinyl flooring
- Replacement of asphalt

### STRATEGIC FACILITY MANAGEMENT

We provide two kinds of facility management to Charter Hall: operational and strategic. Operational facility management involves the ongoing day-to-day management to support all planned and reactive maintenance requirements for the site, whereas strategic facility management involves providing long-term life-cycle sustainability advocacy for Charter Hall and National Archives of Australia assets.

The strategy we developed for Charter Hall explicitly described all essential issues, including asset life-cycle planning, financial objectives, goals and key performance indicators, critical factors, human resource planning, facility operations and maintenance. As a result of our clear and actionable facility management strategy, we have delivered a number of projects on-time and to-budget.