Client Services
Community of Practice for Facilities Managers
Facilities and Services Division
ANU Community of Practice for Facilities Managers

Introduction
ANU has made a commitment to the goals of ‘effective organisation’ and ‘high quality infrastructure’ as specified in its strategic plan ANU by 2020. The Facilities and Services Division, through the development of its own Operational Plan (2012-2020), recognise that achieving this goal is dependent on establishing and maintaining strong partnerships with Colleges/Divisions and other organisational units in the delivery of services. To assist in supporting this partnership, the Division is establishing a Community of Practice for Facilities Managers. This group will comprise of staff members who have responsibility for managing local area facilities and infrastructure, in partnerships with the Facilities and Services Division.

Objective
The Community of Practice is a network for University staff who are involved in managing University facilities and infrastructure in Colleges/Schools and other organisational units. The objective of this group is to promote greater communication, information and knowledge sharing between University facilities managers, and to facilitate a shared understanding about these issues to support excellence in research, teaching and public debate. The Community of Practice allows members to meet, share and learn about facilities management issues, experiences and knowledge, and developments in best practice throughout the higher education sector, and industry.

Information
The Facilities & Services Division will support the Community of Practice through:
1. Bi-monthly meetings with an agenda that reflects topics and issues from clients as well as important information from the Division. Such topics will include, but not limited to:
   - Facilities and Space Planning;
   - Sustainability Initiatives (including Heritage);
   - Asset Management;
   - Project Delivery;
   - Programs of Funding;
   - Campus Services (such as maintenance, cleaning, security and grounds);
   - Parking; and
   - Client Services.
2. Regular e-mails highlighting important information for clients; and
3. Practitioner information on the Facilities and Services web site.

Who should participate?
- F&S management and key contacts
- College General Managers
- School Managers
- Facilities Managers
- Building Custodians
- Key staff from other Service Divisions/Units

Contact Us
General Manager (Corporate and Client Services)
Facilities and Services Division
Telephone: +61 2 6125 4000
Email: fs.clientservices@anu.edu.au