

Maintenance, Cleaning and Waste Policy

Section 1 - Purpose

(1) The purpose of this Policy is to detail the University's processes for the maintenance of its physical assets and the management of cleaning and waste on campus.

Section 2 - Application

(2) This Policy applies to the University's physical assets and to all staff and students of QUT, as well as other members of the University community.

Section 3 - Roles and Responsibilities

Position	Responsibility
Director, Facilities Management	Approves planned annual program of major deferred maintenance.
Associate Director, Operations, Facilities Management	Carries out rolling condition audits of 20 per cent of University buildings' services and fabric every five years. Oversees the system of cleaning management for University buildings. Supervises in-house and contract cleaning services.
Manager, ChemStore	Responsible for collection, management and disposal of chemical waste. Maintains a regular disposal schedule for chemical waste.

Section 4 - Maintenance Program and Funding

(3) The University is committed to providing a progressive and broad program of corrective and preventive maintenance to prevent growth in deferred maintenance and to increase the useful life of assets, reduce the risk of safety incidents and minimise disruption to University activities.

(4) A formula funding approach to resourcing maintenance has been adopted by the University and is based on asset replacement values (ARV) of its buildings and services infrastructure. Facilities Management's policy is to achieve a minimum funding rate of 1.2% of ARV in progressive increases over a number of years as permitted by the University budget.

(5) Deferred maintenance is treated as an essential part of the Capital Management Plan (CMP) and is integrated with the strategic planning and delivery of the renovations and building developments for all campuses. Funding for deferred maintenance has been recognised as a high priority of the University and will be derived from capital funding sources, subject to annual review ([Physical Estate Planning Policy](#)).

(6) Detailed condition assessments are undertaken using a rolling five-year program that involves physically auditing 20% of buildings, with the remaining 80% undergoing a desktop audit. Over the five-year cycle, 100% of buildings undergo a physical facilities audit. The condition assessments provide an opportunity to update the University's register of deferred maintenance works.

(7) The priority order of works to be carried out is based on a structured risk assessment process which measures the probability and consequences of safety and compliance incidents, disruption to the activities of the University and the financial implications of delay of works.

(8) The planned annual program of major deferred maintenance works is submitted and approved each year, subject to allocation of budget within the Capital Management Plan (CMP).

(9) Maintenance service requests and issues are submitted through the University's Maintenance Application, Planon, available from the Digital Workplace – [Campus and facilities requests](#) (QUT staff access only). Urgent or dangerous maintenance problems should be reported to the Help Desk on 3138 3000. The [Building maintenance](#) webpage (QUT staff access only) provides further information on the maintenance program.

Section 5 - Grounds Maintenance

(10) The maintenance program encompasses all aspects of physical facilities, including grounds maintenance, campus biodiversity and landscaping services. Facilities Management is responsible for the effective and efficient management of the University's external environment. New landscaping work will be informed by the landscape master plan prepared for each of the University's campuses.

Section 6 - Cleaning Services

(11) The University has adopted a system of cleaning management for its physical assets to support and assure a clean, safe and well-managed environment. Cleaning specifications apply across campuses, whether cleaning is performed by QUT or a contract cleaner. Activities such as waste collection, pest control and hygiene services are carried out by contractors and supervised by Facilities Management. Further information is available on the Digital Workplace – [Cleaning Services](#) (QUT staff access only).

Section 7 - General Waste Management

(12) General and specific waste contracts, which ensure that all waste is removed from site, exist for individual waste types.

(13) QUT has implemented a sustainable waste management initiative, including a specific recycling program to reduce, reuse and recycle waste products. The [Sustainability Policy](#) and the [Waste management](#) webpage in the Digital Workplace (QUT staff access only) provide details on recycling.

Section 8 - Chemical, Hazardous, Radioactive and Clinical Waste Management

Chemical and Hazardous Waste

(14) The ChemStore, a chemical management service centre operated by Health, Safety and Environment, collects, manages and coordinates the disposal of chemical and hazardous waste at QUT. Individual generators of chemical waste are responsible for the local management of such waste prior to being collected by an approved contractor via the ChemStore. It is mandatory that chemical waste disposal is logged using the [HSE Hub](#) (Health, Safety and Environment)(QUT staff access only) and collected by the contractor at an approved pick up point within the relevant QUT campus on a regular basis. The disposal schedule and the contract management for the collection and disposal off site is maintained by Facilities Management.

Radioactive Waste

(15) Radioactive waste material should undergo documented disposal by the user adhering to National Health and Medical Research Council (NHMRC) guidelines. QUT has a Radiation Safety Officer whose role is to ensure compliance with relevant State regulations.

Clinical Waste

(16) Clinical waste and biological materials must be disposed of using the specially marked, lockable waste wheelie bins which are collected under contract from various areas on the campuses. Decontamination may be required as part of the disposal process. Responsibility for proper local management of clinical waste remains with user areas. Organisational units requiring clinical waste disposal services arrange collection from the Manager, Facilities Services.

Section 9 - Definitions

Term	Definition
Maintenance of University property	Maintenance is categorised as: 1. preventive maintenance - preventing or reducing the frequency of failure by periodically maintaining plant, machinery, building services or fabric; 2. corrective maintenance - work carried out in order to restore and preserve University property, including plant, machinery, building services or fabric; and 3. backlog maintenance - corrective and preventive maintenance which should already have been completed but has been deferred due to a lack of maintenance funding.

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