



## Maintenance Activities - Procedures

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### 1. Introduction

- 1.1 These Procedures provides instruction for carrying out maintenance activities.
- 1.2 Adherence to these Procedures shall ensure that work is carried out in a safe and proper manner and complies with all relevant standards.
- 1.3 The Designated Superintendent via the Maintenance Vocational Support Officer (VSO) shall take responsibility for maintenance work and shall ensure that the only work that is referred to an external contractor is work that is outside the scope of the Maintenance Officer (refer [Section 4](#)), or critical work which if delayed would compromise prison security, safety or health.
- 1.4 These Procedures shall be read in conjunction with [Policy Directive 83 – Construction and Maintenance – General Procedures](#).

### 2. Definitions

**breakdown repairs and maintenance**

Work resulting from a failure or wilful damage that is performed to restore a building component to a fit for purpose operational condition. These events involve cessation of function which could not reasonably be anticipated or urgent repair for occupational health and safety reasons, such as restoration of a broken window pane, or repairing a collapsed drain.

**Designated Superintendent**

The Superintendent as defined in s36 of the [Prisons Act 1981](#) and includes any reference to the position responsible for the management of a private prison under Part 111A of the [Prisons Act 1981](#). Does not extend to the officer in charge of a prison.

<b>Maintenance Vocational Support Officer (VSO)</b>	The Vocational Support Officer with the responsibility to undertake and organise all preventative, routine and emergency maintenance of the prison buildings, facilities, equipment and general grounds, and for initiating productive work for allocated prisoners in all facets of the maintenance role within the prison.
<b>Manager Construction and Maintenance</b>	Manages the direction and activity of the construction and maintenance portfolio within prison industries.
<b>routine preventative maintenance</b>	Work performed on a cyclical basis to comply with statutory requirements (servicing of fire equipment or air conditioning units) or in accordance with manufacturers / industry standards in respect of periodic servicing of plant or equipment. Also includes works that prevent failure (gutter cleaning, painting).
<b>prison industry (prison industries)</b>	Industries conducted within prisons, which are realistic, business-like and customer-focussed which provide prisoners opportunities to become work-ready, and develop vocational skills that will increase their chances of gaining and retaining work on release.

### **3. Maintenance work**

Designated Superintendents are responsible for ensuring an efficient and effective process is in place to manage the prison's internal maintenance program. This includes:

- administering and overseeing processes to address the prison's breakdown repairs and maintenance in accordance with these Procedures
- supporting a growth in capability within the prison to undertake breakdown repairs and maintenance by ensuring the Maintenance VSO possesses a trade qualification in a construction-related trade
- directing the Maintenance VSO to assemble and supervise a team, or teams, of prisoners to assist in the inventory and completion of maintenance work
- ensuring the team, or teams, of prisoners are composed of skilled and unskilled prisoners with the aim of up-skilling prisoners with no formal qualifications in a construction related trade. Skilled prisoners are then to be encouraged to mentor unskilled prisoners where appropriate.

### **4. Scope of maintenance work**

#### **4.1 The scope of work of a Maintenance VSO includes:**

- breakdown repairs and maintenance
- aspects of preventative maintenance, such as gutter cleaning where approved, and painting
- minor electrical work where the item is not hard wired (for example, changing a light globe or a fluorescent light starter, or changing a plug of an appliance).
- minor works such as fixing a mirror or noticeboard, replacing internal locks (deemed not to compromise security), small concreting jobs, small scale refurbishing work, constructing a smoking hut or pergola and so on

#### **4.2 The scope of work of a Maintenance VSO does not include:**

- routine preventative maintenance work which is related to specific products, warranties or work performed on a cyclical basis or in accordance with manufacturers/industry standards in respect of periodic servicing of plant or equipment including servicing of fire equipment
- work associated with the licensed trades of plumbing and gas fitting, electrical and air conditioning work where a contractor's licence is required
- hydraulics, glazing or similar specialised work requiring specialised skills or knowledge.

## 5. Procedures

Designated Superintendents are responsible for the adherence of all relevant staff to the following procedures:

### 5.1 Breakdown notifications

- 5.1.1 In the event a breakdown occurs during normal business hours, the following shall apply:
- A breakdown report is to be submitted to the Maintenance VSO by the staff member who is made aware of the failure
  - The Maintenance VSO assesses if the breakdown is within their scope (refer [Section 4](#) above) or skill set
  - If assessed as within their scope or skill set, repair work is to be undertaken by the Maintenance VSO and/or a team of skilled and unskilled prisoners.
  - If assessed as outside their scope or skill set, or replacement equipment is required, the Maintenance VSO is to call an external contractor and arrange a suitable repair time.
- 5.1.2 In circumstances where a breakdown occurs outside normal business hours, the superintendent shall determine whether the repair is of an urgent nature and whether a delay in repairing the breakdown will compromise safety, security or health. In these cases, an external contractor can be called. In the event the repair is deemed as non-urgent, the process in Section 5.1.1 above shall apply.

### 5.2 Preventative maintenance

The Maintenance VSO shall be required to develop a programme of preventative maintenance in order to:

- minimise the occurrences of breakdowns
- maximise longevity of prison assets
- identify aging infrastructure and prevent failure.

## 6. Recording of work

- 6.1 All maintenance work is to be recorded in the Prison Industries Catalogue in order to recognise the work undertaken and track outputs of the prison industry.
- 6.2 Following the completion of work and prior to the end of the month, the Maintenance VSO is to access the [Prison Industries Catalogue](#) (under 'Maintenance Tasks', enter the job, the number of hours, and the cost of materials).

## 7. Approval

Commissioner of delegated authority as per PD 83:

Signature:



Date: 9 July 2014

## 8. Policy sponsor

Assistant Commissioner Offender Services

## 9. Contact person

The following person may be approached on a routine basis in relation to this policy:

Manager, Construction and Maintenance, Prison Industries

Principal Operational Policy Officer

## 10. Version History

	<b>Version</b>	<b>Approved</b>	<b>Effective from</b>
1.	First published	9 July 2014	28 July 2014