



Overseas Property Office and Services (OPO) 2024 Survey of Facilities Management Services for the Overseas Estate

OPO conducts an online survey each year to assess the management of the Australian Government's international property network of owned and leased estates.

Survey conducted

17 April – 19 May 2024



Maintenance delivered
1 July 2023 – 30 June 2024



Preventative maintenance jobs
12,842



Reactive maintenance jobs
17,379



Minor capital works
235

Response rate

97% response (individual responses) rate
(112 posts responded out of 115)

Comparison of metrics with 2023

18 out of 39 comparable metrics in line* with 2023 results

19 out of 39 comparable metrics above* 2023 results

Including:

- JLL knowledge about services offered (+14%)
- OPO reliability regarding property management services (+11%)
- Responsiveness by OPO staff to requests (+10%)
- We routinely discuss property matters with JLL (+27%)

2 out of 39 comparable metrics below* 2023 results

Including:

- How quickly issues were dealt with (-5%)
- Effectiveness of post's reporting process for urgent faults (-5%)

*Based on a threshold difference of 5 percentage points

Overall satisfaction

JLL

83%

satisfactory or better in 2024

OPO

88%

satisfactory or better in 2024

Communication

86% of people

Agree it is clear who they should contact when they have a property maintenance issue or query.

86% of people

Agree it is easy to get hold of the right person to talk to when they have a property issue or query.

75% of people

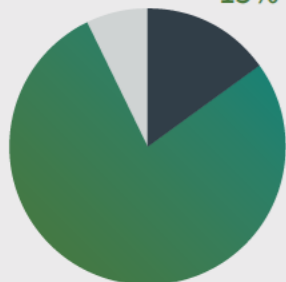
Agree they receive consistent advice from all OPO and JLL staff who manage our post properties.

Overall impression of JLL and OPO

How well do you think JLL and OPO are performing now compared to 12 months ago?

JLL

Worse 7%
Better 15%



About the same 78%

OPO

Worse 11%
Better 28%



About the same 61%

Property repair and emergency response 2023-24

Percentage satisfied

Urgent repairs



Quickly
73%



Priority provided
73%



Thoroughness
75%



Quality of repair
74%

Non-urgent repairs



Quickly
78%



Priority provided
72%



Thoroughness
72%



Quality of repair
72%

JLL Ratings: % very good or good

86%
Professional

91%
Courteous

72%
Responsiveness

86%
Knowledgeable

OPO Ratings: % very good or good

89%
Professional

93%
Courteous

79%
Responsiveness

92%
Knowledgeable

Department of Foreign Affairs and Trade

Overseas Property Office and Services

2024 Survey of Facilities Management Services for the Overseas Estate

Board Presentation

Background and respondent profile

Updates to methodology for 2024 survey:

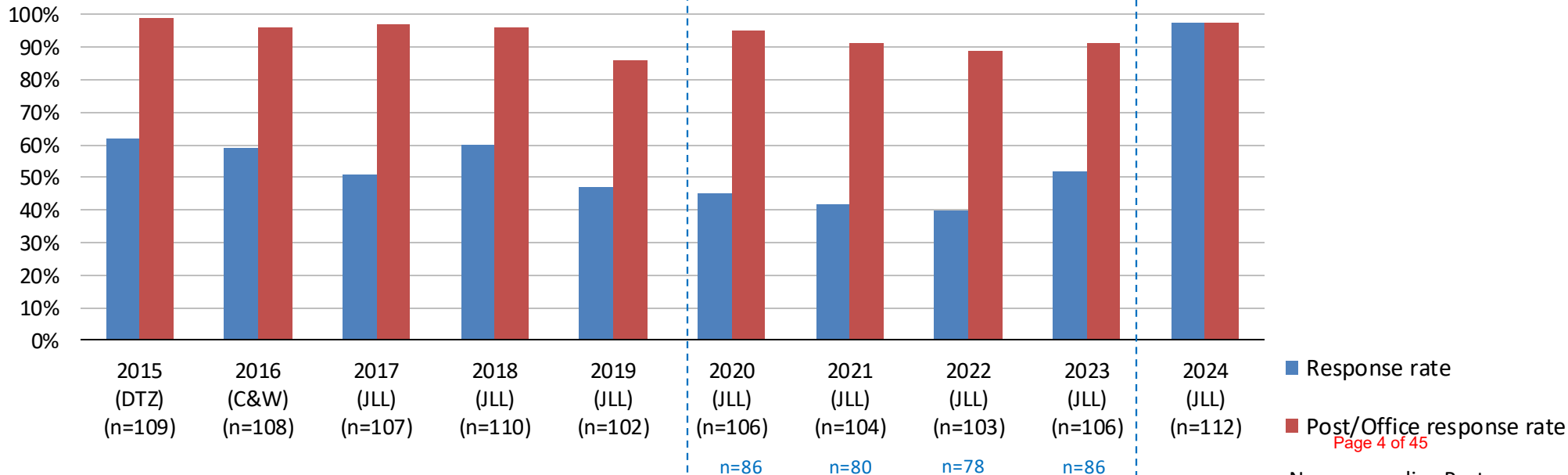
- Methodology updated from individual responses to one consolidated response per post
- Questionnaire tailored to each post based on their property assets and special projects/minor capital works
- Domestic properties excluded in 2024 survey

Online census of Posts conducted **17 April – 19 May 2024**.

112 Posts responded (out of 115), a response rate of 97%

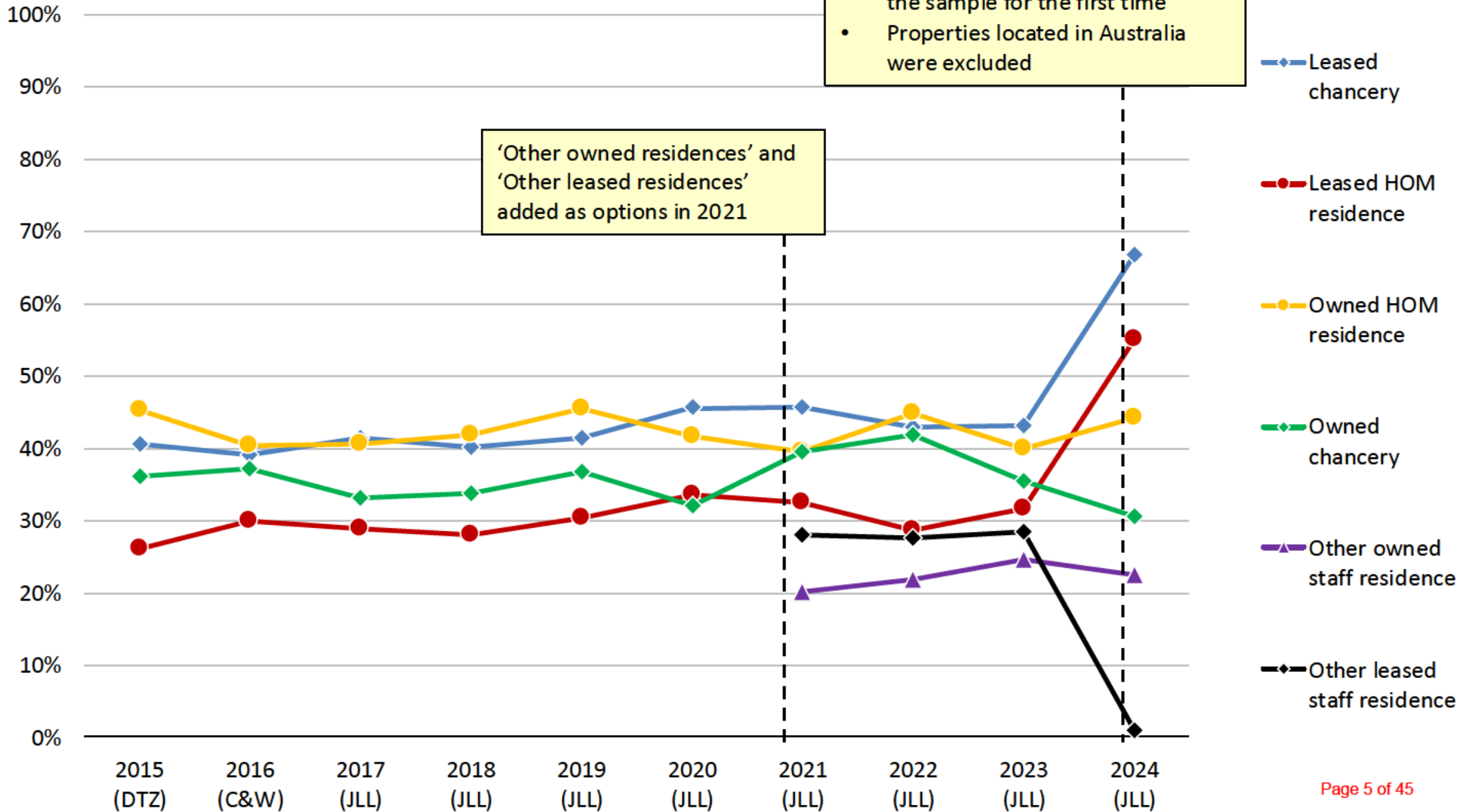
For 2020-2023, it was possible to re-calculate results to include **only respondents answering on behalf of their post**.

All subsequent results are based on adjusted numbers (shown in blue below).



Respondent profile

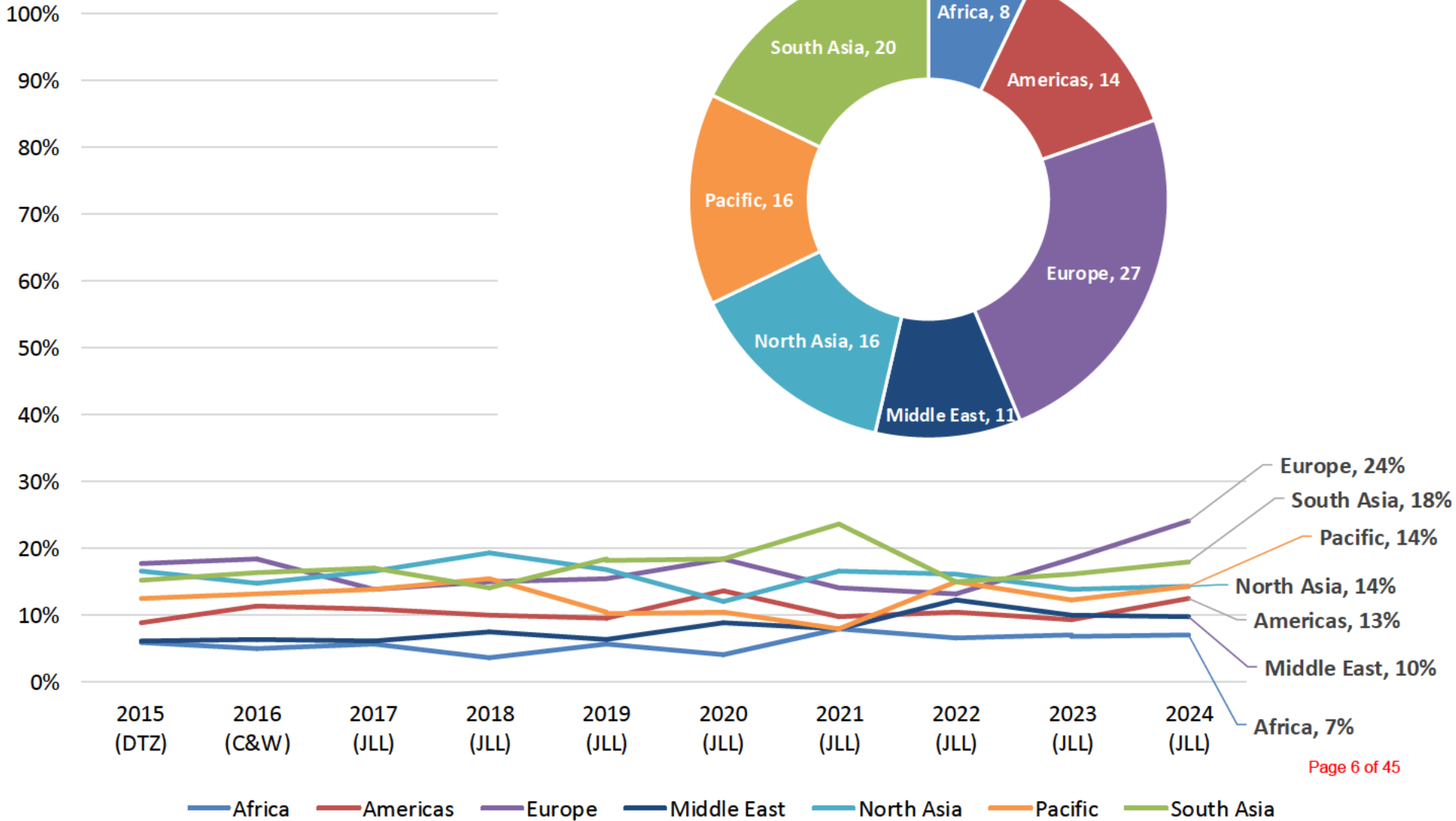
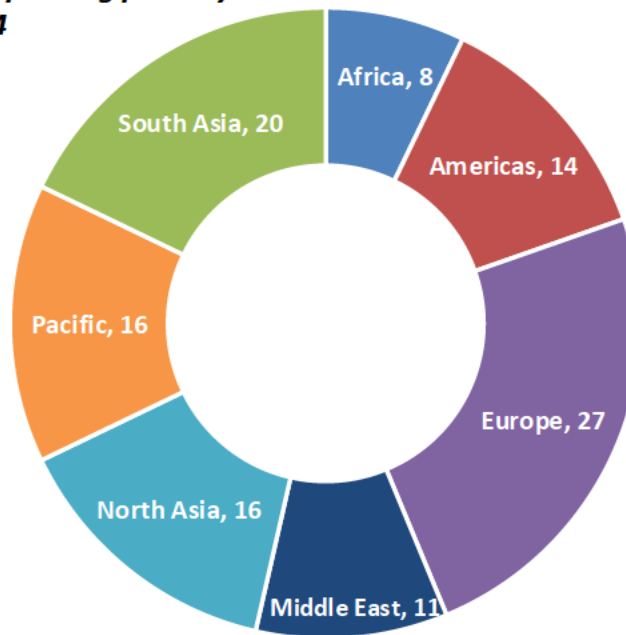
By property type



Respondent profile

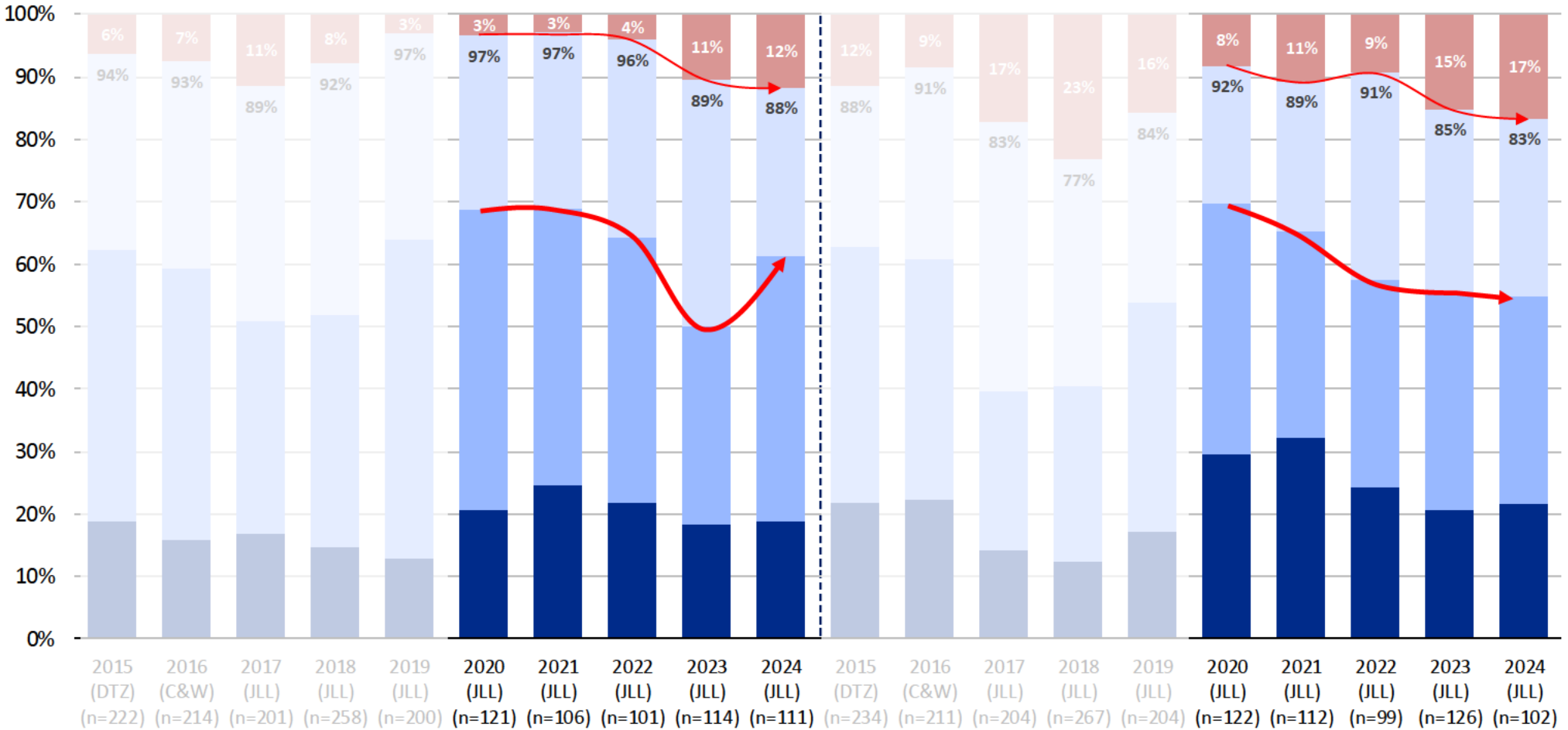
By region

Number of responding posts by region in 2024



Overall satisfaction

Overall performance satisfaction



Please provide an overall rating of your satisfaction with OPO's performance.

Please provide an overall rating of your satisfaction with JLL's performance.

■ Excellent performance
 ■ Good performance
 ■ Satisfactory performance
 ■ Unsatisfactory performance

Comparison of metrics with 2023

Improvements

- We **routinely discuss** property management matters with **JLL**. (27%)
 - **Knowledge** about **services** offered by **JLL** (14%)
 - The **OPO** team has the **competency and skills** to meet all our needs. (12%)
 - It is **easy** to get hold of the **right person** to talk to when I have a property issue or query. (12%)
 - The **OPO** team has the **resourcing capacity** to meet all our needs. (12%)
 - Property management services provided by **OPO** are **reliable**. (11%)
 - **Responsiveness** to your requests – **OPO** staff (10%)
 - I have been **fully informed** about **OPO's** property management **services available** to my post/office. (9%)
 - We **routinely discuss** property management matters with **OPO**. (9%)
 - I have been **appropriately informed** about **JLL's** property management **services available** to my post/office. (7%)
 - I receive **consistent** advice from all **OPO and JLL staff** who manage our post properties. (7%)
 - The **JLL** team has the **competency and skills** to meet all our needs. (6%)
- **Urgent** repairs or maintenance services
 - How **thoroughly** your urgent issues were dealt with (46%)
 - The **quality** of urgent repairs or maintenance (17%)
 - **Non-urgent** repairs or maintenance services
 - How **quickly** these issues were dealt with (17%)
 - How **thoroughly** your issues were dealt with (16%)
 - The level of **priority** you believe was assigned to your issue by the service provider (12%)
 - **Ease of logging** a job request through **Corrigo** (11%)
 - The **quality** of non-urgent repairs or maintenance (7%)

5%
2 out of 39 comparable metrics below* 2023 results

46%
18 out of 39 comparable metrics in line* with 2023 results

49%
19 out of 39 comparable metrics above* 2023 results

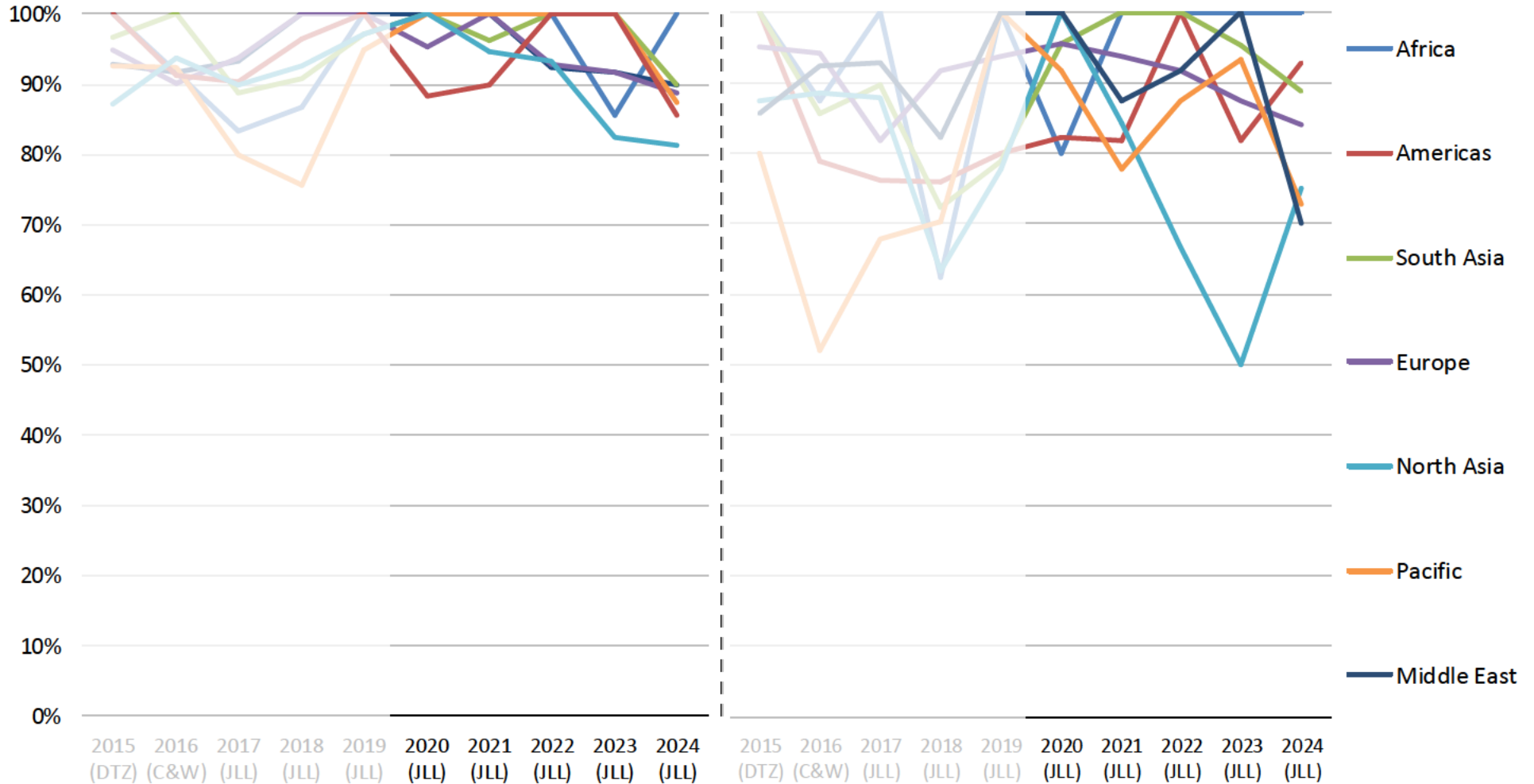
Declines

- **Urgent** repairs or maintenance services
 - How **quickly** your issues were dealt with (-5%)
 - The **effectiveness** of your own post's **reporting process** for **urgent faults** (-5%)

* (%) difference, categories based on a threshold difference of 5pp

Overall performance satisfaction

By region



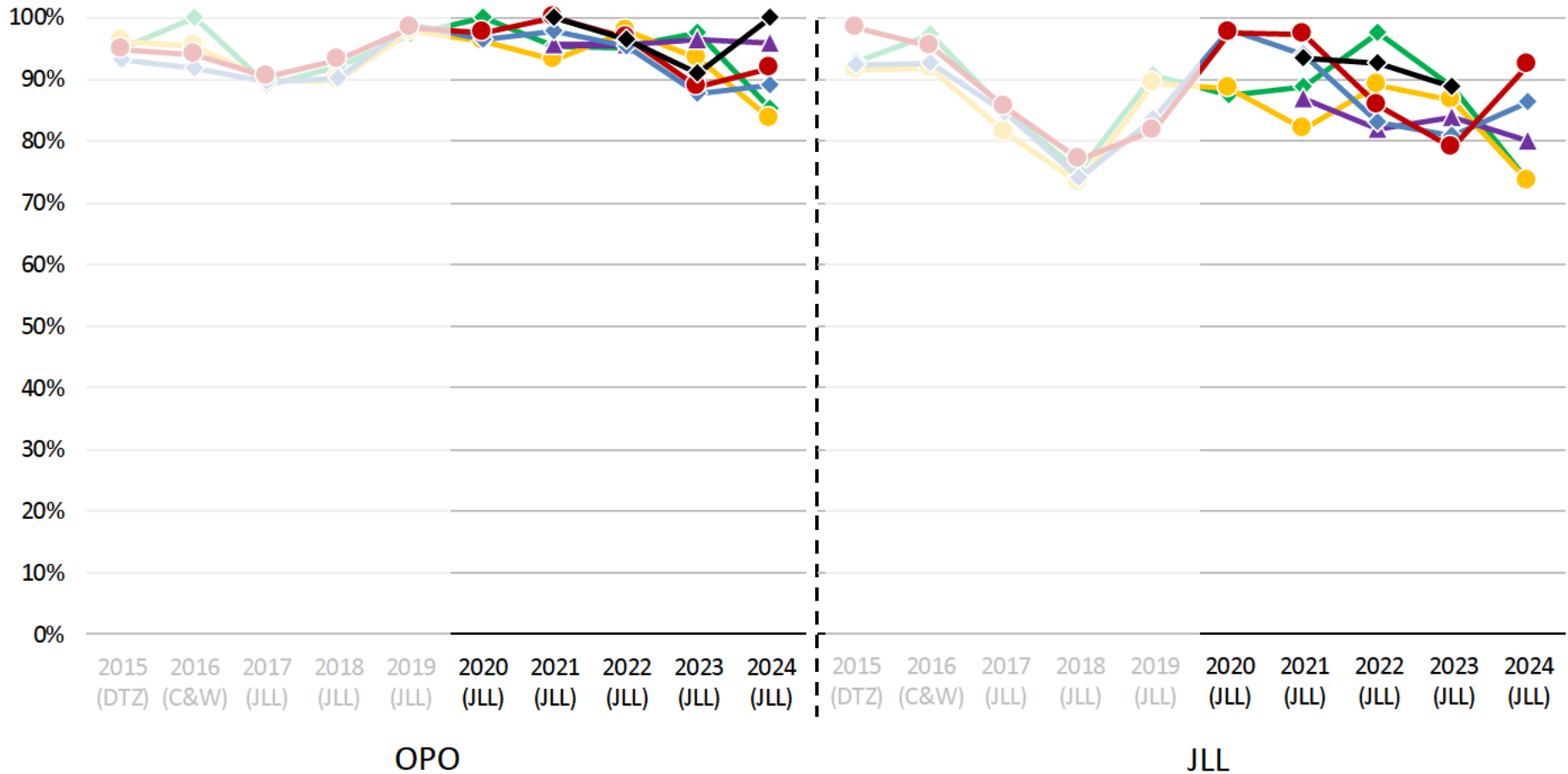
OPO

JLL

Overall performance satisfaction

By property type

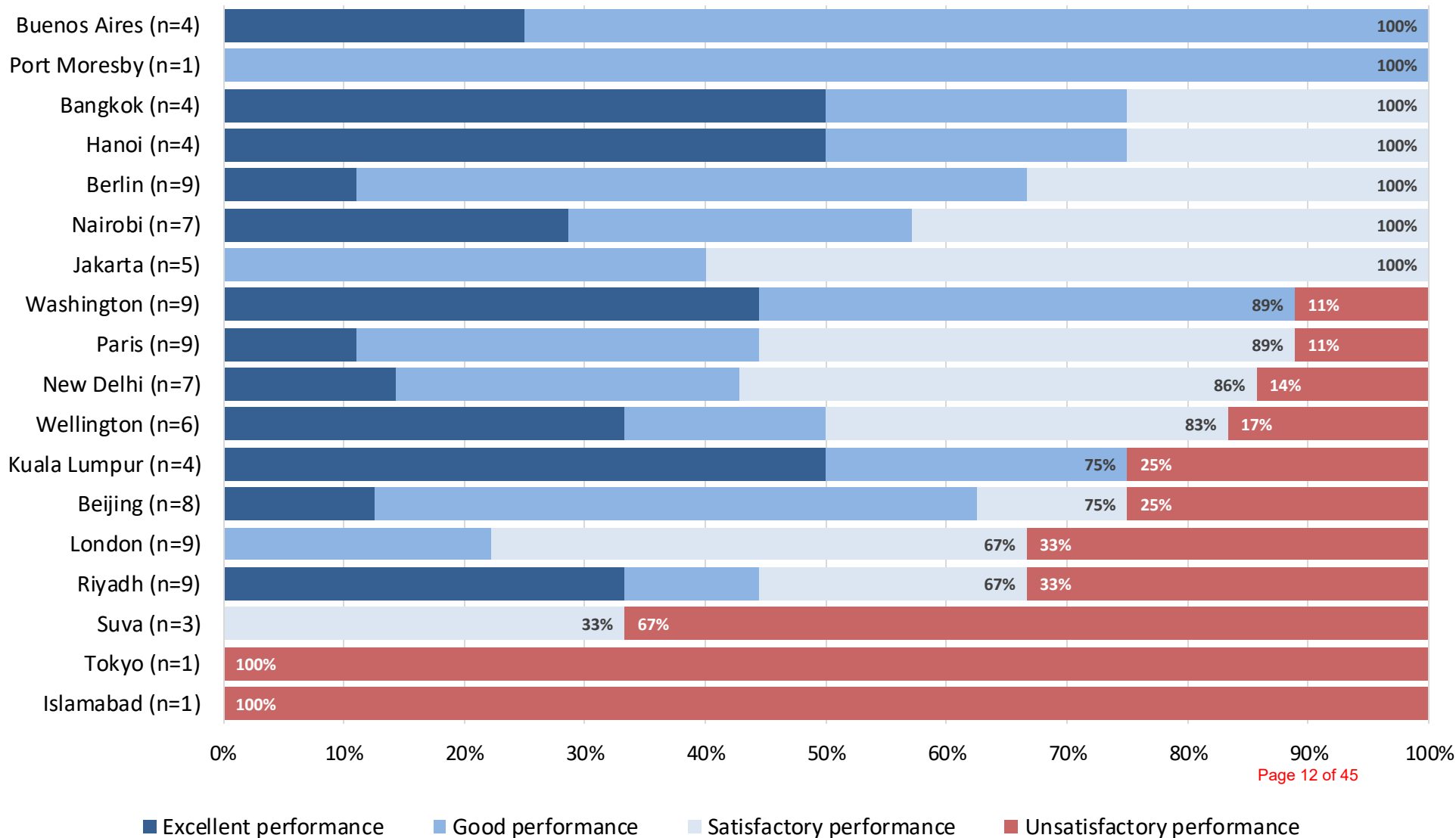
Note: Many posts have multiple property types and are therefore counted in these data splits multiple times



- ◆ Owned chancery
- Owned HOM residence
- ▲ Other owned staff residence
- ◆ Leased chancery
- Leased HOM residence
- ◆ Other leased staff residence

Overall performance satisfaction with JLL

By FM Hub



Overall performance satisfaction with JLL

By FM Hub - Post

FM Hub	Satisfied posts	Number of dissatisfied posts	Dissatisfied posts
Bangkok	Bangkok, Phuket, Vientiane, Yangon	0	
Beijing	Beijing, Chengdu, Guangzhou, Shanghai, Shenyang, Ulaanbaatar	2	Hong Kong, Taipei
Berlin	Belgrade, Berlin, Geneva (UN), Geneva (WTO), Geneva CG, Moscow, Vienna UN, Warsaw, Zagreb	0	
Buenos Aires	Bogota, Brasilia, Buenos Aires, Lima, Santiago	0	
Hanoi	Hanoi, Ho Chi Minh City, Phnom Penh, Seoul	0	
Islamabad		1	Islamabad
Jakarta	Bali, Dili, Jakarta, Makassar, Surabaya	0	
Kuala Lumpur	Bandar Seri Begawan (Brunei), Kuala Lumpur, Singapore	1	Manila
London	Ankara, Athens, Canakkale, Copenhagen, Istanbul, Stockholm	3	Dublin, London, Nicosia
Nairobi	Abuja, Accra, Addis Ababa, Harare, Nairobi, Port Louis, Pretoria	0	
New Delhi	Chennai, Dhaka, Kathmandu, Kolkata, Mumbai, New Delhi	1	Colombo
Paris	Brussels, Holy See, Lisbon, Madrid, Paris, Rabat, Rome, The Hague	1	Malta
Port Moresby	Port Moresby	0	
Riyadh	Abu Dhabi, Amman, Cairo, Doha, Dubai, Tel Aviv	3	Beirut, Kuwait City, Riyadh
Suva	Apia	2	Nuku'alofa, Suva
Tokyo		1	Tokyo
Washington	Chicago, Honolulu, Los Angeles, New York CG, New York UN, Ottawa, Port of Spain, Washington	1	Mexico City
Wellington	Auckland, Noumea, Pohnpei, Port Vila, Wellington	1	Honiara

Overall performance satisfaction

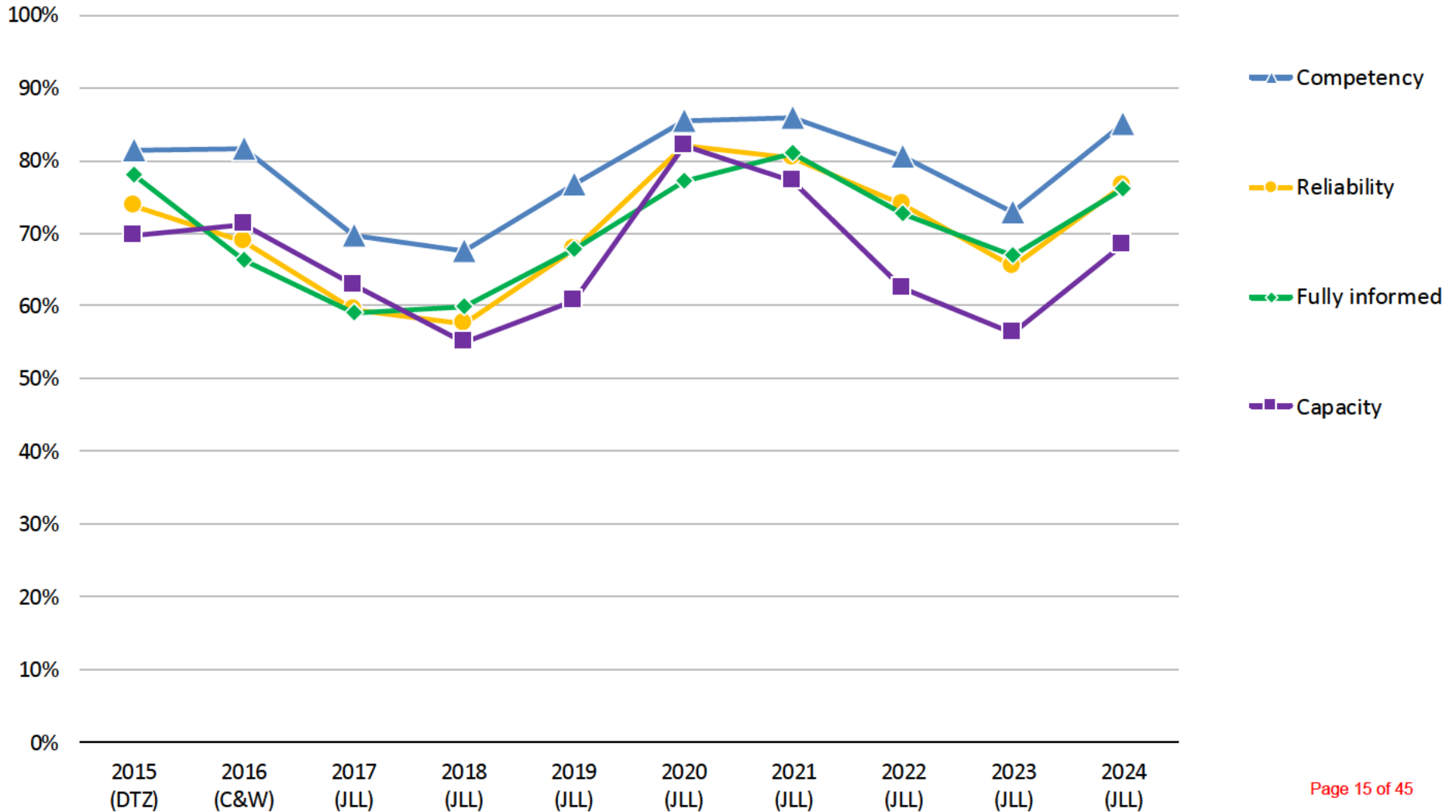
		JLL Ratings		
		Satisfied	Dissatisfied	Not rated
OPO Ratings	Satisfied	Bangkok, Phuket, Vientiane, Yangon, Beijing, Chengdu, Guangzhou, Shanghai, Shenyang, Ulaanbaatar, Belgrade, Berlin, Geneva (UN), Geneva (WTO), Geneva CG, Moscow, Vienna UN, Warsaw, Zagreb, Bogota, Buenos Aires, Lima, Santiago, Hanoi, Ho Chi Minh City, Phnom Penh, Seoul, Bali, Dili, Jakarta, Makassar, Surabaya, Bandar Seri Begawan (Brunei), Kuala Lumpur, Singapore, Ankara, Athens, Copenhagen, Istanbul, Stockholm, Abuja, Accra, Addis Ababa, Harare, Nairobi, Port Louis, Pretoria, Chennai, Dhaka, Kolkata, Mumbai, New Delhi, Brussels, Holy See, Lisbon, Madrid, Paris, Rabat, Rome, The Hague, Port Moresby, Abu Dhabi, Amman, Cairo, Doha, Dubai, Tel Aviv, Apia, Chicago, Honolulu, New York CG, New York UN, Ottawa, Port of Spain, Washington, Auckland, Noumea, Pohnpei, Port Vila, Wellington, Nauru	Taipei, Malta, Beirut, Kuwait City, Nuku'alofa, Suva, Tokyo, Mexico City, Honiara	Bern, Kyiv, Bengaluru, Male, Lae, Koror, Majuro, Tehran
	Dissatisfied	Brasilia, Kathmandu, Los Angeles	Hong Kong, Islamabad, Manila, Dublin, London, Nicosia, Colombo, Riyadh	Funafuti, Rarotonga
	Not rated	Canakkale		Tarawa*, Alofi*, Papeete*

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*: Non-responding posts

OPO's Performance

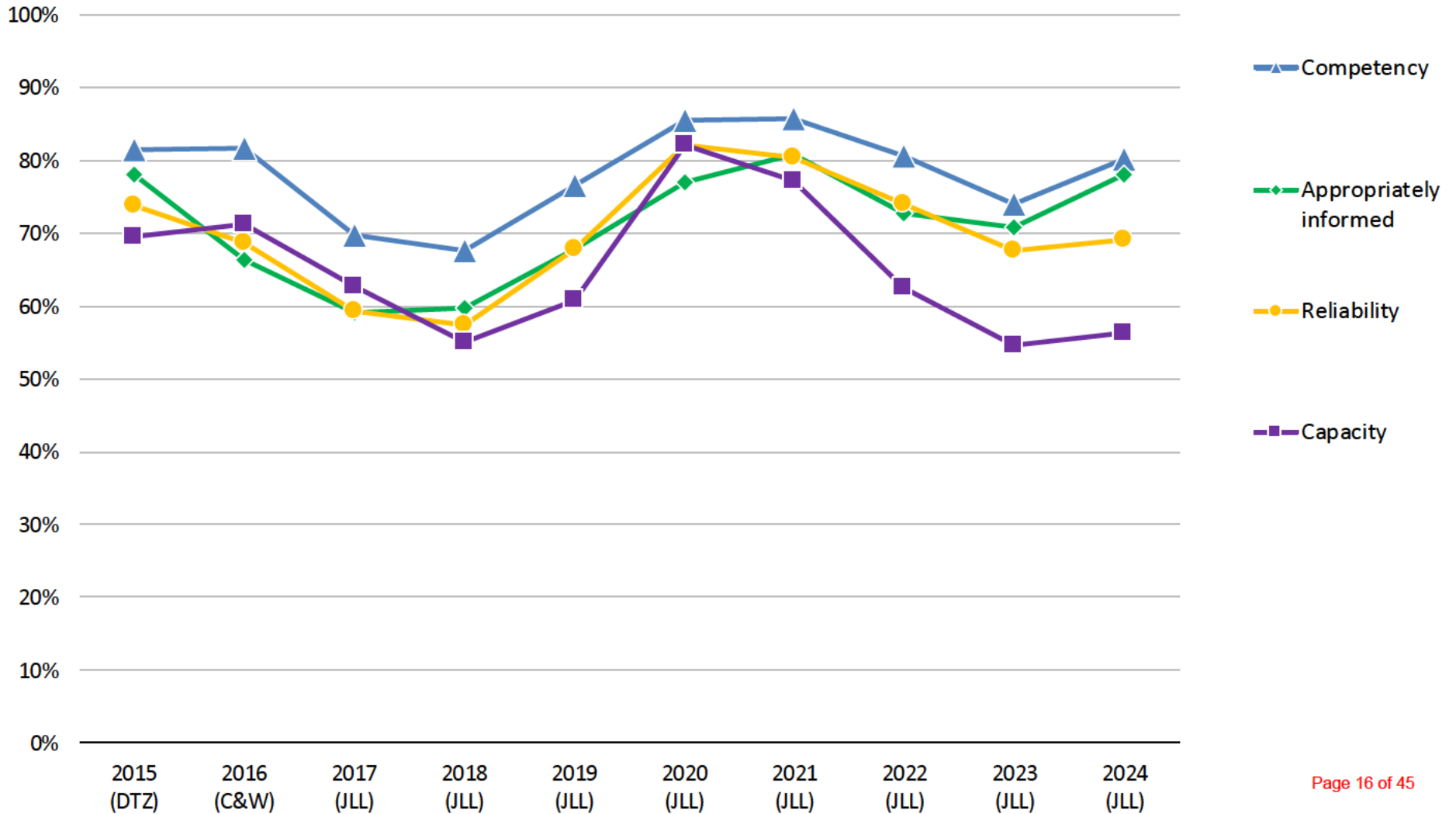
Based on dealings in the past 12 months



JLL's Performance

LEX 11917 - DFAT - RELEASED UNDER THE FREEDOM OF INFORMATION ACT 1982 (CTH)

Based on dealings in the past 12 months

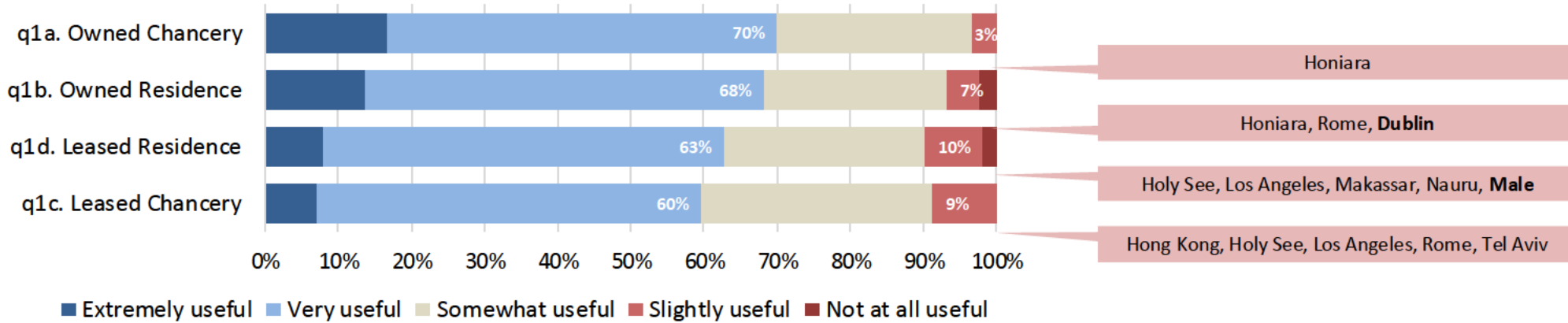


Roles and Responsibilities matrix

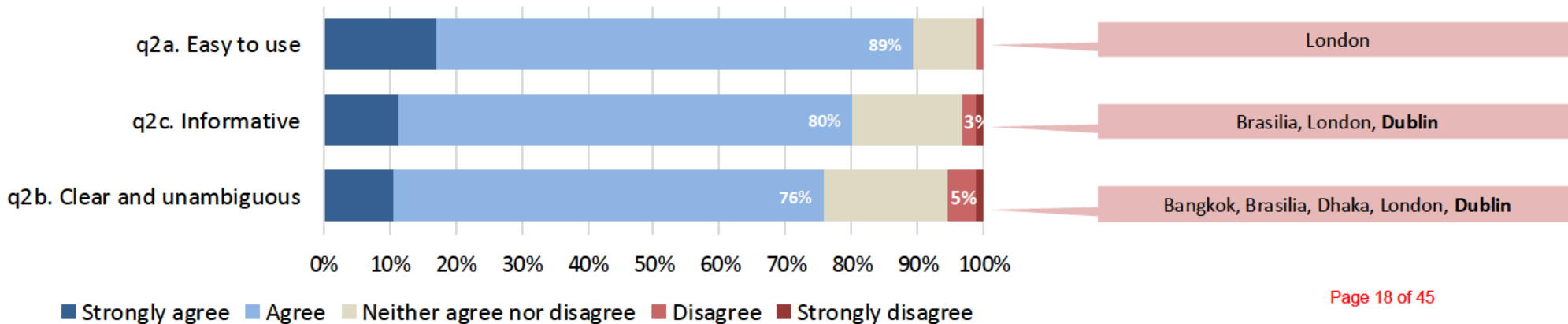
Usefulness of the *Roles and Responsibilities* matrices

LEK11817 - DFAT - RELEASED UNDER THE FREEDOM OF INFORMATION ACT 1982 (CTH)

Usefulness of the matrices in outlining the roles and responsibilities for:



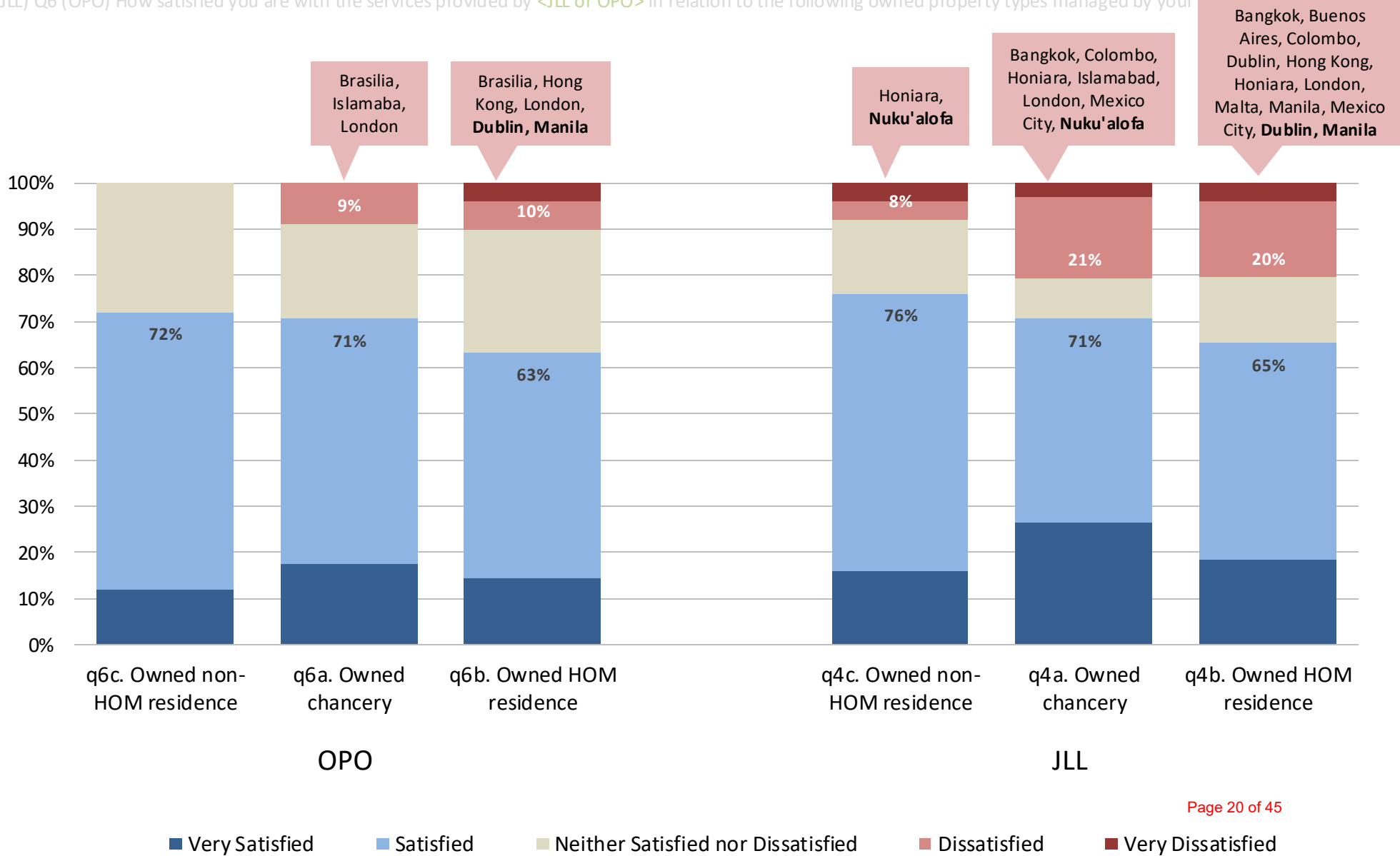
Extent to which the matrices are:



Owned estate property services

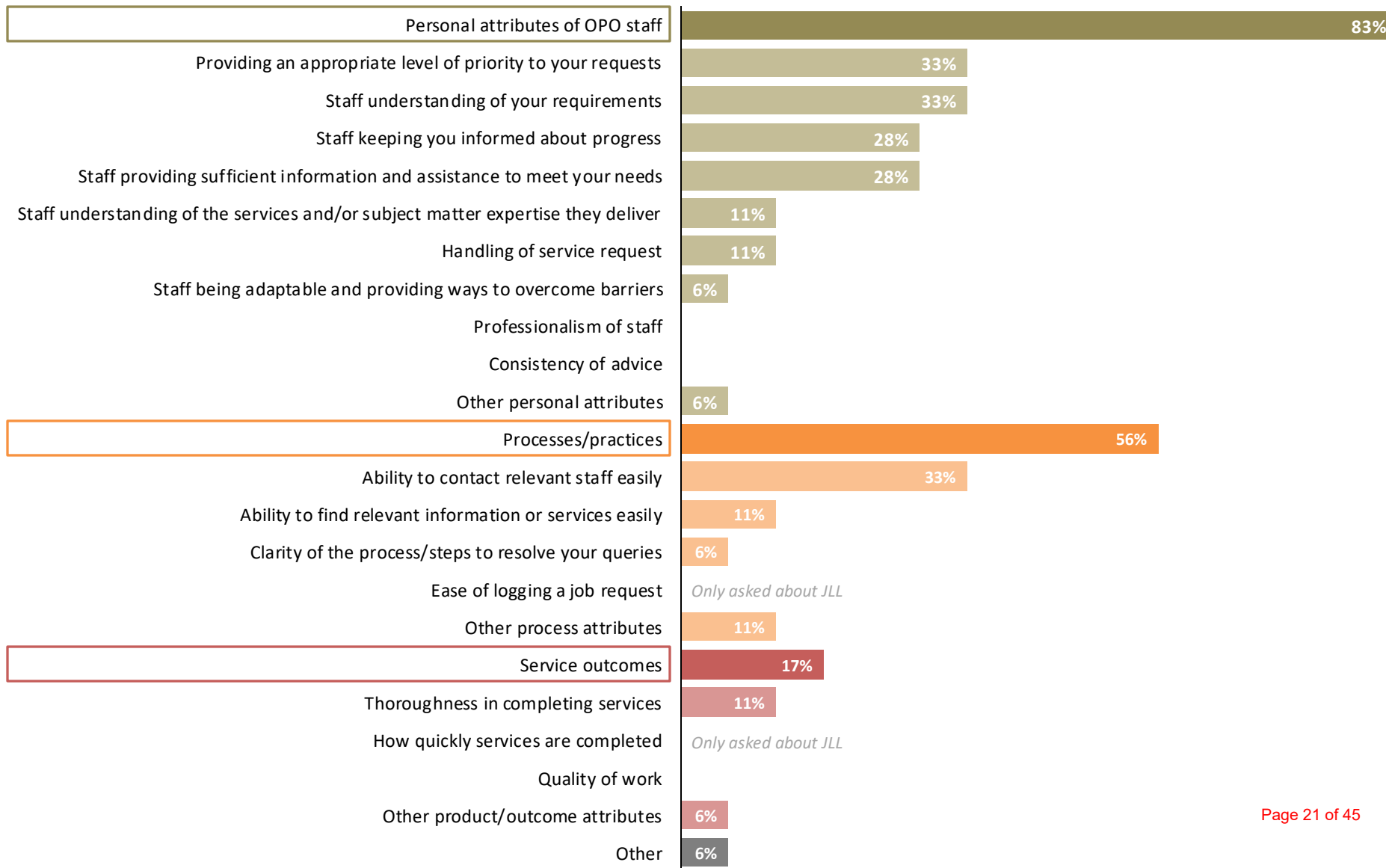
Satisfaction with property services

Q4 (JLL) Q6 (OPO) How satisfied you are with the services provided by <JLL or OPO> in relation to the following owned property types managed by your post

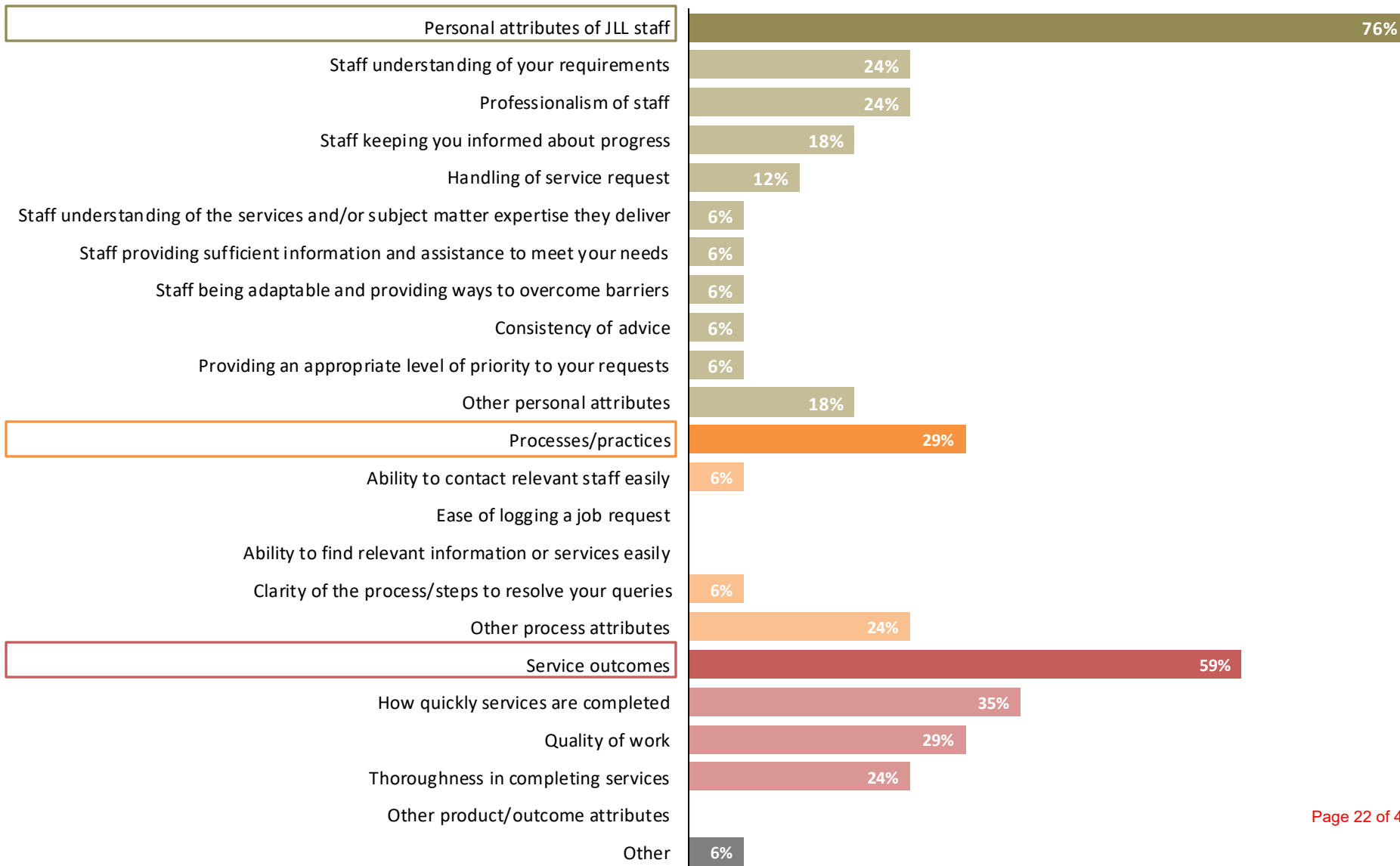


Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied

Areas for improvement: OPO

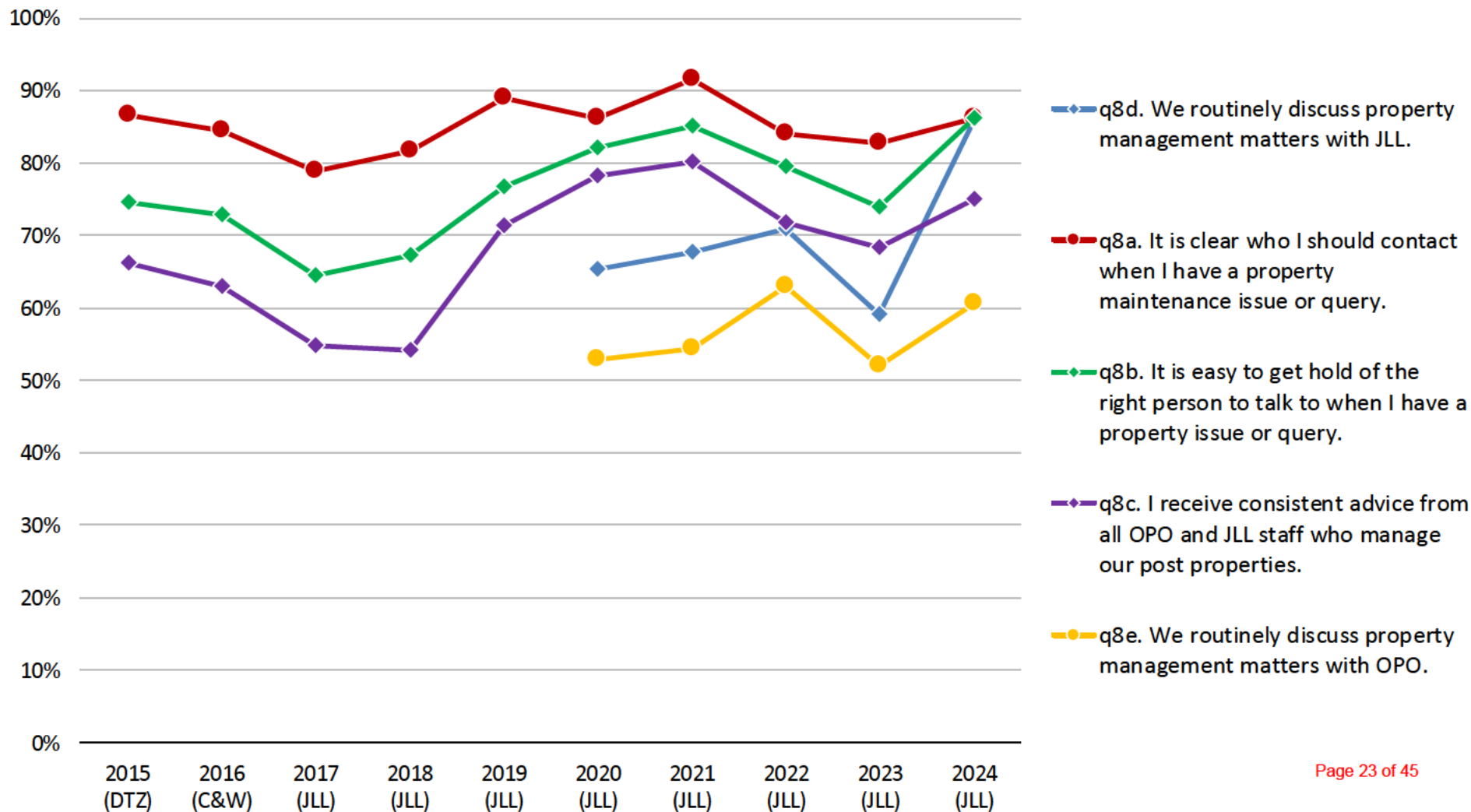


Areas for improvement: JLL



Communication (JLL and OPO)

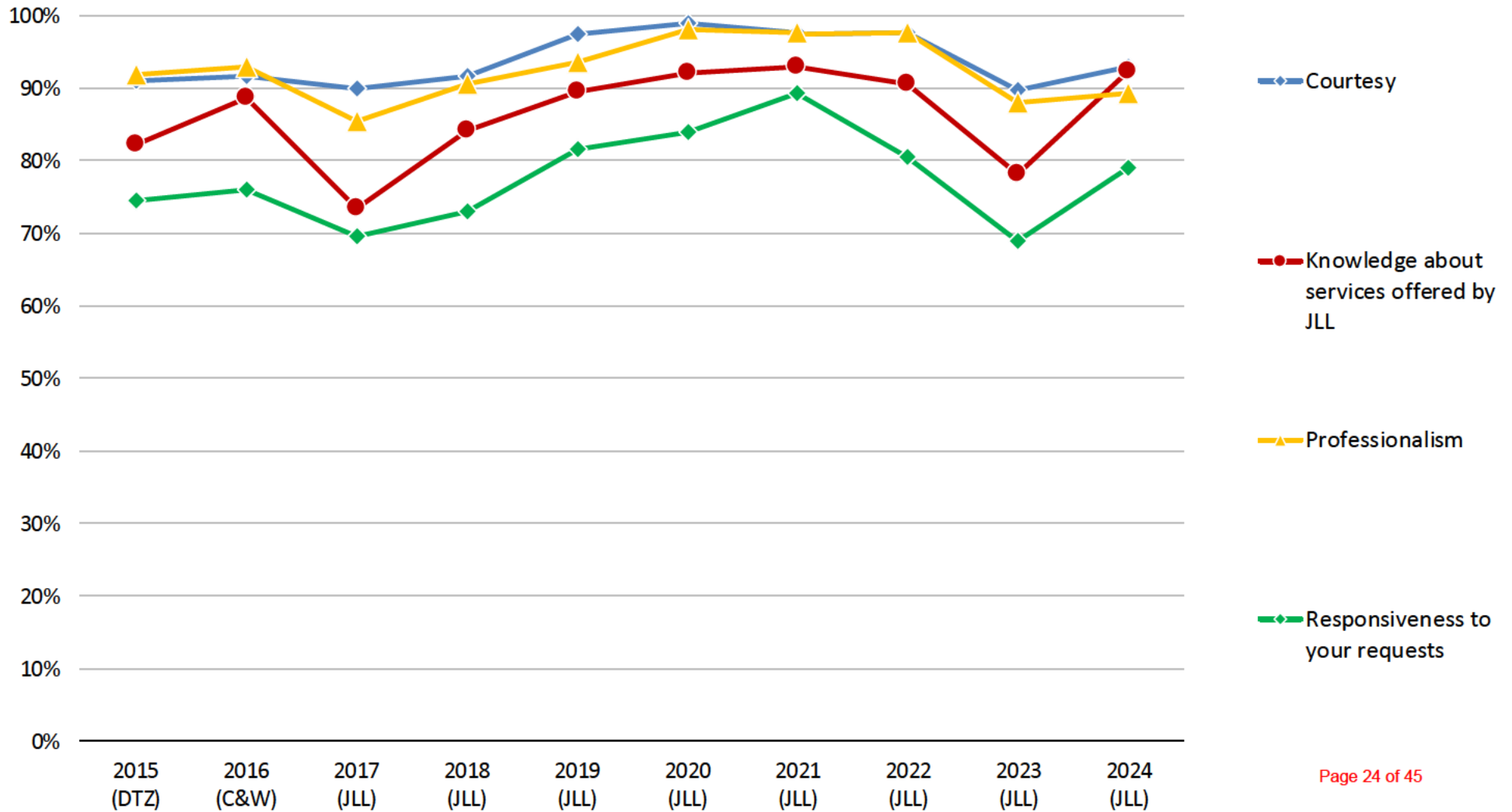
Positive ratings by year (% Strongly agree, Agree)



Customer service

LEX 11917 - DFAT - RELEASED UNDER THE FREEDOM OF INFORMATION ACT 1982 (CTH)

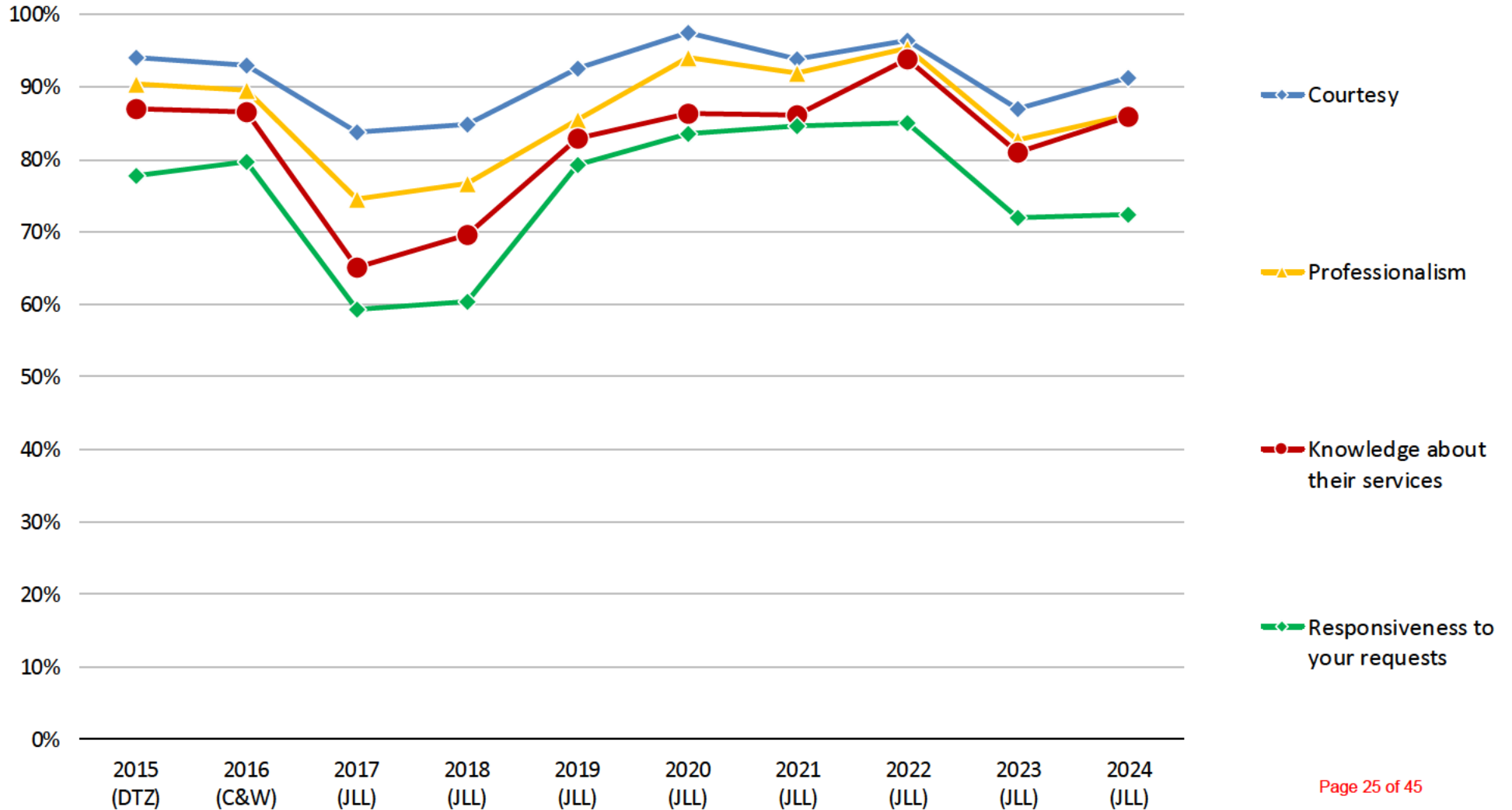
Attributes of OPO Staff (% Very good, Good)



Customer service

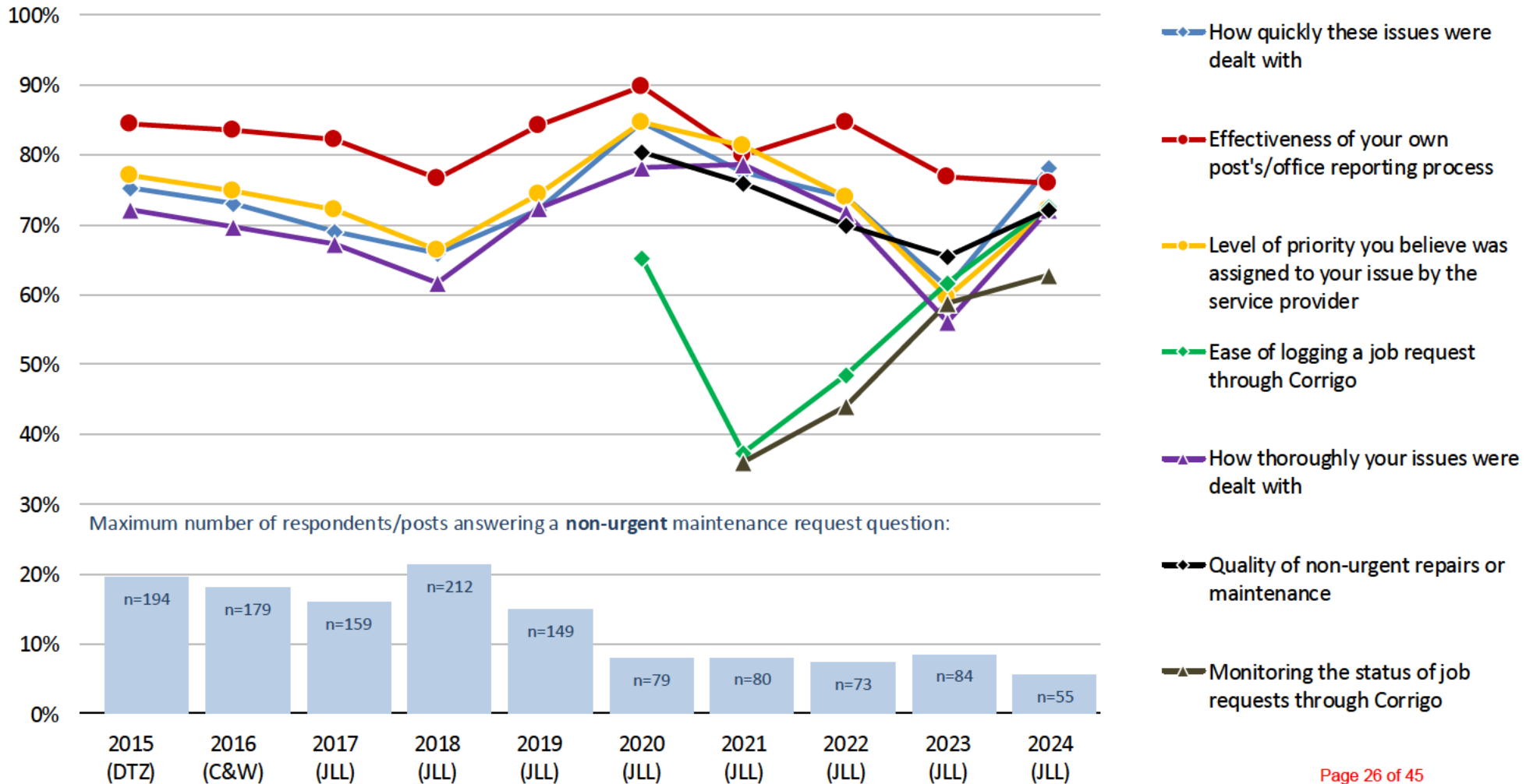
LEX 11917 - DFAT - RELEASED UNDER THE FREEDOM OF INFORMATION ACT 1982 (CTH)

Attributes of JLL Staff (% Very good, Good)



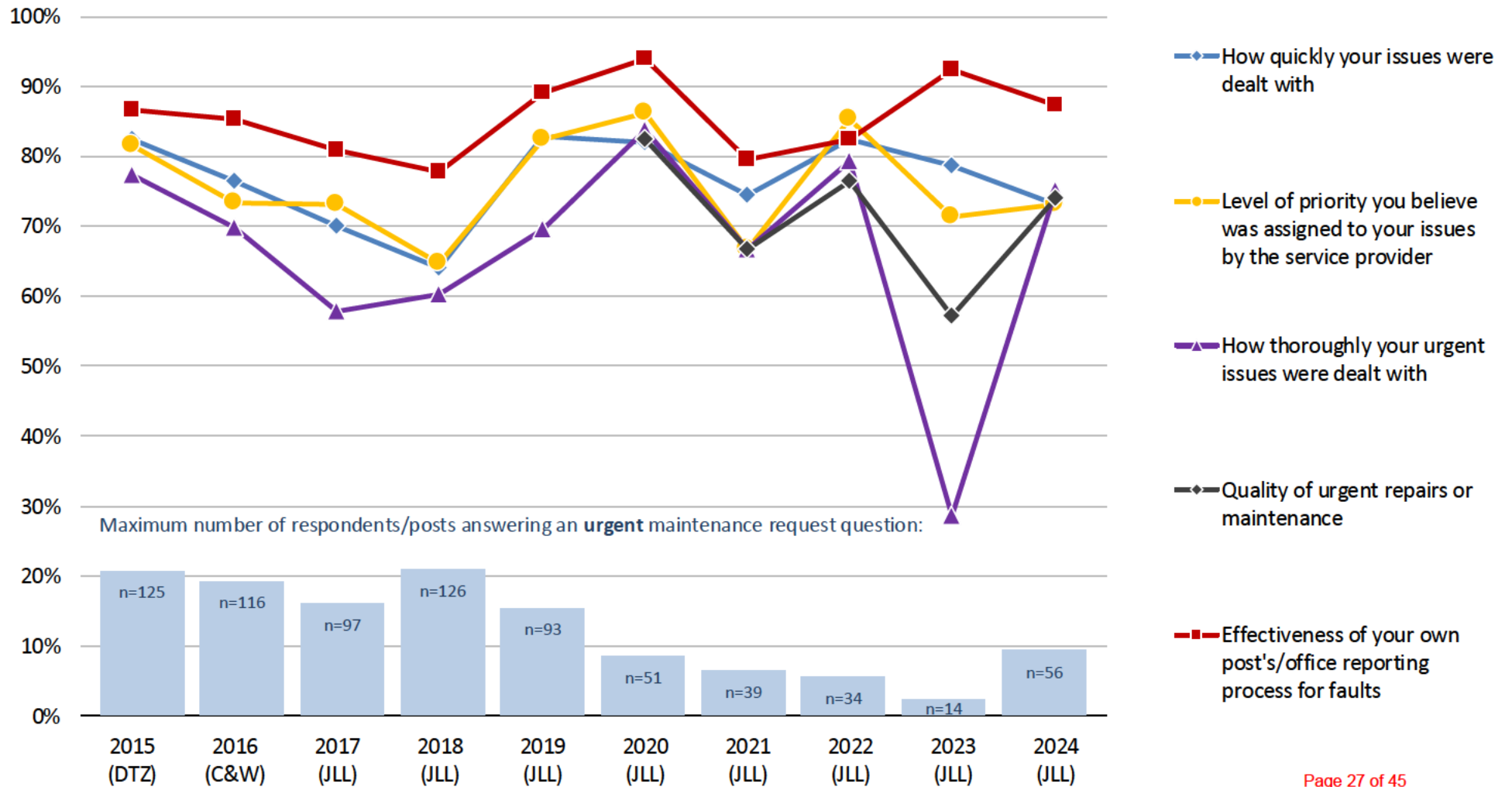
Non-urgent property repairs and maintenance

Positive ratings by year (% Very satisfied, Satisfied)



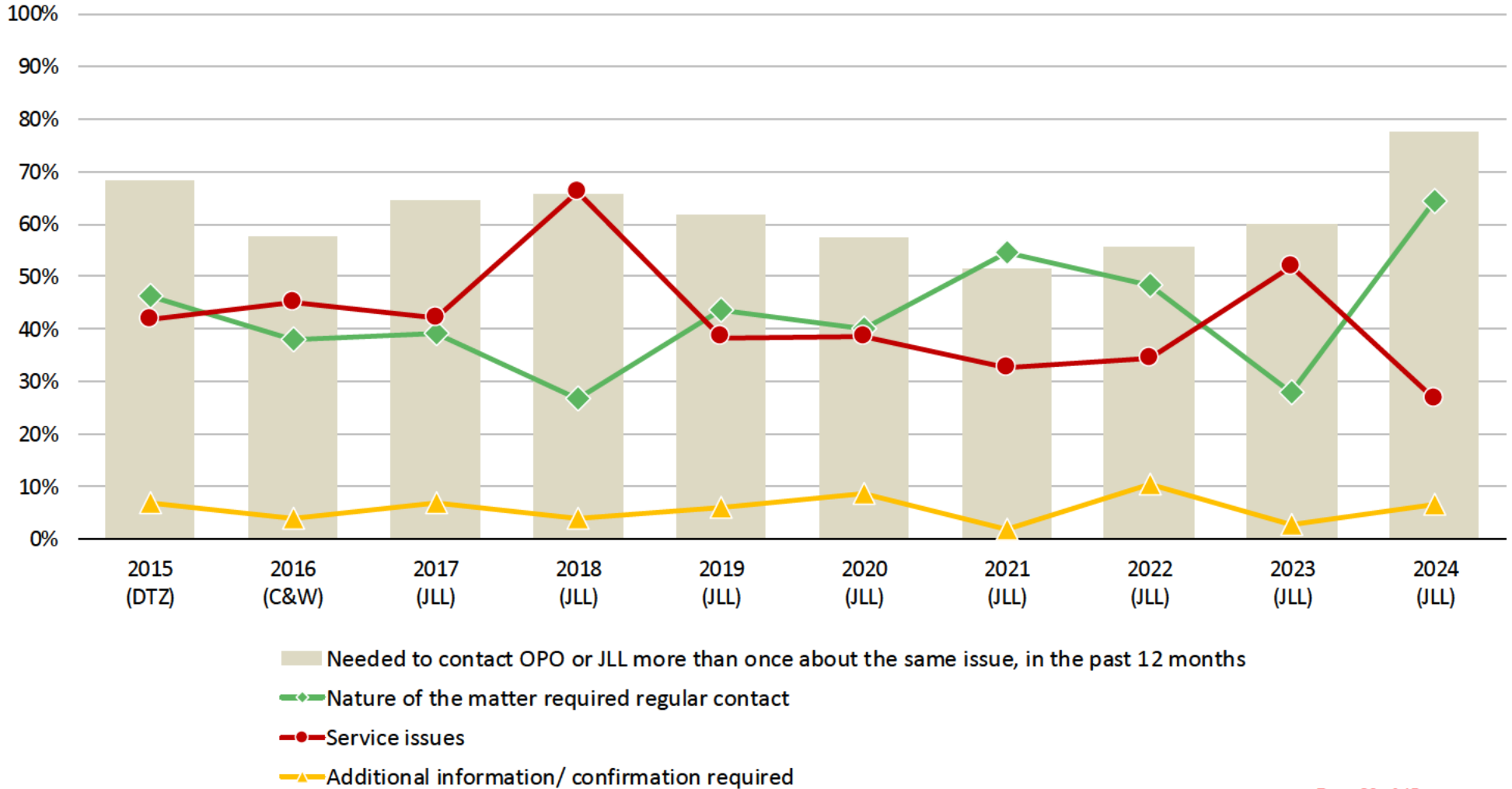
Urgent property repairs and maintenance

Positive ratings by year (% Very satisfied, Satisfied)



Multiple contact on the same issue

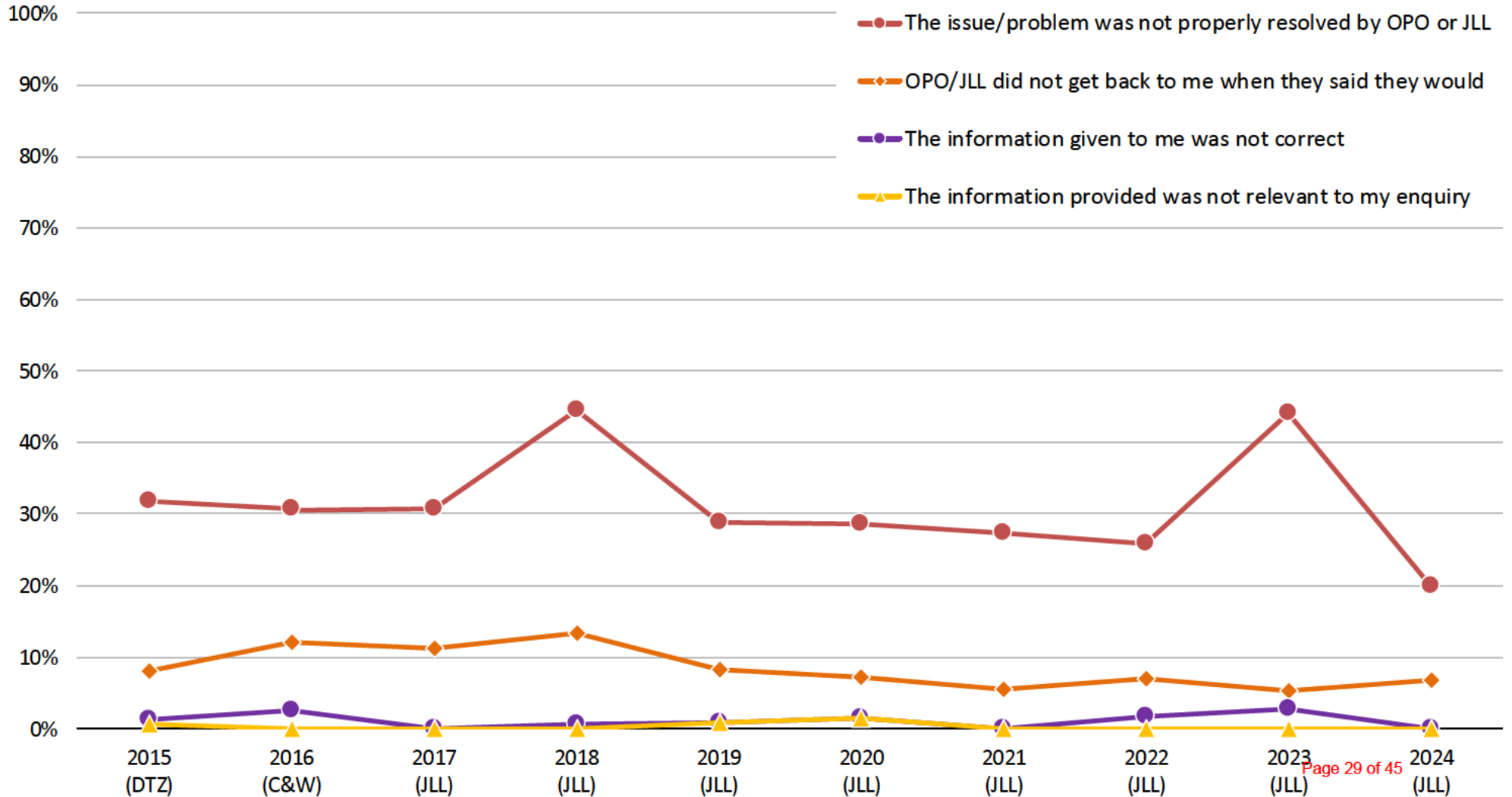
Reasons for contacting OPO or JLL more than once on the same matter



Multiple contact on the same issue – Service issues

LEX 11947 - DFAT - RELEASED UNDER THE FREEDOM OF INFORMATION ACT 1982 (Cth)

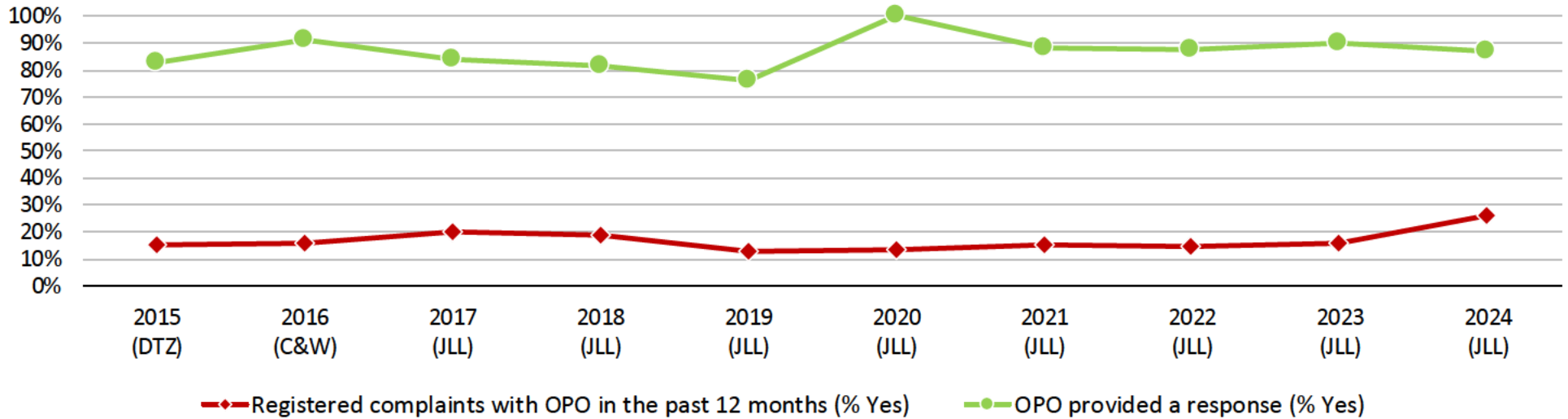
Based on n=45, multiple contact with OPO or JLL due to service issue in 2024



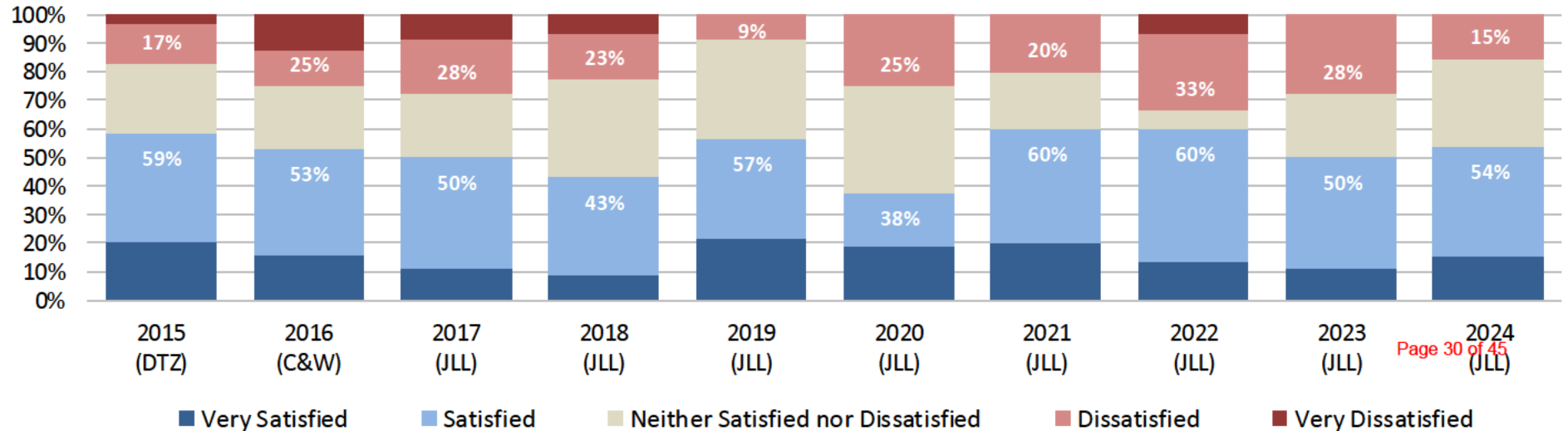
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Complaints

Interactions with OPO regarding complaints registration



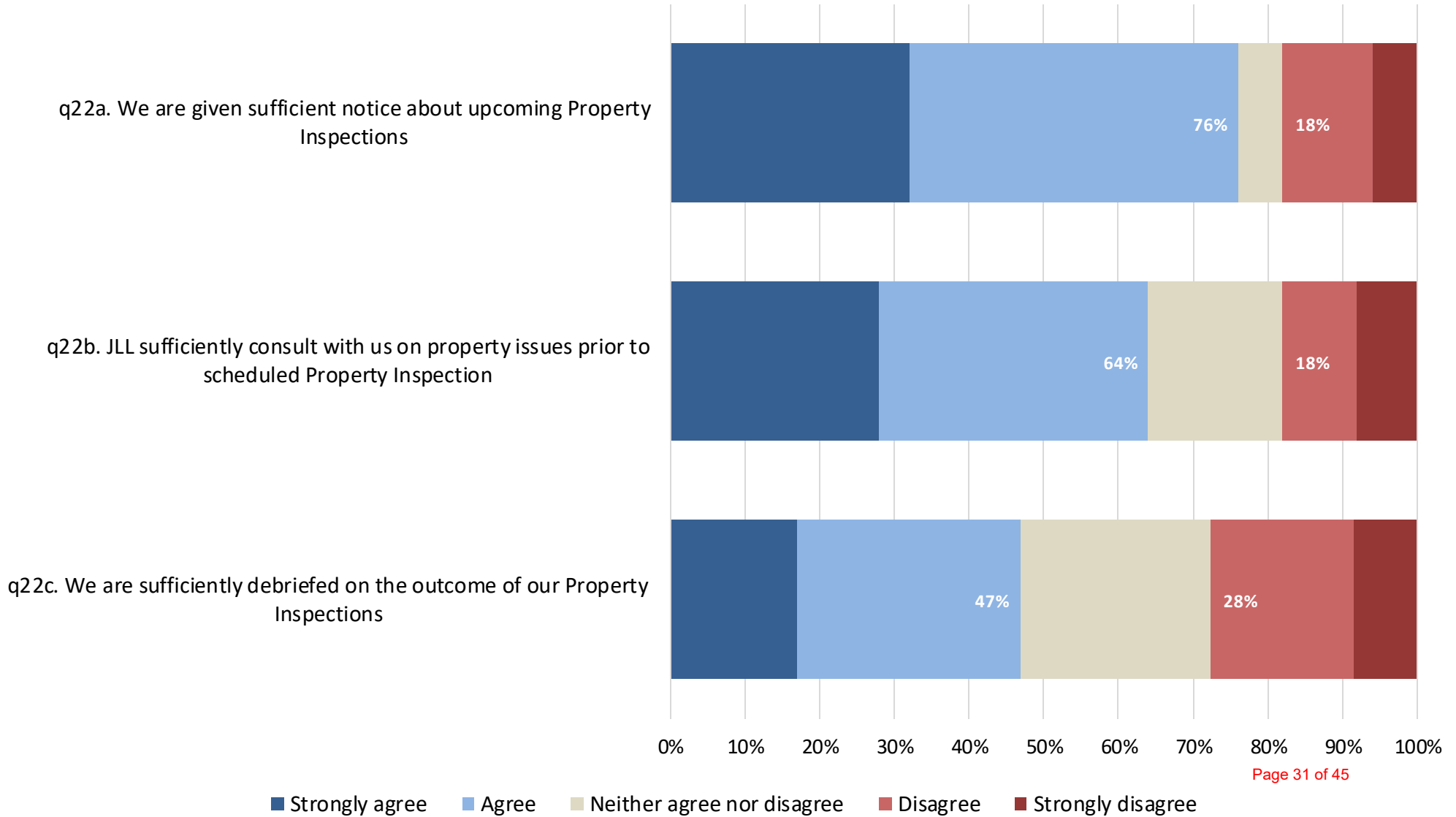
Satisfaction with OPO's response



Property inspections

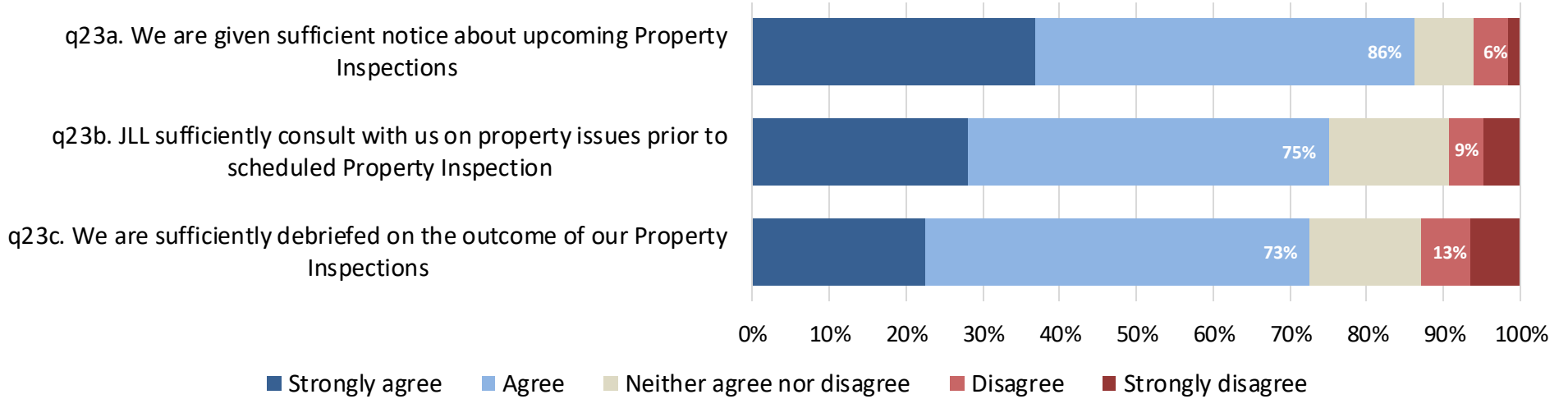
LEX 11917 - DFAT - RELEASED UNDER THE FREEDOM OF INFORMATION ACT 1982 (CTH)

Conducted by JLL for your Owned Chancery

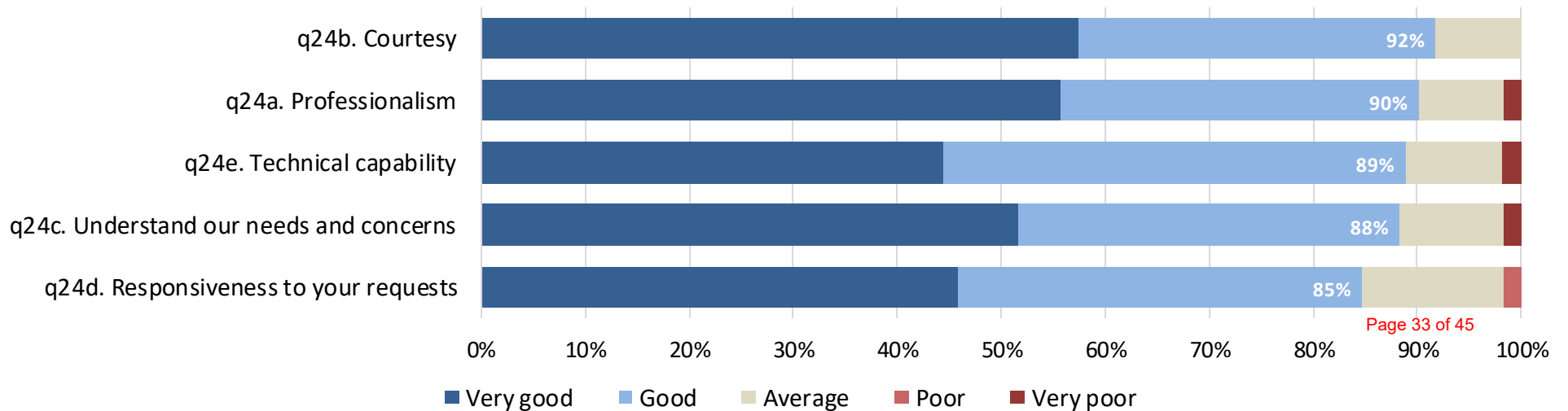


Leased estate property services

Leased estate property services

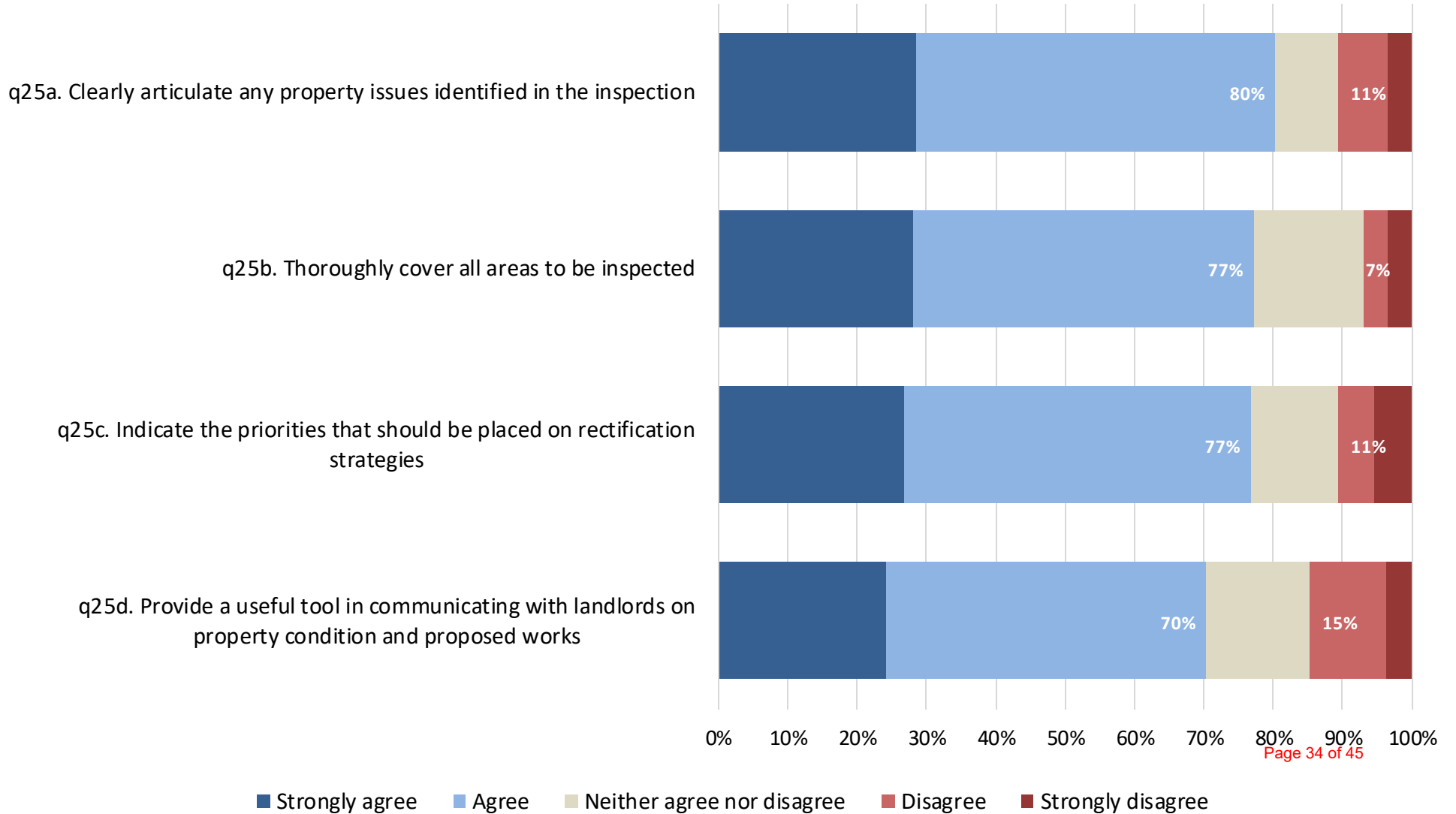


Rating of JLL staff who conducted your Property Inspection:



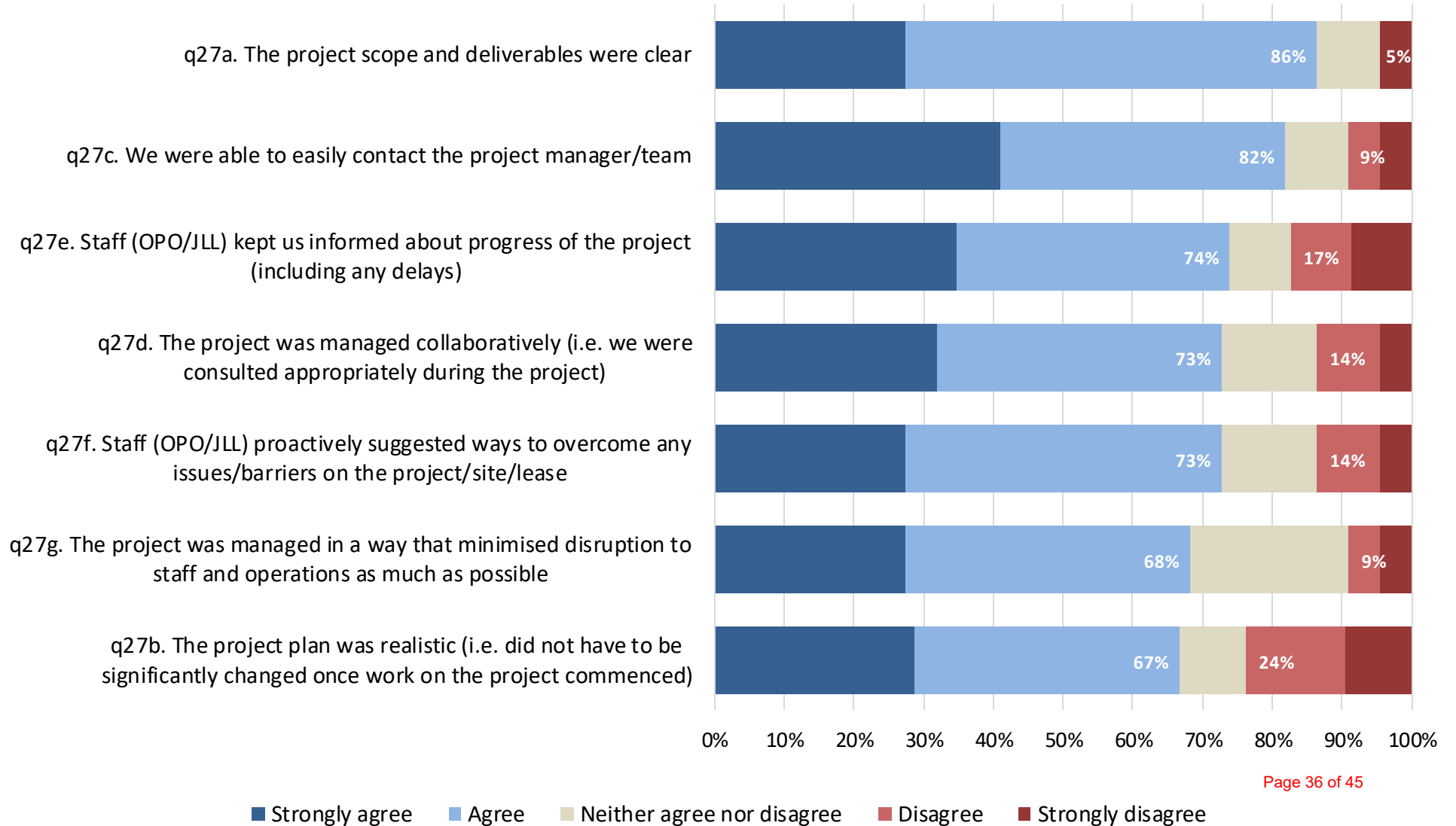
Property inspections

Property Inspection reports produced by JLL:



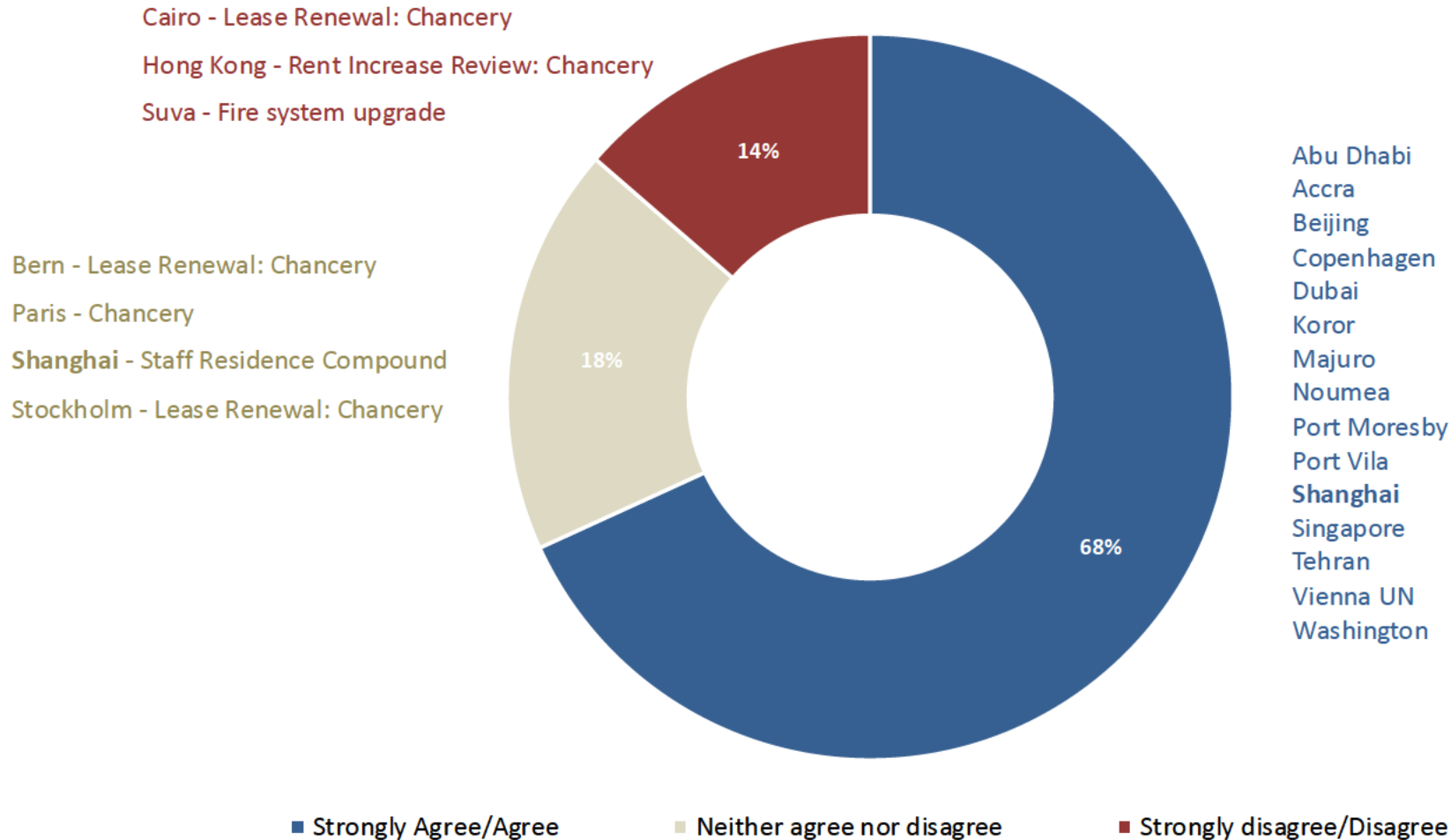
Special projects and minor capital works

Special projects and minor capital works



Special projects and minor capital works

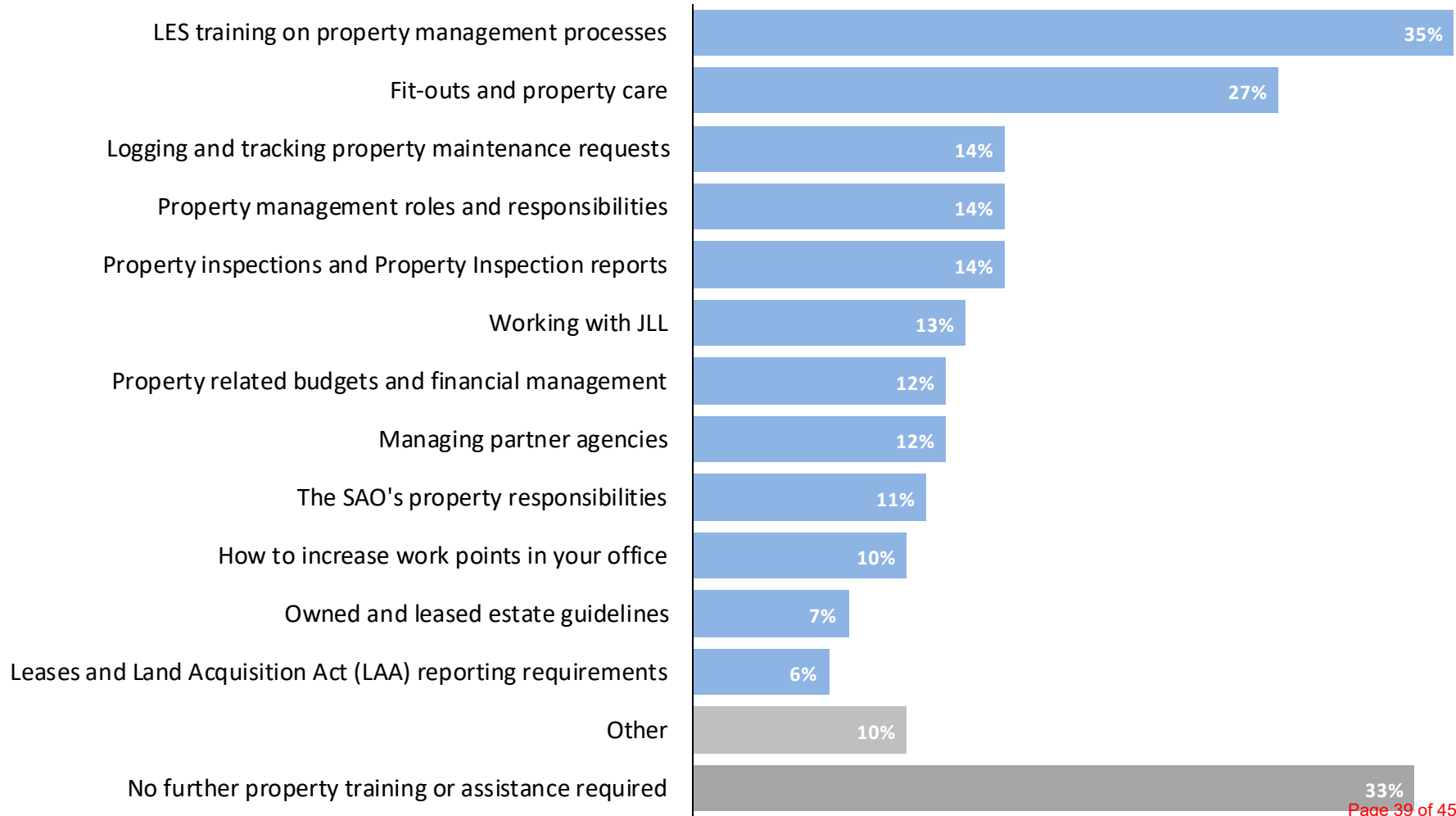
q27h. Overall, the project was managed well



Further training

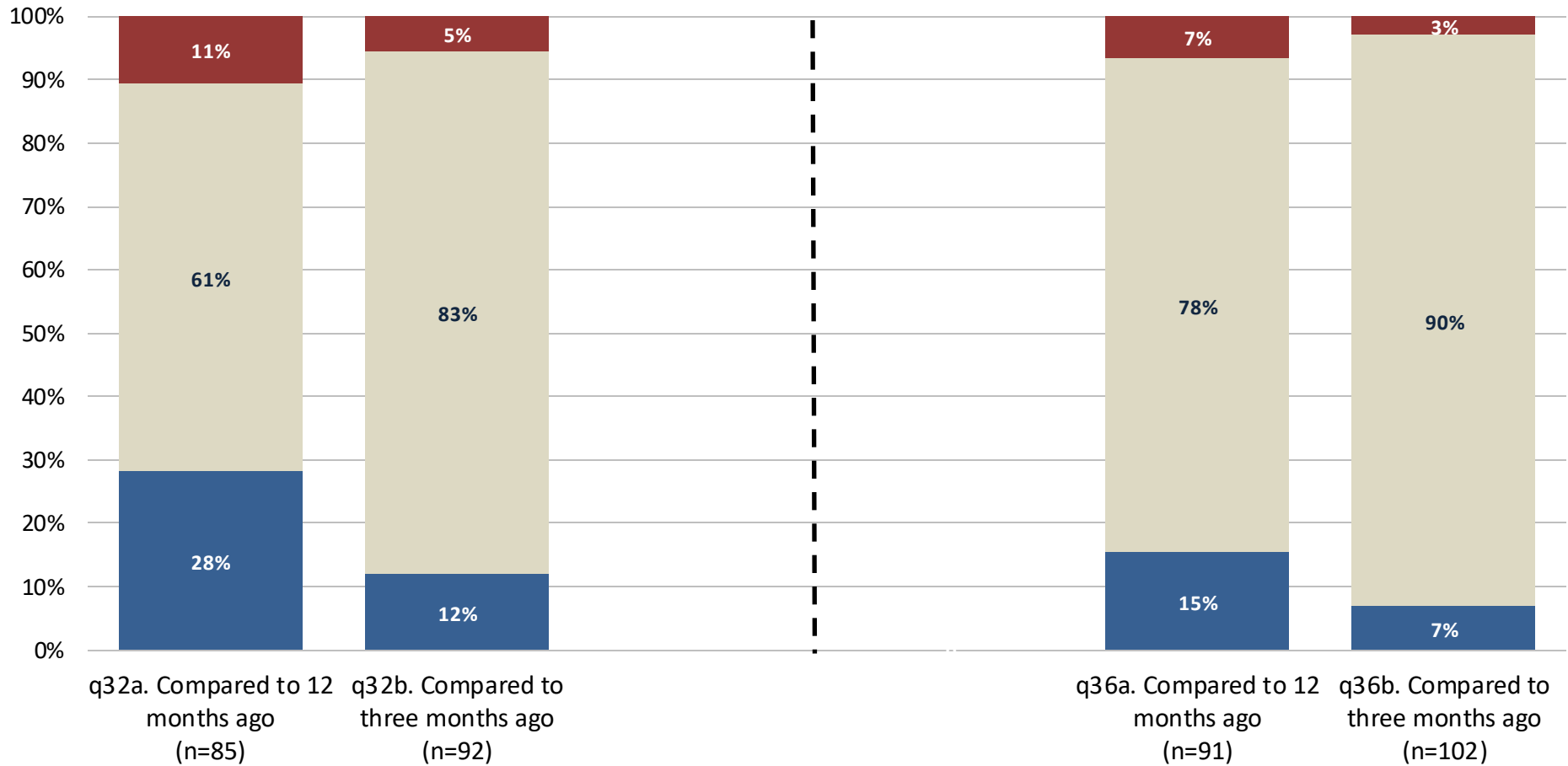
Further training

Does your post require any further property training or advice in any of the following areas? (% Selected)



Summary

Overall impression of OPO and JLL



Overall, how well do you think **OPO** is performing now, compared to the following timeframes?

Overall, how well do you think **JLL** is performing now, compared to the following timeframes?

■ Better ■ About the same ■ Worse

Comparison of metrics with 2023

LEX 11917 - DFAT - RELEASED UNDER THE FREEDOM OF INFORMATION ACT 1982 (CTH)

Improvements

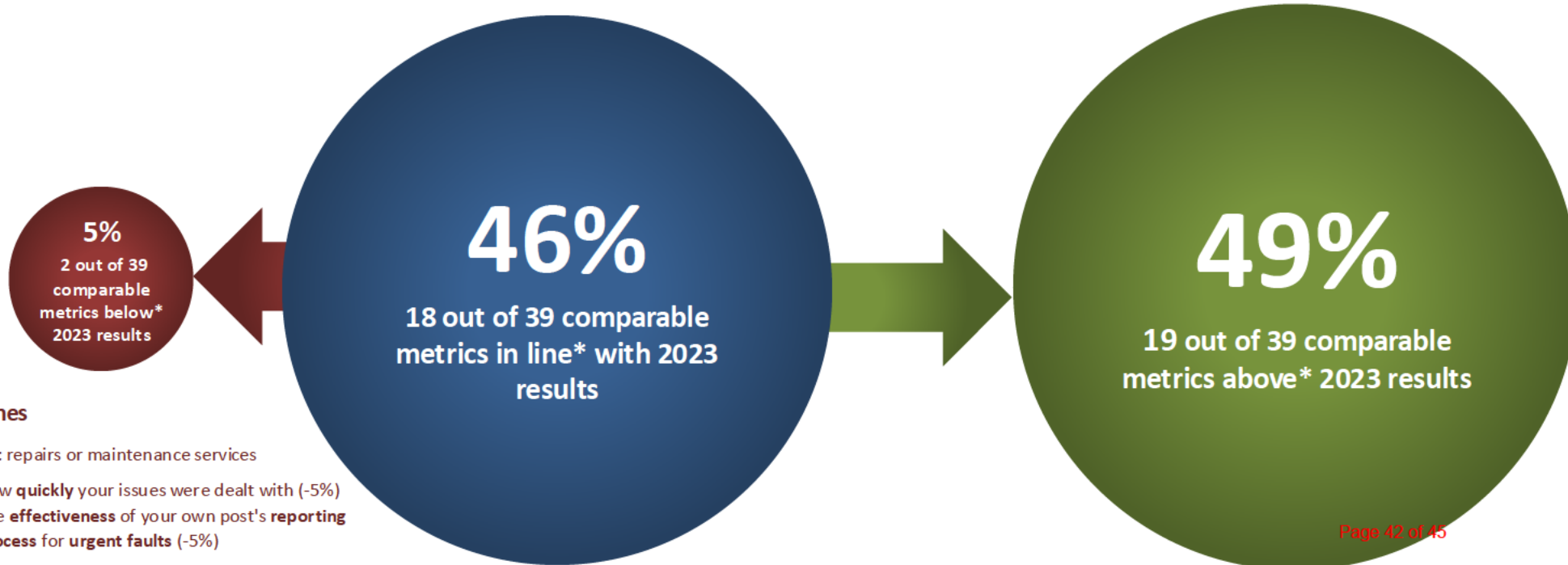
- We **routinely discuss** property management matters with **JLL**. (27%)
- **Knowledge** about **services** offered by JLL (14%)
- The **OPO** team has the **competency and skills** to meet all our needs. (12%)
- It is **easy** to get hold of the **right person** to talk to when I have a property issue or query. (12%)
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- Property management services provided by **OPO** are **reliable**. (11%)
- **Responsiveness** to your requests – **OPO** staff (10%)
- I have been **fully informed** about **OPO's** property management **services available** to my post/office. (9%)
- We **routinely discuss** property management matters with **OPO**. (9%)
- I have been **appropriately informed** about **JLL's** property management **services available** to my post/office. (7%)
- I receive **consistent** advice from all **OPO and JLL staff** who manage our post properties. (7%)
- The **JLL** team has the **competency and skills** to meet all our needs. (6%)

Urgent repairs or maintenance services

- How **thoroughly** your urgent issues were dealt with (46%)
- The **quality** of urgent repairs or maintenance (17%)

Non-urgent repairs or maintenance services

- How **quickly** these issues were dealt with (17%)
- How **thoroughly** your issues were dealt with (16%)
- The level of **priority** you believe was assigned to your issue by the service provider (12%)
- **Ease of logging** a job request through **Corrigo** (11%)
- The **quality** of non-urgent repairs or maintenance (7%)



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Declines

Urgent repairs or maintenance services

- How **quickly** your issues were dealt with (-5%)
- The **effectiveness** of your own post's **reporting process** for **urgent faults** (-5%)

* (%) difference, categories based on a threshold difference of 5pp

Thank you

We would also like to acknowledge and thank all the participants who were involved in the research for their valuable contribution and input.

This project was conducted in accordance with the international quality standard ISO 20252, the international information security standard ISO 27001, as well as the Australian Privacy Principles contained in the Privacy Act 1988 (Cth).

-  Communications and marketing research
-  Client and stakeholder research
-  Employee research
-  Community sentiment research
-  Policy development and program management research
-  Program evaluations and reviews
-  Data analytics
-  Data portals and ballots
-  PGPA Compliance services
-  Aboriginal and Torres Strait Islander research
-  Public health research
-  Disability services research
-  Education research
-  Consulting and advisory services
-  User-centred design

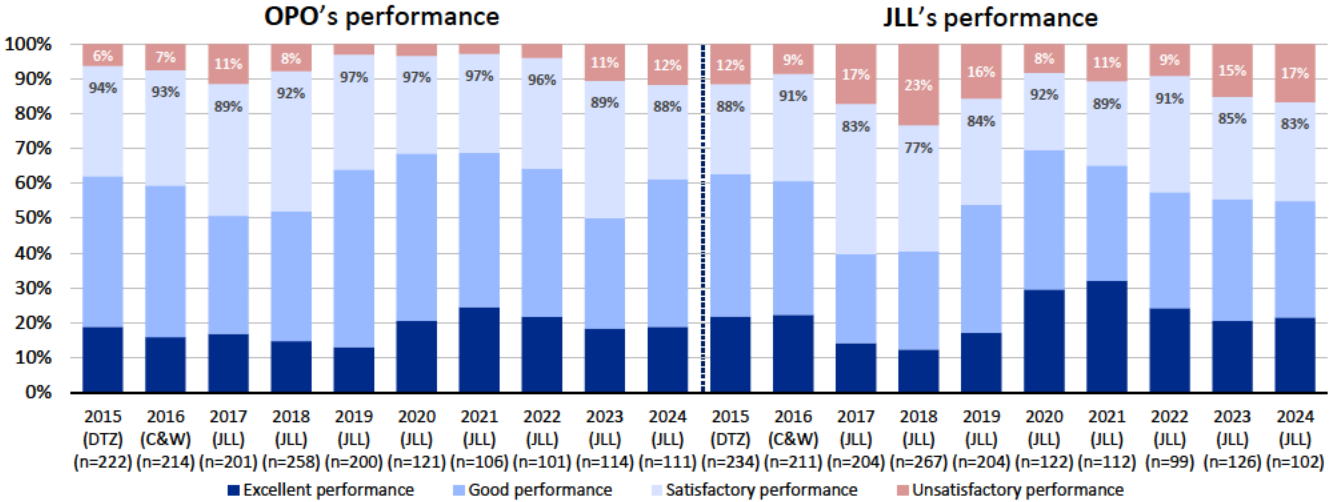
2024 SURVEY OF FACILITIES MANAGEMENT SERVICES FOR THE OVERSEAS AND DOMESTIC ESTATES

Document 3

The Overseas Property Office and Services (OPO) conducts an online survey in May/June each year to assess the management of the Australian Government’s domestic and international property network of owned and leased estates. The 2024 survey received 112 responses from posts, a slight increase from the number of post responses received in previous years. The methodology was updated from individual responses to *one consolidated response per post* in 2024. 2020-2023 results were re-calculated to include only respondents answering on behalf of their posts to increase comparability with the current cycle.

Overall satisfaction

The 2024 findings showed overall satisfaction with OPO and JLL remained high and in line with 2023 results. Overall satisfaction with OPO increased within Africa by 14 percentage points (pp), was maintained in North Asia, Europe, and the Middle East, and declined in the other three regions by up to 14 pp (Americas). Overall satisfaction with JLL improved within the Americas (11 pp) and North Asia (25 pp), remained high in Africa at 100%, but declined in the other four regions by up to 30 pp (Middle East).



The most commonly identified areas for OPO to improve were in relation to placing an appropriate level of priority on requests, understanding post requirements, and being able to contact relevant staff (each selected by 33%).

JLL’s most commonly selected areas for improvement were service outcomes: how quickly services are completed (35%) and quality of work (29%).

Overall satisfaction with JLL’s performance, by region

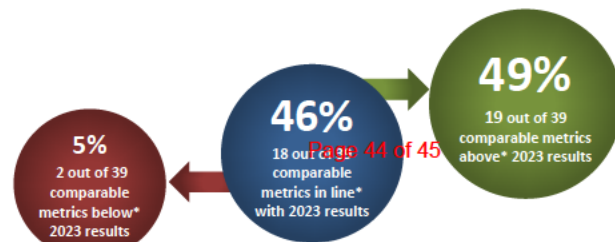
85 posts (out of 102, 83%) rated JLL as providing satisfactory performance or better in the past 12 months.

The 17 posts that rated JLL as providing unsatisfactory performance are mapped on the right.



19 out of 39 comparable metrics improved between the 2023 and 2024 surveys, while 18 remained steady and two declined.

- Factors showing the greatest improvement compared to 2023 were the thoroughness with which urgent issues were dealt with (46 pp), the routine discussion of property management matters with JLL (27 pp), how quickly non-urgent issues were dealt with (17 pp), and the quality of urgent repairs or maintenance (17 pp).
- The two areas of decline (5 pp each) both related to urgent repairs and maintenance: how quickly issues were dealt with, and the effectiveness of the post’s reporting process for faults.

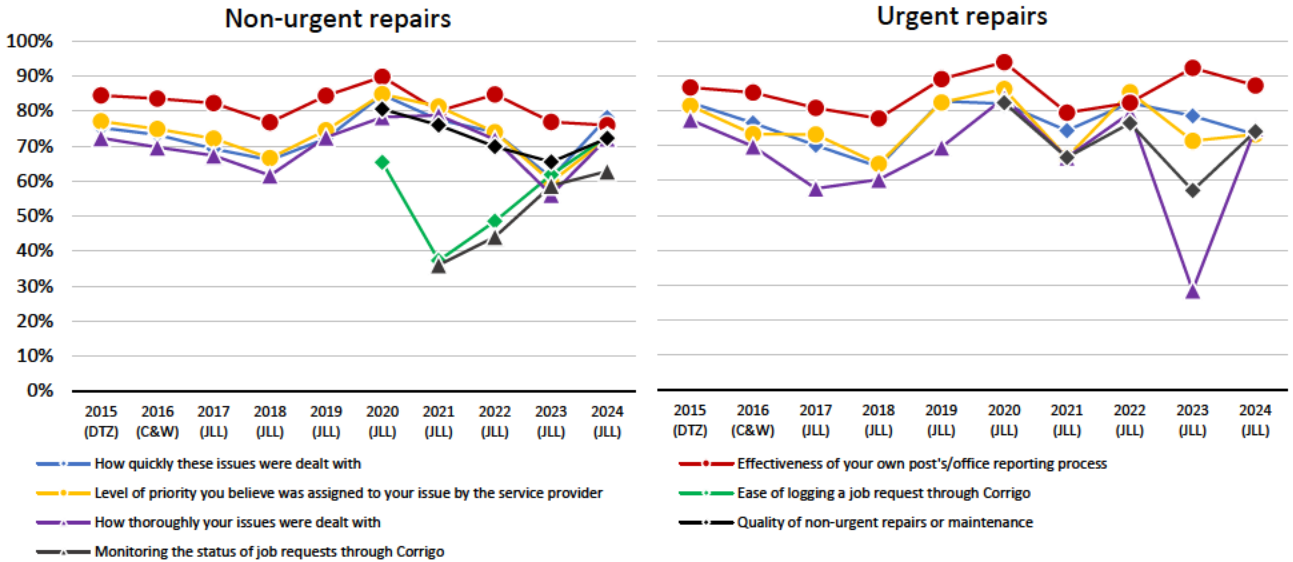


*Based on a threshold difference of 5 percentage points (pp)

Maintenance services

Satisfaction with both urgent and non-urgent repairs mostly improved in 2024 from 2023.

- The largest **non-urgent improvements** related to how quickly (17 pp) and thoroughly (16 pp) issues were dealt with.
- The largest **urgent improvements** related to how thoroughly issues were dealt with (46 pp) and service quality (17 pp). However, ratings of **how quickly urgent repairs were dealt with**—a matter with a strong influence on overall satisfaction—fell by 5 pp.

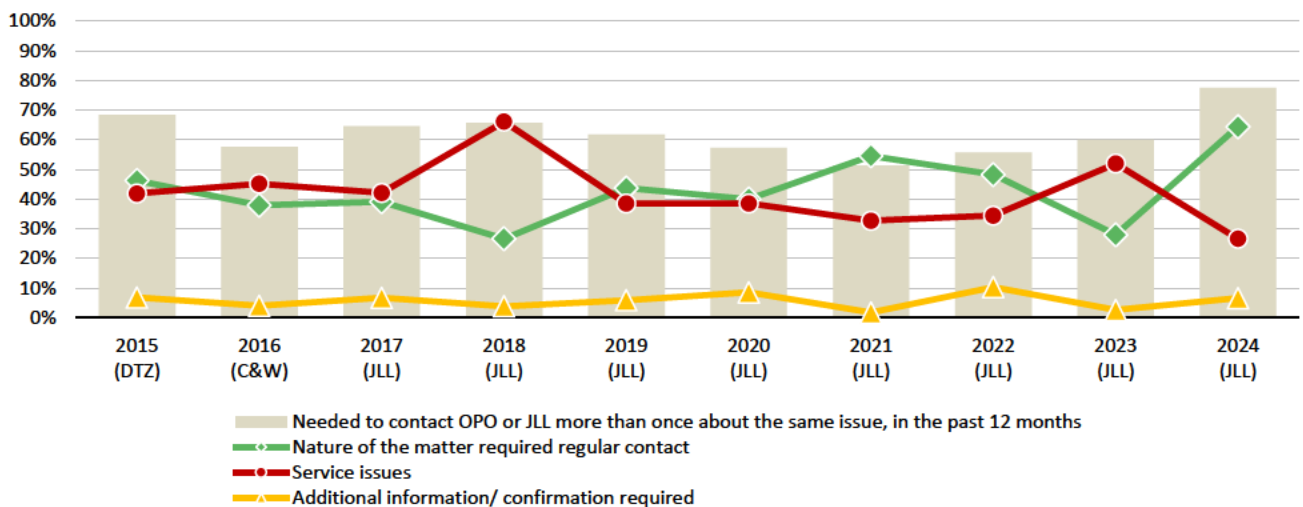


Communication and customer service

Perceptions of property-related **communication** metrics have all improved from 2023 by up to 27% (levels of property management discussions with JLL). Posts were also more likely to agree that it is easy to get hold of the right person (86%, up from 74% in 2023).

Perceptions of **customer service** (in terms of courtesy, professionalism, knowledge about services and responsiveness) improved for OPO and JLL across all attributes surveyed, returning to levels closer to those in the years before the sizable decline in 2023.

The proportion of posts **needing to contact OPO or JLL more than once on the same matter** increased from 60% in 2023 to 78% in 2024. Of these, most were due to the nature of the matter requiring regular contact (64% of those who had multiple contact). Encouragingly, the proportion of multiple contacts due to service issues has declined, with the most common issue continuing to be **the issue not being properly resolved by JLL** (although incidence of this is at an all-time low at 20%, down from 44% in 2023).



Special projects and minor capital works

36 projects were assessed through the survey, of which 22 posts provided a response. Of these, 15 of projects (68%) were considered to be managed well, while three (14%) were not considered to be managed well:

- Cairo's Lease Renewal – Chancery
- Hong Kong's Rent Increase Review: Chancery
- Suva's Fire system upgrade

q27h. Overall, the project was managed well

