

CASE STUDY:

Western Health Asset Data Capture & Condition Audit

Delivering the data foundation for maintenance planning across **186,261^2 of complex hospital infrastructure**

Western Health

"Kairos demonstrated professionalism, resilience, and attention to detail"

*"We would like to thank the **Kairos team for the outstanding work** delivered in partnership with our organisation.*

*Operating within **the complexities of a busy hospital environment with incomplete and outdated data**, the Kairos team demonstrated professionalism, resilience, and attention to detail.*

*Their high-quality asset audit has provided us with a reliable foundation from which we can **confidently strengthen and advance our asset management capability**."*



Jacqui McFarlane
Director of Engineering
Health Support Services

The Project

Western Health operates one of **Melbourne's largest public hospital networks**. The organisation was rolling out QFM, and needed a comprehensive, VBIS-classified asset register **across all six sites**.

Sunshine Hospital was the **largest and most complex site** in the network. At 156,583 square metres, built and extended over five decades, it accounted for roughly nine-tenths of the total asset base.

Their existing asset records were **scattered across multiple registers**, some dating back to the 1970s. Different disciplines maintained separate lists. There was no standardised location hierarchy. The same room could appear under three different names depending on who had logged the record.

Western Health engaged Kairos to deliver a **full asset data capture and condition audit across** the portfolio, standardise the location hierarchy and produce an asset register structured for long-term use in maintenance planning, contract management and capital forecasting.

At A Glance

Sites	Sunshine Hospital: **156,583 sqm** Bacchus Marsh Hospital: **7,915 sqm** Williamstown Hospital: **8,469 sqm** Western Central Production Kitchen: **8,350 sqm** Melton Health: **1,994 sqm** Sunbury Community Hospital: **2,950 sqm**
Total size	186,261 sqm
Asset classes	HVAC, Electrical, Plumbing/Hydraulic, Medical Gas, Clinical Equipment, Emergency Power
Total assets captured	16,249
Unique locations	11,000+
Classification	VBIS
Capture Tool	Audify by *Kairos*
CMMS	QFM (Service Works Global)
Timeline	16 weeks
Team on site	5 trade-qualified auditors

The Solution

Pre-audit

We spent weeks planning the mobilisation before setting foot on site. **Floor plans, legacy registers, maintenance histories and building documentation** were gathered, cross-referenced and mapped against the initial scope.

Despite having no plans to uplift the historical data (beyond a certain point it's easier to capture from scratch), **it helped us understand the lay of the land and get ahead of potential sticking points**.

About VBIS

VBIS is a classification standard for building assets, which is now mandated by the Victorian Health Building Authority for all health infrastructure projects over $20 million.

Under VBIS, every asset carries a classification that travels with it through system changes, contractor handovers and future capital programs.

We standardised and tagged 11,000+ unique locations, all linked to QFM, and locked the naming conventions, VBIS classification codes and validation rules.

On a campus this complex, **there are *always* gaps between what the records say and what's actually in the building**. But the pre-audit work meant we'd pre-empted the majority of them ***before*** **they had a material impact on budgets and timelines**.

On Site

By the time the auditors were on site, the groundwork was done. **They could focus entirely on what requires trade expertise** i.e. identifying assets, assessing condition and catching what doesn't add up.

Our proprietary data capture platform, *Audify*, supported that by **reducing manual input and maximising record completeness**, autofilling asset attributes from a library of 250,000+ verified asset configurations.

Audify also provided a layer of **real-time quality assurance** by flagging missing fields, substandard photos and location mismatches.

Even with thorough preparation, new areas turned up and sections had been modified since the drawings were last updated. Because we'd done the groundwork, we could absorb them — **evolving scope and keeping the project moving**. Where plans couldn't tell us what was in the ceilings, we used BMS access to locate hidden HVAC assets without opening a single void (not an option in a live clinical environment!).

We also used **rule-based logic to flag missing assets** e.g. if a split system was captured without a corresponding condenser, for instance, the system flagged it. And since our auditors are all trade-qualified, they knew where to look to uncover hidden assets.



Post-audit

Each night, the full day's capture went through AI review. By morning, the site lead had a confidence-scored list of accept or reject recommendations (e.g. low-quality photos, potential misclassifications, naming inconsistencies, pricing anomalies).

These were all **resolved before the team went back on site** that day.

We also conducted **three layers of manual QA offsite**, led by data analysts and senior auditors:

1. The first checked **structural consistency** across the full dataset.
2. The second handled **edge cases and replacement cost validation**.
3. The third was forensic, **designed to challenge our own work** by tracing a detail spotted in one photo across buildings until everything accounted for itself.

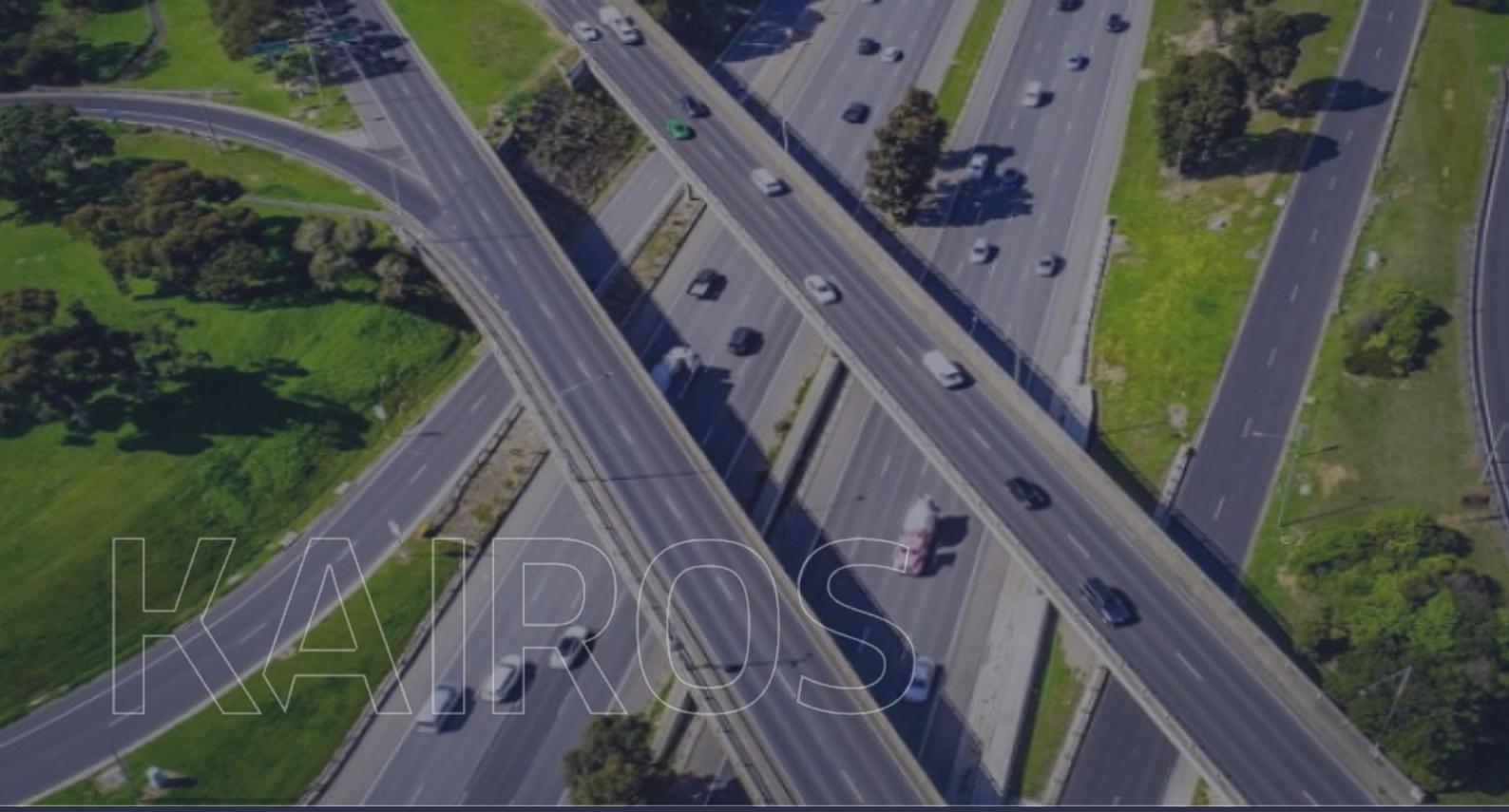
For Sunshine Hospital, that meant **30,000+ individual photos reviewed** for any missing attributes or clues that would provide greater insight into their assets.

The Impact

Western Health now has a **single, complete, VBIS-classified asset register feeding directly into QFM**. 16,249 assets across 59 data fields, with standardised naming, verified locations and replacement costs that reflect real-world pricing.

11,000+ locations with consistent naming, physical tags and QR-code access so any staff member, whether nurse, maintenance or management, can log a job against the right room.

With the register in place, Western Health could **rebuild its service agreements against real assets** with real specifications, put capital planning on solid ground and demonstrate compliance with AIMS and AMAF frameworks.



About *Kairos*

***Kairos* is Australia's specialist asset data capture and condition audit provider.**

We work with hospitals and complex healthcare facilities to deliver comprehensive, VBIS-classified asset registers that support maintenance planning, contract management and capital forecasting.

To find out more, visit kairosstrategies.com.au or phone 1300 212 177.