



Leadership Through Sustainable Partnerships



Carmen Rechbauer

Executive Director

Clinical Support Services - HealthShare NSW



Overview of HealthShare NSW Clinical Support Services (Division)

Largest Shared Health Services Organization In Australia

Providing the non-clinical services that keep the NSW Health system running:

- Operating budget of over one billion dollars & over 6500 staff
- Financial services, payroll, recruitment, accounts payable & receivable
- Equipment for people with a disability
- Patient Transport Services

HealthShare NSW – Clinical Support Services (Division)

- **Patient Food Services**
- **Patient Support Services** – cleaning, portering, linen distribution, ward staff for selected NSW hospitals
- **Linen Services – 7 laundries**
- **Clinical Support Services Supply Chain Management**







Transforming the Food Service Experience in Healthcare



NSW
GOVERNMENT

HealthShare

My Food Choice

*Delivering a better
patient meal experience*



NSW
GOVERNMENT

HealthShare

All Day Menu (every day)

BEEF



Roast Beef with Gravy,
Roast Potato & Vegetables

LAMB



Roast Lamb with Mint
Gravy, Mashed Potato
& Vegetables

@ CHICKEN



Roast Chicken with Gravy,
Roast Potato & Vegetables

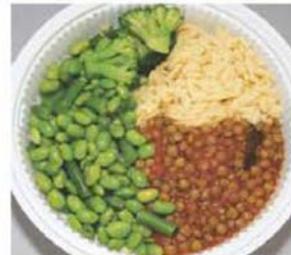
@ FISH/PORK



Steamed Fish with Lemon,
Caper & Dill Sauce

For patients on a non-clinical diet

VEGETARIAN




Greek Style Lentil &
Eggplant Casserole

Falafel, Tomato Sauce
& Cous Cous



Satay Beef & Noodles



Greek Style Minced Lamb
& Vegetables



Butter Chicken & Rice
with Vegetables



Salmon with Mornay
Sauce, Mashed Potato
& Vegetables



Vegetable Pilaff



Sweet Potato
& Cous Cous Patie



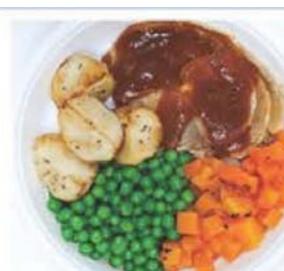
Spicy Beef Rendang
& Rice



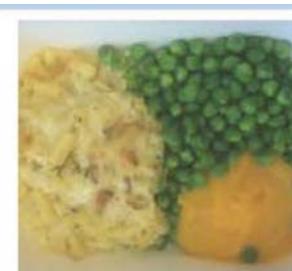
Lamb Hotpot with Mashed
Potato & Vegetables



Chicken Parmagiana,
Roast Potato & Vegetables



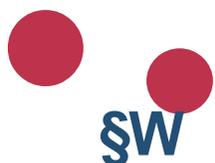
Roast Pork with Gravy,
Roast Potato & Vegetables



Macaroni Cheese



Savoury Rice & Chickpea



Your friendly Food Services staff will take your order



Patients, Processes & Technology



Before



2016 Winner – UGC CBORD Visionary Award: My Food Choice HealthShare NSW

After





Reduce Greenhouse Gas Emissions by 20%



Reduce / Divert 70% of Food Waste from Landfill



Recycle 70% of Food Packaging



If You Can't Measure It, You Can't Manage it!



Focus Today – Sustainable Packaging, Procurement, Supply Chain





Packaging Procurement Tool & MFC Reduce Food Waste Massive Reduction of 70% in Unopened Food Packaging*

April 2016

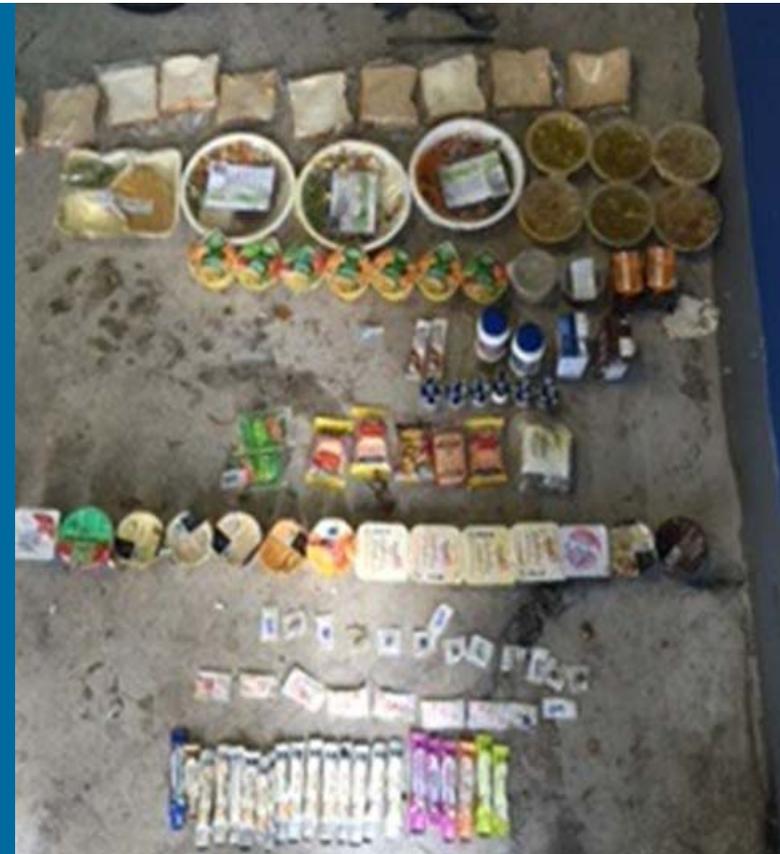
Blacktown Hospital Dinner

September 2016



If You Can't
Open it, You
Can't Eat it!

Wasted food
ends up
landfill!



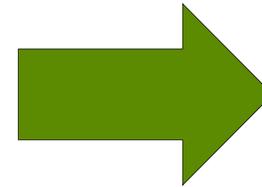
Winner – Innovation – 2014 – NSW Health - NSW Health Minister – Packaging Tool
Finalist - Public Service - 2014 - NSW Government - NSW Premier – Packaging Tool

*Interim audit date involving multiple hospitals provided by NSW Office of Environment & Heritage audit



Benefits of Sustainable Supply Chain – Reduced Emissions

Clinical Support Services Leadership
on Sustainable Supply Chain
Reform & Sustainable Procurement



- ✓ Better demand management
- ✓ Waste minimisation
- ✓ Reduced food miles
- ✓ Fuel savings
- ✓ Longer shelf life
- ✓ Performance reporting
- ✓ Market creation



Estimated Reductions in Food Deliveries*
of at least 25% & up to 40% *Source: PWC

Achieve Net-Zero Emissions by 2050

NSW Climate Change Policy Framework

Between 2017 & 2022 NSW Govt. will invest \$1.2 Billion through the Climate Change Fund Strategic Plan to Help Keep Us On Track to Meet our Long-Term Objectives



Future Energy Challenge – Target 100% Renewable 2025

Supported by NSW Office of Environment Heritage - Sustainability Advantage

- **Linen Services:** 880 staff, 7 locations, 85 vehicles, 40,000 tonnes cleaned annually
- **Future Energy Challenge:** To be 100% renewable by 2025 (Aspirational)
- **Seeking Big Ideas:** Enable pathways to transition to renewal energy





Linen Services – Future Energy Challenge (Current Timetable – Next Steps)

- **Future Energy Challenge – Open to All**
Approach: HealthShare NSW and/or OEH Representatives – Receive email updates
- **April 27**– Release relevant documents – www.tenders.nsw.gov.au/health
Example: Linen Services energy profile, terms & conditions, application process
Note: Not looking for financial offers or quotations. Maximum 2 page application form.
- **May 23 and 24** - Linen Services Workshop – Help Develop Strategy
- **Mid 2019** - Formal process to be determined



HealthShare NSW Procurement

Social & Ethical Sustainability

- Bans on child labour (in contracts)
- Exploring the inclusion of a certification scheme
- Policies re: Indigenous businesses opportunities
- Policies re: Including small and medium enterprises

Environmental Sustainability

- Manage waste contracts
- Look for logistic efficiency

Financial/Market Sustainability

- Look to sustain markets i.e. more than one supplier e.g. 3 to 4
- We look for value for money i.e. incorporate a range of requirements NOT cheapest
- Australia is at the end of the supply chain. Northern hemisphere takes precedent

How can Clinicians influence Sustainable Procurement Decisions

- HSN is changing governance models
- Seeking higher level engagement from senior clinicians
- Establishment of Steering Committees
- More clinical engagement up front – want them involved in designing tender strategies

Contact Rod Treadwell, Executive Director Procurement, HealthShare NSW on 8907 1448