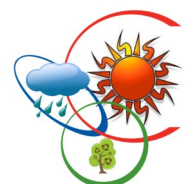




Albury Wodonga Health SUSTAINABILITY REPORT 2012/13





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About AWH

Albury Wodonga Health is unique. Established on 1 July 2009, it is the first cross border public health service to exist in Australia. Under an Inter-governmental agreement between the New South Wales and Victorian Governments, the Albury Base Hospital and the Wodonga Regional Health Service merged to create one of the largest regional public health services between Sydney and Melbourne.

Albury Wodonga Health provides 271 beds and expects to admit and discharge over 30,000 patients and support over 60,000 emergency department attendances over the next 12 months.

Our Vision

‘Albury Wodonga Health—The Best of Health’

Our Values

Ethical	Both in our clinical endeavour and our business practices we will be just in all our dealings.
Teamwork	Esprit de corp, harmony, partnership and unity are valued.
Respect	Appreciation of the worth of others and regard for their contribution is inherent.
Trust	Confidence that all are doing their best, honestly and positively
Accountability	Understanding that all bear a personal responsibility to our community.
Compassion	Consideration, empathy and humanity are given freely to our patients and staff alike.
Equity	Fairness, integrity and justice are apparent in our actions.
Patient and Client Focused	Our purpose is to serve our patients and clients in order to achieve the Vision and Purpose of Albury Wodonga Health.



SUSTAINABILITY VISION 2012-17


As we strive to deliver 'the best of health', we recognise the link between the health and well-being of the community of Southern New South Wales, North East Victoria and the environment.

AWH is committed to minimising its environmental impacts associated with our operations to the greatest extent possible. We also aim to achieve continual improvement in the management of our environmental footprint.

Through consultation with our staff and the *Victorian Government ResourceSmart Program*, we have developed a suite of actions to achieve these aspirations. These are designed to reduce the environmental impacts from AWH through leadership, advocacy and partnerships across our organisation.

The aim of the AWH Sustainability Vision is to:

- Capture and promote environmentally sustainable activities undertaken by AWH;
- Identify new environmentally sustainable operations within AWH;
- Modify employee and patient behaviour to capture savings in energy consumption;
- Minimise, where possible, our environmental footprint that result through choices made in the purchase of goods and services;
- Develop water efficiency and flexibility through the use of water efficient appliances, recycled water, reclaimed water and other sources of water that can be integrated in to the organisation;
- Develop a waste reduction plan, incorporating an educational program for both staff and patients;
- Minimise the use of fossil fuel transport, where possible and practical;
- Work with staff, contractors, suppliers, clients and the community to develop and implement environmental initiatives;
- Operate in an environmentally sustainable manner by reducing waste through demand for, reusing and recycling energy, water and other material resources.



**"AWH is committed to
minimising its
environmental impacts
associated with our
operations..."**



Stuart Spring
Chief Executive Officer
December 2012

Report from the Chairman

The 2013 Sustainability Report is a reflection of the hard work, dedication and foresight of all those involved in the sustainability area.

The performance in sustainability has been, to say the least, inspirational to all of us, with such fantastic achievements in so many and varied areas.

I personally applaud the use of worm farms to recycle otherwise damaging waste, removing not only unseemly gases from the environment but also removing very harmful chemical gases causing enormous environmental damage.

The reclaiming of water for irrigation purposes is not only a wonderful environmental accomplishment but also a very practical way of ensuring that the gardens are kept nice and welcoming so that those in our care are given an inviting and healing setting.

The many engineering upgrades not only provide a better atmosphere within which to work but also consume less energy and will be less demanding on maintenance and upkeep.

The objective of ensuring that as little paper as possible is used within our organisation is certainly a stretched target which will be looked at with great interest, as is the 'Switch It Off' concept; it is remarkable what these rather small actions can generate in benefits, not only financial but equally conservational successes.

The Tree Planting Initiative has generated so much benefit from two half days of hard work, strengthening the lungs of our ecosystem. It is only to be hoped that the Tree Planting Initiative will be an annual event for years to come, providing walkers and picnickers a lovely view of growing trees and bushes, harbouring the most beautiful birds for all to enjoy.

A special thank you to the sustainability team for all the difficult and at times frustrating work they do in coordinating and motivating us to take part in the sustainability program.

In conclusion, and most importantly, a warm environmentally friendly thank you must be extended to all that have taken part in the program and subscribe to the objective of the sustainability area.

Ulf Ericson

Chairman of the Board

Report from the EDFCS

The inaugural Sustainability report for AWH is a testament to the hard work and dedication of an energetic and enthusiastic sustainability team and to the hard work of many in departments across the entire organisation.

In the last year many significant achievements have been realised in reducing the environmental impact from our day-to-day operations including the introduction of the reclaimed water initiatives for irrigating our beautiful gardens, the worms farms to put our kitchen scraps to good use and various infrastructure works to increase efficiencies and reduce consumption.

There has also been many exciting environmentally driven programs that has allowed AWH staff to contribute in a meaningful and positive way to helping the immediate environment including the tree planting day, the "Friday file fling", recycling programs and many more.

And finally thank you to all the AWH "Green Champions" who have taken a lead role in promoting and leading sustainability at a grass roots level across the organisation.

Well done to all concerned and keep up the great work!

Martin Clifford

**Executive Director of Finance & Corporate Support
(Executive Sponsor)**

Our purchasing decisions affect the amount and type of waste we produce as procurement and waste are intrinsically linked.

Sustainable procurement means taking environmental factors into consideration in purchasing decisions.

Working in partnerships with the staff and our contractors—we aim to make sustainable choices and provide the best value for our people and the environment.

Today's challenge lies in shifting the perception that sustainability is more than the suggested 'tree-hugging' stigma, but a smart business decision to increase the return on investment and make considerable savings.

AWH are combined into single shipments from Suppliers. The department is actively working towards commonality of products with one of the most significant achievements being the introduction of common IV pumps and PCA devices. Manual hard copy orders are scarce with the introduction of Oracle and Netxpress (now OfficeMax) for all of AWH.

WAREHOUSING, DISTRIBUTION & SUPPLY

The Warehousing and distribution team have implemented smarter processes to eliminate, avoid, reduce and recycle packaging waste.

Through the introduction of Oracle and Netxpress (OfficeMax), AWH has gained a greater understanding of product requirements and adequate stock levels. Ongoing monitoring and standardisation of products has created less waste (such as

SUSTAINABLE 'BUYING' POWER

Supplies that won't cost the Earth!

As with all Victorian Hospitals, AWH operates under the governance of Health Purchasing Victoria (HPV) and the Victorian Government Purchasing Board (VGPB) Guidelines. HPV have a dedicated Sustainability Officer who ensures sustainable considerations / requirements are included in all HPV tenders.

In November 2011, the AWH Supply & Logistics Department moved to a central location to establish centralised ordering and stores.

Permanent recruitment to key roles, such as the Clinical Products Manager and Contracts Manager have ensured environmental specifications—Cradle to the Grave—are considered in all new and re-tendered products and supplies.

Through the ongoing business reengineering, the centralised Supply department has eliminated the duplication of supply systems and all supply support from NSW Health Support Services (HSS). Supply support is now fully integrated and all deliveries for

expired stock). Now that support arrangements have been fully integrated for 12 months the team is introducing a process to review stock usage (in particular slow moving items) and decrease / increase storage.

For items purchased in bulk that are required in multiple locations, no additional packaging material is purchased, existing packaging or reusable crates are used to transport the items to their respective location. At the Albury Campus, all items are unpacked, with packaging removed at the time, reducing packaging waste on the wards, this model will be rolled out to the Wodonga Campus by January 2014.

A box recycling station has been established to allow



staff to collect the empty boxes for personal use. In addition to packaging savings the Supply team aims to ensure the delivery truck is always full and coordinated so there is only one 'round trip' delivery per day. Where suitable, expired product is donated to third world countries.

With the commencement of the Netxpress contract AWH reviewed the available products and standardised the range available to encourage environmentally sustainable choices.

Netxpress run the Staples EarthSaver program—the benchmark for percentage of Green products purchased is 20%, AWH purchases on average 32% of office products from the Earthsaver program. We aim to do the same with the new HPV Supplier (OfficeMax).

CONTRACT MANAGEMENT

Improved contract management has not only delivered significant financial savings and mitigated risks, it has also provided an avenue to highlight the organisation's commitment to sustainability to our suppliers and contractors.

Standard environmental clauses have been introduced into our tendering documents, for goods and services and larger contracts, such as capital works.

Throughout the 2012-13 year, AWH realised the full benefit of contract management administration in setting and obtaining sustainable contracts. For Food Services, AWH successfully renegotiated the meat, fruit and vegetable contracts—all with local providers, who have introduced reusable packaging for deliveries as part of the contract.

In November 2012, SITA were appointed the waste contractor for a further 3 years, since then AWH have installed additional bins and improved waste streams, in conjunction with SITA to meet our waste and recycling aspirations.

With the increased focus on procurement's role in Sustainability, AWH will continue to pursue environmental alternatives to maximise our "Sustainable 'Buying' Power".

"Our purchasing decisions affect the amount and type of waste we produce"



Top Row (L-R): Packed crates / trolleys; Standardised recyclable bags for patient clothing; Logistics Team—Sue Belk, Jenny Winter (Procurement Officers), Phil Todhunter (Director of Logistics), Rob Lees (Senior Procurement Officer), David Owens (Contracts Manager)
Bottom Row (L-R) : Karen Hanel (Clinical Products Manager) reviewing stock; Lindsay Meador and Con Bourdis (Storemen) in the warehouse; Storage crates for sterile stock.

The Year In Review

"Tree Planting... to offset our unavoidable emissions"

GREENHOUSE GAS EMISSIONS

According to the vast majority of the world's scientists the build-up of Greenhouse Gases (GHG) in the atmosphere trapping heat is causing global climate to change. These changes have come about as a combined effect of increases in emissions, such as fossil fuel burning and decrease in carbon sinks, such as reduced forest cover.

The evidence that GHG is continuing to build due to human activities such as driving the car or using electricity, has become conclusive over the past 20 years.



Under the Australian Carbon Pricing mechanism entities are only liable for Scope 1 emissions. The Department of Health Victoria require Scope 1 and 2 emissions to be reported annually.

At AWH, our biggest contributors to our Scope 1 emission count is the use of gas. Scope 2 emissions are based on our overall electricity consumption.

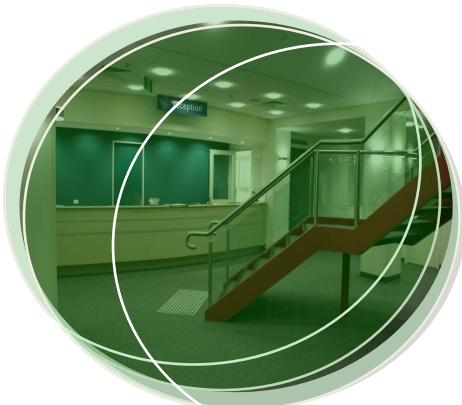
As our main contributors of Scope 1 CO₂e emissions can at times be difficult to limit, AWH in conjunction with *Parklands Albury-Wodonga*, held a Tree Planting Initiative in August 2012 to offset our unavoidable emissions. Approximately 30 staff and their families planted 600 trees on crown land along the Murray River.

Total Greenhouse gas emissions (tonnes CO₂e)

Site	Scope 1	Scope 2	Total
Albury	952.24	5379.25	6331.49
Wodonga	835.54	4865.56	5701.10

Normalised greenhouse gas emissions

Site	Emissions per unit of floor space kg/m ²	Emissions per unit of activity kg / separation
Albury	0.234	0.508
Wodonga	0.330	0.323



The Year In Review

ENERGY—ELECTRICITY

As AWH is unique in its formation, two state based hospitals brought together to form the first cross border health service, it presents certain challenges in consolidating contracts such as electricity. To date each of the electricity contracts has been inherited from its previous parent health service and as such regulated by the state based markets. Resulting in a vast difference in cost between the two states.

Cost aside, the two hospitals face challenges in reducing or stabilising their electricity consumption due to the 24 hour per day, 7 days per week, 52 weeks per year, nature that health services provide.

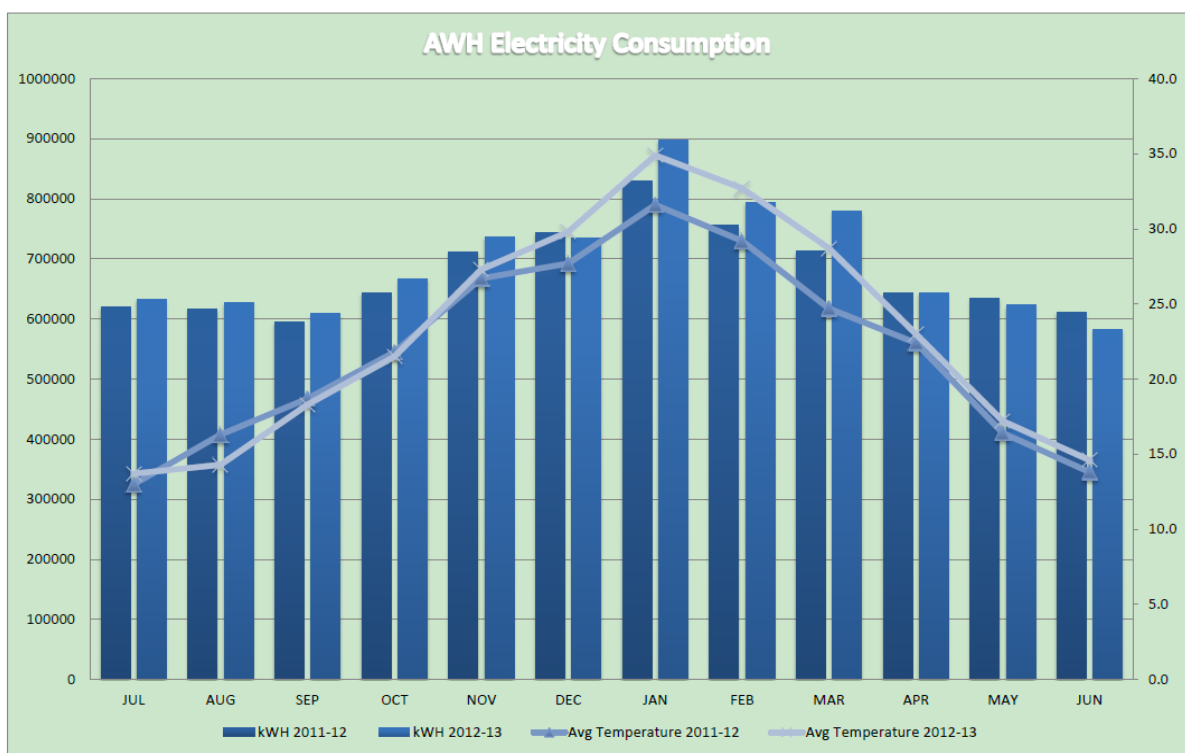
AWH biggest consumers of electricity include lighting, heating and cooling, sterilisers, medical equipment and two on-site kitchens. There are a number of areas within AWH that must operate 24 hours a day—2 emergency departments, ICU, operating theatres and birthing suites, each dependent upon various mechanical, electrical and telecommunication systems to run effectively

at all times. The average local temperature over the summer months saw an increase of 4°C compared to the same time previous year—another contributing factor to increasing electricity consumption.

Acknowledging these challenges, AWH has implemented small, yet effective change management behaviour programs—such as our ‘Switch It Off’ initiative to raise staff awareness and corporate responsibility in managing energy consumption. Spot Audits conducted in March and May showed a 25% reduction in the amount of computer screens left on overnight in all administration areas.

25% reduction

In the amount of computer screens left on overnight in all administration areas



The Year In Review

ENERGY—GAS

Natural gas, as an energy source, has significant environmental benefits over other hydrocarbon fuels, such as oil and coal, as it burns more cleanly and produces less greenhouse gas and other emissions.

AWH uses natural gas to fuel the boilers which generate steam for heating and hot water for washers, showers, sterilisers etc.

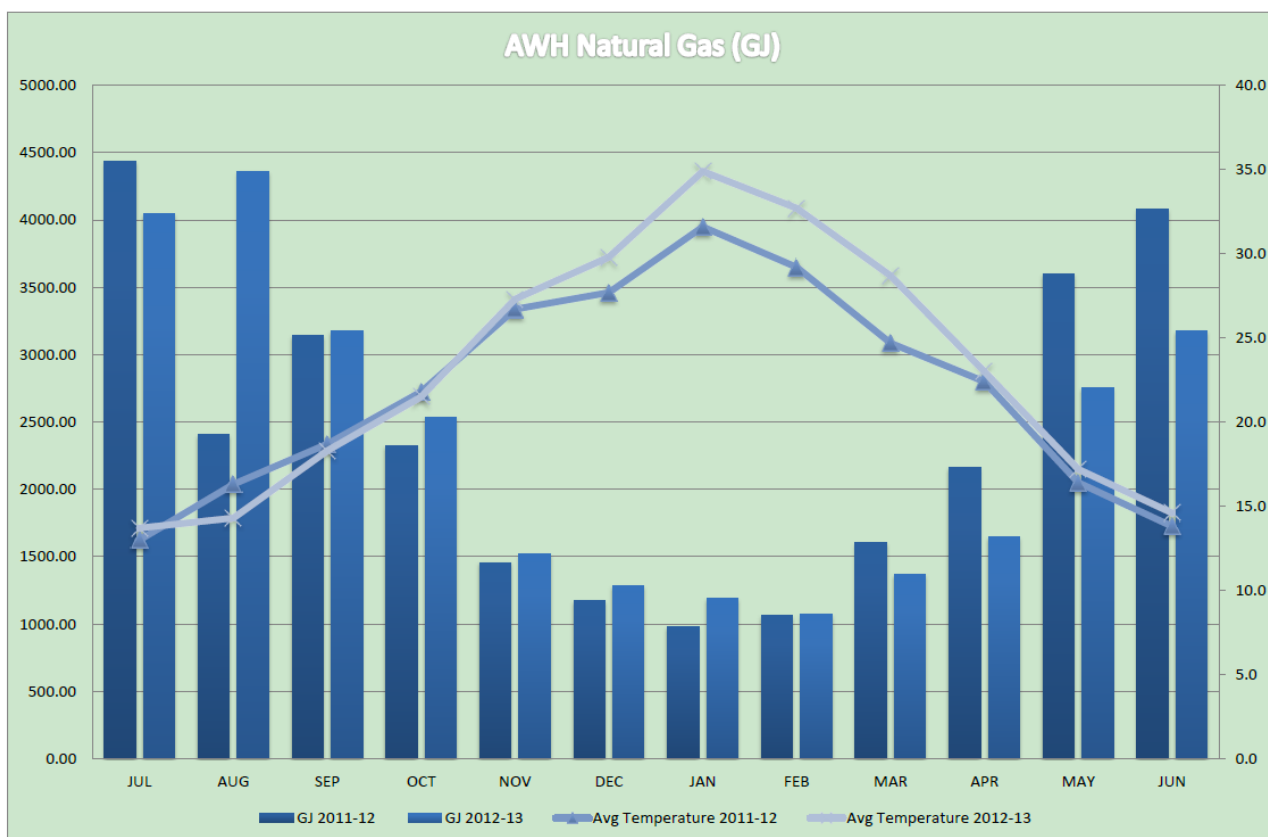
AGL becoming the preferred provider for natural gas across the state.

AWH shows a reduction in natural gas for the last half of 2012/13. There are many contributing factors for the reduction, including the average rise in local temperatures, as mentioned previously.

In terms of staff awareness and change management behaviour—initiatives for natural gas are much harder to implement and monitor, as gas usage is generally controlled centrally.

“Reduction in natural gas for the last half of 2012/13.”

From July to December 2012, both Albury and Wodonga Hospitals natural gas was provided by LUMO Energy. In late 2012, HPV undertook a review on behalf of the Hospital Buyers Group, with



“14,000 litres per day is reclaimed from the CSSD washers”

The Year In Review

WATER

Water is vital for all known forms of life. It’s conservation is paramount.

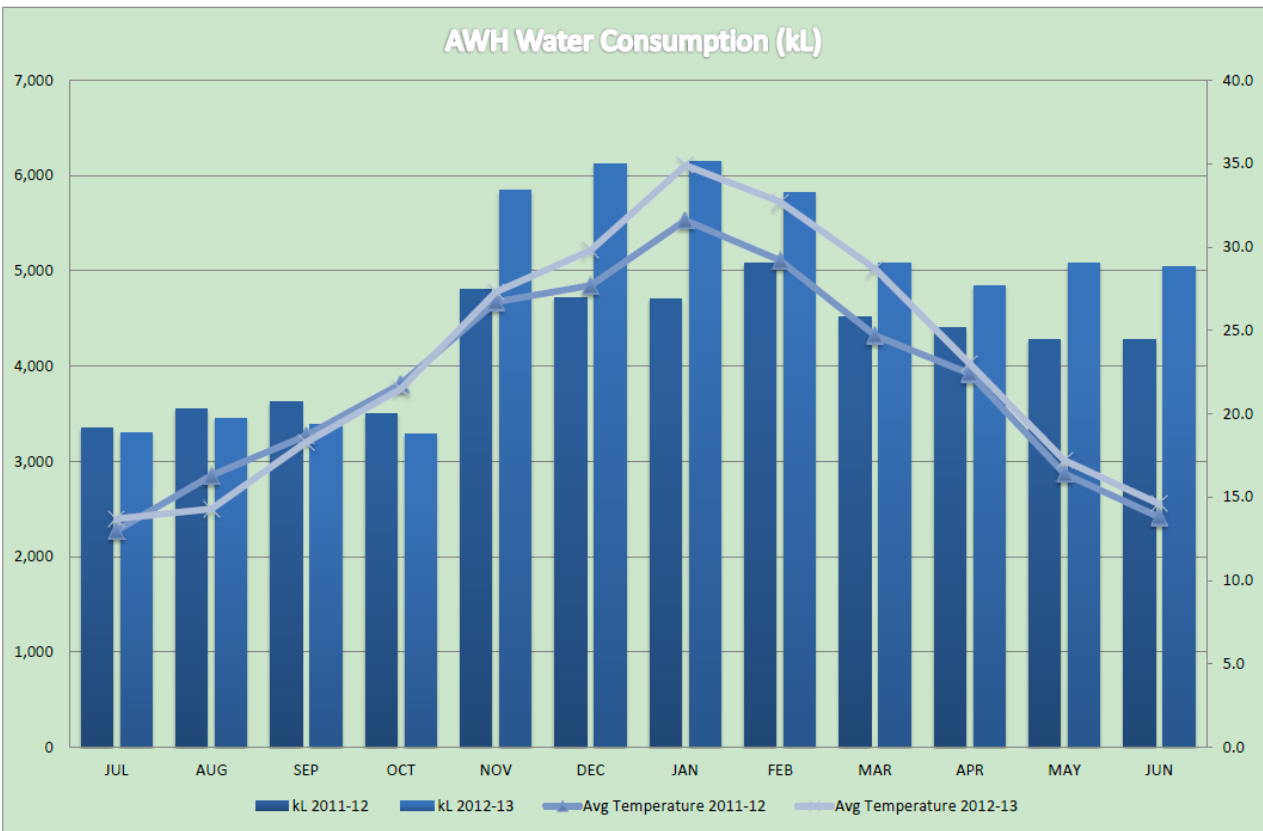
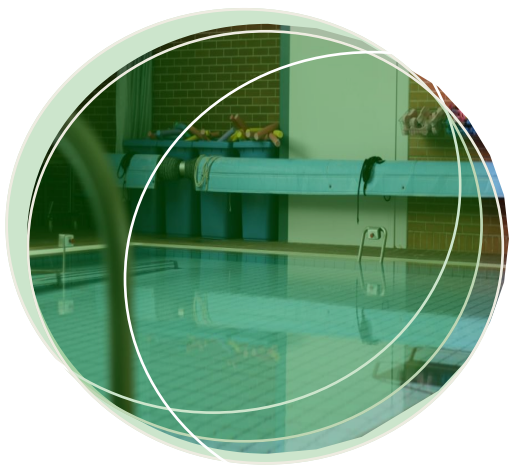
At the Albury Hospital approximately 1400 litres per day is reclaimed from the CSSD washers and used on the grounds and gardens.

The main consumers of water are the Hydrotherapy Pool, Dialysis, Grounds & Gardens and the air conditioning cooling towers.

The Grounds and Gardens department are making indirect savings by adopting a drought-tolerant / low maintenance garden approach across the two campuses.

Like electricity supply, water is also supplied under state based regulations, with varying costs and reporting formats.

The state regulations and aging infrastructure create some challenges in monitoring and reducing our water usage. However actions have been taken in various areas to save / reuse water where viable, with further actions to come in the coming 12 months.



The Year In Review

Energy Consumption

Total energy consumption by energy type (GJ)

Site	Electricity	Natural gas & LPG	Other energy types (e.g. steam, diesel)	Total
Albury	15744	14972	0	30716
Wodonga	14241	13137	0	27378

Normalised energy consumption

Site	Energy per unit of floor space	Energy per unit of activity
Albury	1.138 GJ / m2	2.462 GJ / separation
Wodonga	1.583 GJ / m2	1.552 GJ / separation

Water Consumption

Total water consumption by type (kL)

Site	Potable Water	Re-used / Recycled Water	Total
Albury	38,624	365	38,989
Wodonga	18,779	0	18,779

Normalised water consumption

Site	Water per unit of floor space (kL / m2)	Water per unit of activity (kL / separation)
Albury	1.444	3.126
Wodonga	1.085	1.065

Water re-use and recycling

Site	Re-use / Recycling Rate
Albury	0.9%
Wodonga	0.0%



The Year In Review

WASTE

Waste reduction has been identified as a high priority for AWH—when managed effectively, waste management not only provides environmental benefits but also significant cost savings.

Hospital waste streams are complex and resource intensive. Waste management and recycling in the hospital setting involves participation from all departments, including medical and clinical—waste management isn't just a role for Environmental Services staff.

In November 2012, AWH consolidated its waste contract, with SITA for each of the two main campuses. SITA have provided us with additional bins and more defined waste streams to assist in reaching our waste and recycling goals.

As with each of the other mandatory areas, the integration of the two hospitals has provided us with unique challenges with waste management with historical practices still in place.

AWH has the following waste streams implemented on each of the main campuses:

- Clinical
 - includes cytotoxic, pharmaceutical, anatomical, sharps and radioactive waste.
- Recycling
 - includes paper (and confidential), cardboard, approved plastics glass and aluminium.
- General
 - includes liquid waste and single use instruments from theatres.
- Organics
 - includes coffee grounds, fruit and vegetables, pasta, bread and white flour products.

A worm farm has been introduced at the Wodonga Campus with all organic matter from the cafeteria being used for the farm.

AWH participated in the *Friday File Fling* in conjunction with *Planet Ark* during National Recycling Week (NRW) in November 2012. NRW also saw AWH host an Op Shop drive with our own Opportunity Shop and 'Bras without Borders', sending unwanted bras to third world countries for use.

Site	Clinical waste (kg)	General waste (kg)	Recycled Waste (kg)	Total (kg)
Albury	20,557	342,300	62,198	425,055
Wodonga	32,133	465,100	60,428	557,661

Site	Waste per activity (kg / activity)	Waste recycling rate (%)
Albury	34.08	14.63
Wodonga	31.62	10.84

The Year In Review

HIGHLIGHTS

Governance:

- The environmental policy and data capture procedure were ratified in March 2013
- Ongoing reporting in relation to environmental performance to DoH quarterly.

Procurement:

- Changeover to OfficeMax as of 1 June 2013 for all office products – catalogue listing reviewed to opt for environmentally friendly products where practicable.
- Contract signed for 100% renewable energy for the Albury campus, scheduled to commence on 1 July 2013.

Waste & Recycling:

- Organic waste / worm farm station established at Wodonga Campus.
- 'Love Your Op Shop' drive held in May, recycling / donating preloved items to the AWH Opportunity Shop.
- Renegotiation of SITA contract, incorporating robust waste identification streams.

Energy:

- Spot audits of computer screens left on overnight significantly reduced through education and awareness via the 'Switch It Off' campaign.
- External consultant reviewed printers at Wodonga, Albury to follow - recommendations to support removal of single printers and introduction of Multi-Function Units as required.
- Teleconference phone / line and Projectors / Laptops available for loan at each campus to move to paperless meetings.
- Videoconferencing units have been installed in the Albury Boardroom and a further 15 smaller units installed across the organisation.

Infrastructure:

- Upgrade of Chiller Sets at Albury approved, scheduled to commence in August 2013.
- Air conditioning upgrade – Wodonga, completed in April 2013

Water:

- Irrigation review conducted in May 2013 - plan to be implemented in September 2013 including time control of watering (less evaporation rates);
- Reclaiming approx. 1400L per day from CSSD for use on gardens at Albury.

Stakeholder Engagement:

- Environmental Newsletter is published seasonally;
- Regular Green Champion meetings, with a diverse range of staff;
- Regular updates provided on the Intranet;
- Ongoing engagement with local council and community groups – working with HalveWaste in relation to Organic Nappy introduction at Wodonga.
- Move to an online learning module for Sustainability – through moodle. The AWH Education department are adopting an electronic approach for majority of clinical competencies.
- Representatives from AWH presented at the ANF 'We're all in this together' seminar in March 2013.

Pictures over page: (Top left) Suzanne Nelson, Infection Control Coordinator during the Friday File Fling (Nov 2012), (Top Right) One of the trees from first Tree Planting day, 12 months later; (Mid Left) Tree Planting 2012; (Centre) Steph and Sue, Sustainability Officers at Tree Planting; (Mid Right) Nigel Hayes, Gardner participating in Friday File Fling; (Bottom Left) Kristen from Theatre participating in Friday File Fling; (Bottom Right) Tree Planting 2012.



Contextual Information

The Victorian Department of Health ‘*Environmental Reporting Guidelines 2012-13*’ identifies the following four environmental impacts as mandatory reporting:

- Greenhouse Gas Emissions Scope 1 & Scope 2 ;
- Energy use (Electricity, gas, co-generation steam and LPG);
- Water Consumption;
- Waste generation and disposal

For normalising factors, such as floor area, separations etc, please refer to [Department of Health Victoria Environmental Reporting Guidelines 2012-13](#)

The Agency Information Management System (AIMS) is an on-line entry system and reporting facility primarily used to collect summary level statistical and financial information from Victorian hospitals to the Department of Health. 2012-13 is the first year the Albury Campus has reported energy, water and waste data in AIMS.

In the graphs provided within this document, ‘average yearly temperature’ has been taken from the Bureau of Meteorology Website. www.bom.gov.au

Where Wodonga Campus is referred to within the data, it refers to the main campus on Vermont St, Wodonga – including the CRC building and Vermont Court (Administration) – the off-site buildings such as Benambra, NECAMHS etc have not been included in the overall data.

Credits

Production:

Stephanie Simmons—Executive Assistant to the Executive Director of Finance & Corporate Support / Sustainability Officer

Sue Gugger—Manager Awesome Support Services / Sustainability Officer

Photos:

Tree Planting, Elaine Hill & Stephanie Simmons

Friday File Fling, Sue Gugger

Supply, Stephanie Simmons