South West Healthcare

Environmental Management Plan
2017-2019
As the largest provider of health services in the south west of Victoria, the operations and services of South West Healthcare’s eleven campuses have a large and often less than desirable environmental impact. The delivery of health services is known to contribute to climate change, pollution, respiratory ailments and the accumulation of persistent toxic materials. South West Healthcare recognizes our responsibility to reduce our impact on the environment and continual improvement in environmental sustainability has become a key activity within recent years.

For the first time, a commitment to improving environmental sustainability sits within the organisations Statement of Priorities, which is our core service and funding agreement with the Victorian Government. For South West Healthcare, this commitment to environmental sustainability is expressed in a newly created position dedicated to environmental sustainability, a revitalized environmental sustainability committee, public reporting on annual environmental performance data and developing measurable targets related to reducing waste, water and energy use and improving recycling rates.

South West Healthcare has commenced a number of projects in the past 12 months in the environmental sustainability area including the purchase of water tanks to increase our use of recycled water within clinical areas, a PVC recycling program and planning to commence an energy efficient lighting replacement strategy, as well as scheduling to install low flow shower heads across our campuses.

Importantly, this inaugural Environmental Management Plan (EMP) hopes to highlight South West Healthcare’s sincere commitment to guiding improvement in environmental performance and is timed to align with achieving the broader strategic priorities of South West Healthcare.

John F. Krygger
Chief Executive Officer, January 2017
EXECUTIVE SUMMARY

In response to the growing moral, social, economic and legislative impetus to improve environmental performance, South West Healthcare has created our inaugural Environmental Management Plan. South West Healthcare has a history of activity that supports quality healthcare while simultaneously improving waste, energy and water usage. The adoption of this EMP and employment of an Environmental Sustainability Project Officer reflects our commitment to creating governance structures to consolidate and increase this activity.

The challenge for South West Healthcare in this first EMP is to establish an Environmental Policy to direct planning for water, waste and energy reductions, and future activity in resource procurement, buildings and grounds.

The major goal of the Environmental Policies is to work toward the highest environmental standards in all areas of operation, prioritising measures that have impact across all SWH campuses.

For the first time in 2015-16 South West Healthcare is transitioning to using the Department of Health and Human Services (DHHS) Environmental Data Management System (EDMS) to record water and energy usages, and this performance is summarised in this report. Importantly, the EDMS enables comparisons to be made to all hospitals, through normalising data such as occupied bed days and floor space, and also to other peer Healthcare agencies operating at a similar capacity in a similar climatic zone.

In taking the pulse of our environmental footprint, it is clear that while we fall within a similar range to other peer agencies for energy use much more can be done in improving the way we utilise energy and water, and reduce the amount of waste generated that goes to landfill.

This Sustainability Reporting is used to guide an action plan with key targets, and outcomes for the term of this EMP. Considerable time and energy will be spent establishing robust governance and communication pathways. This will be balanced with developing processes for working steadily toward improving water, energy and waste outcomes. In the second and third years, process for embedding environmental sustainability into resource procurement, and also for buildings and grounds, will be developed.

Increasing our public commitment to our sustainability performance will be enabled through key events open to the wider community showcasing work done through South West Healthcare on World Environment Day and National Recycling Week. It is hoped that encouraging dialogue and transparency will in turn help to create a strong culture open to journeying toward better outcomes for the environment whilst maintaining excellent standards of healthcare.

*The Environmental Sustainability Committee 2017. Image credit: The Standard and photographer Rob Gunstone.*
INTRODUCTION

1.1 BACKGROUND

In a recent systematic review of Environmental Sustainability in hospitals, a clear imperative for healthcare organisations to recognise environmental impacts was established. Healthcare associated activities draw on significant volumes of natural resources and contribute significantly to CO2 emissions and other adverse environmental impacts.

With the link between human health and that of the environment well established, these impacts in turn affect the ability of South West Healthcare to provide outstanding healthcare in partnership with our regional community. With rising costs associated with natural resources, there is a moral, social and economic responsibility to improve environmental performance.

The integration of environmental sustainability into planning, operations and policy has been occurring across Victorian Government Departments and Agencies, and the Department of Health and Human Services is committed to embedding sustainability within the broader Victorian public health system.

The commitment of South West Healthcare to Environmental Sustainability has taken on a consolidated focus with the recent employment of an Environmental Sustainability Project Officer to help facilitate and support initiatives and programs already in place at South West Healthcare, and to focus future activity toward improving environmental performance.

This EMP will guide the direction and activity of environmental sustainability activity at South West Healthcare, and the implementation of the EMP will be overseen by the SWH Environmental Sustainability Committee. As the first EMP prepared in accordance with the requirement under the Department of Health’s 2012-13 Policy and Funding Guidelines, a three year period has been nominated. This will include Sustainability Reporting backdated to 2014-15. This financial year reporting period has been nominated as the baseline year for regional health service public sustainability reporting. The Sustainability Reports will be publicly available through our South West Healthcare website to increase the transparency of our environmental performance.

The challenge for South West Healthcare with this first Environmental Management Plan is to establish baseline data and key targets for water, waste and energy reductions and to establish a governance framework to guide the implementation and evaluation processes. The EMP will be reviewed regularly by the SWH Sustainability Committee and reported annually to the South West Healthcare Executive Committee. In the final year of this EMP, dedicated time will be created to revising and re-writing a five year EMP, and this will align with the timing of the SWH Strategic planning processes.

For the first time, environmental sustainability is now an explicit focus in the strategic priorities of the Department of Health and Human Services’ Statement of Priorities, the key service delivery and accountability agreement between South West Healthcare and the Victorian Government.

An integral part of embedding sustainability within the public health system is the adoption of appropriate environmental management planning processes at the health service level.

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Photo: The sensory garden in our Extended Care Inpatient Unit.
1.2 ABOUT THE ORGANISATION
1.2.1 OVERVIEW OF ORGANISATION

South West Healthcare is a sub-regional healthcare organisation consisting of two public hospitals, a mental health services division, an aged care facility and five community health centres. In 2014 - 15, 148 medical, nursing, mental health, allied health and community health services were provided to the 110,000 people who live in Warrnambool, Moyne, Corangamite, Southern Grampians and Glenelg.

HOSPITALS
• Warrnambool (SWH headquarters)
• Camperdown

COMMUNITY HEALTH CENTRES
• Warrnambool (headquarters)
• Camperdown x 2 (including an adult day centre)
• Macarthur
• Lismore

AGED CARE FACILITY
Camperdown (on the grounds of Camperdown Hospital)

To support these patient services, South West Healthcare has commercial kitchens at four sites and two cafes at Warrnambool, a commercial laundry, supply and maintenance departments, and tenancies (Deakin University, Dorevitch Pathology, Health Imaging Services and GP clinics. A range of smaller dwellings are also owned by South West Healthcare (i.e. Rotary House and medical student accommodation) and it is important to note that for purposes of Public Environmental Reporting, water, energy and waste for all SWH property and services are recorded.

1.2.2 SCOPE OF THE EMP

South West Healthcare has committed to improving environmental performance through adopting an Environmental Policy and developing an Environmental Management Plan to set key objectives, targets and governance processes to monitor and report on our achievements. This plan addresses all relevant aspects of the operation of South West Healthcare, including all sites, agency activities and the delivery of services, including but not limited to:

• Patient care
• Support services (e.g. catering, cleaning),
• Education/research
• Facilities operations
• New capital works

1.3 PRIOR ACTIONS AND ACHIEVEMENTS

South West Healthcare has embraced a range of infrastructure, planning and targeted projects that have supported improved environmental performance. Importantly, South West Healthcare has organised these actions through committees, firstly the Safe Practises and the Environment Committee (2007-12) and then the Environmental Management Committee in 2014. South West Healthcare recognises that dedicating staff specifically in the capacity of an Environmental Sustainability Project Officer was required to drive this governance process forward in a more focused manner.

Despite the lack of a formalised governance structure, work toward increasing environmental performance has been undertaken across the organisation. This prior activity has been invaluable in creating pathways for future work around environmental sustainability. A sample of key achievements in the last five years are highlighted overleaf.
WASTE

Reduce waste to landfill by:

- Establishing a stainless steel single-use instrument recycling stream in 2011 in all clinical areas
- Establishing a PVC recycling program across clinical departments at Warrnambool and Camperdown in 2016
- Collecting printer cartridges and non-alkaline batteries
- Reducing the consumption of natural resources through the implementation of Trakcare (an electronic patient management system) and Kronos for paperless reporting and timesheets, and Grow (online learning management system)

Reduce waste chemicals through the adoption of an Environmental Cleaning Policy.

ENERGY

Upgrade of Camperdown Hospital heating in 2014 resulted in a 25% decrease in Natural Gas Usage.

WATER

- Rainfall and waste water harvesting from our Dialysis Unit for re-use in non-potable supply areas (primarily toilet flushing).
- A chemical mixing/dispensing unit was installed in our sub-regional linen service in 2015. This unit supplies a 10-chamber 50kg pocket continual batch washer which utilises more environmental friendly cleaning chemicals then those previously used and has also resulted in reductions in rewash loads dropping from 10% to 3% over the last two years. This reduction equates to nearly 2000kg less of washing needing to be reprocessed each week.

REPORTING

- Met all legislative environmental requirements including reporting against the National Pollutant Inventory and National Greenhouse and Energy Reporting Scheme
- Collecting and reporting and environmental data to the Department of Health on an annual basis since 2005-06, including the creation of a public environmental report for 2012-14

BUILDINGS

Stage 1 Warrnambool Campus Building Redevelopment in 2011-12 included the following:

- Patient rooms with sensor water valves
- Automatic shut off for lighting as part of the C-bus computer controlled lighting system
The Environmental Policy represents South West Healthcares’ public commitment to improving environmental performance in the areas of energy, waste, water, building design and green living spaces. Environmental sustainability has become embedded in the SWH Statement of Priorities, the core funding agreement between DHHS and SWH.

The aim of this policy is to direct the development of the Environmental Management Plan 2017-19. The scope of this policy covers all buildings, vehicles and outdoor property controlled by South West Healthcare campuses and locations and applies to all employees, patients, clients, residents, contractors, volunteers and visitors. This policy came into effect on December 1 2016.

The major goals of the policy are to:

- **Work toward the highest environmental standards in all areas of operation, prioritising measures that have impact across all SWH campuses**

- **Minimise environmental impact by selecting more environmentally friendly products, reducing dependence and encouraging frugal use of non-recyclable products**

- **Contribute to continuous quality improvement by providing staff with educational opportunities and pathways for active engagement in environmentally sustainable initiatives and directives**

- **Assess constantly the environmental impact of all operations to develop procedures, promote awareness and reduce our carbon footprint**

- **Provide leadership in the community to increase environmental performance, and provide opportunities for consumer engagement for input and feedback**

- **Increase our transparency of environmental performance through public Sustainability Reports on our hospital website**

- **Review periodically all policies and objectives**
This document contains the environmental performance data of South West Healthcare (SWH) as it relates to energy and water usage, waste production and generation of greenhouse gas emissions (GHG). This report compares the performance against a standard, industry wide set of metrics across a two-year reporting period covering the financial years of 2014-15 and 2015-16.

The 2014-15 reporting period has been designated as the baseline year for Regional Health Services’ public environmental reporting requirements in the Department of Health Policy and Funding Guidelines 2013-14. Consumption and performance data for this baseline reporting period has been generated for SWH’s two main sites: the Warrnambool Base Hospital (inclusive of Community Health and Mental Health facilities) and the Camperdown Hospital and Aged Care facility.

Importantly, the 2015-16 reporting period represents a transition year for South West Healthcare. This is the first year data has been provided for all sites and property owned by South West Healthcare through the Department of Health and Human Services Environmental Data Management System (EDMS). This data provides a far more complete picture of overall organisation consumption and performance data and represents the minimal requirement for public environmental reporting. The EDMS functionality enables reports to be produced for specific facilities within the service, and as the two largest facilities of South West Healthcare, data will continue to be provided for Warrnambool and Camperdown.

Details of how South West Healthcare is performing against each of these indicators are shown in a range of tables throughout this report. Conversion factors for calculating GHG emissions from different energy sources are calculated using the National Greenhouse Accounts (NGA) Factors 2013.

This conversion process is consistent with the approach as outlined in the Department of Health Environmental Reporting Guidelines 2012-13.

Also in line with Department of Health requirements, the data provided within this report has been normalised using indicators relevant to the healthcare sector for each environmental indicator (using occupied bed days and m²). Normalising this data provides South West Healthcare the opportunity to compare efficiency and performance in an anticipated trajectory of increased overall service usage, as well as against other hospitals and healthcare providers. Data assurance for this report has been achieved internally according to the Department of Health Environmental Reporting Guidelines 2012-13.

Environmental sustainability became a requirement of South West Healthcare in its 2016-17 Statement of Priorities, embedding the value of environmental sustainability further within core operational performance. To this end, South West Healthcare has recently created a dedicated Environmental Sustainability Project Officer position in order to drive the development of an updated Environmental Management Plan for improving environmental performance at South West Healthcare.

GLOSSARY
Throughout this report the following key terms are used:

AREA (m²)
The total building floor area (excluding car parks) – metres squared (m²) of South West Healthcare.

OCCUPIED BED DAYS (OBD)
Inpatient bed days as reported through the Victorian Admitted Episodes Dataset (VAED) and the number of public sector residential aged care bed days for the reporting period reported to the Department of Health’s Aged Care Branch.

<table>
<thead>
<tr>
<th></th>
<th>Area (m²)</th>
<th>2014-15 OBD</th>
<th>2015-16 OBD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warrnambool Base Hospital</td>
<td>38,878</td>
<td>53,001</td>
<td>53,470</td>
</tr>
<tr>
<td>Camperdown Hospital and Aged Care Facility</td>
<td>5,255</td>
<td>16,279</td>
<td>14,140</td>
</tr>
<tr>
<td><strong>SWH Total</strong></td>
<td><strong>58,285</strong></td>
<td><strong>69,280</strong></td>
<td><strong>67,610</strong></td>
</tr>
</tbody>
</table>
The following tables provide detail about energy consumption for the two major facilities and the entire organisation. Warrnambool Base Hospital currently accounts for more than 90% and Camperdown Hospital and Aged Care Facility accounts for approximately 6.5% of overall energy use. As fleet vehicles usage rates are calculated across the organisation, greenhouse gas emission detail is provided only for Warrnambool and South West Healthcare.

One important story highlighted in these figures is the immediate impact of a heating upgrade undertaken at our Camperdown Hospital in 2014, resulting in a 27% decrease in natural gas consumption for the facility.

### Table 1 - Energy consumption by type

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Electric (peak) kWh</td>
<td>3,370,509</td>
<td>253,561</td>
<td>3,624,070</td>
<td>3,716,900</td>
<td>264,973</td>
<td>3,981,873</td>
<td>-</td>
</tr>
<tr>
<td>Electric (off peak) kWh</td>
<td>3,075,153</td>
<td>216,711</td>
<td>3,291,864</td>
<td>3,142,325</td>
<td>224,353</td>
<td>3,366,678</td>
<td>-</td>
</tr>
<tr>
<td>Total Electricity kWh</td>
<td>6,445,661</td>
<td>470,273</td>
<td>6,915,934</td>
<td>6,859,225</td>
<td>489,326</td>
<td>7,348,551</td>
<td>7,636,000</td>
</tr>
<tr>
<td>Natural Gas (GJ)</td>
<td>45,938</td>
<td>1,693</td>
<td>47,631</td>
<td>43,338</td>
<td>1,762</td>
<td>45,100</td>
<td>27,477</td>
</tr>
<tr>
<td>Total Energy Usage (GJ)</td>
<td>69,142</td>
<td>5,153</td>
<td>74,295</td>
<td>68,031</td>
<td>4,284</td>
<td>72,315</td>
<td>73,803</td>
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### Table 2 - Energy consumption by type with normalising factors

<table>
<thead>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Electricity (kWh) per OBD</td>
<td>121.61</td>
<td>28.28</td>
<td>128.88</td>
<td>34.61</td>
<td>128.28</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Electricity kWh per m2</td>
<td>165.8*</td>
<td>89.49</td>
<td>176.43</td>
<td>93.12</td>
<td>159.57</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural Gas (GJ) per OBD</td>
<td>0.87</td>
<td>0.21</td>
<td>1.08</td>
<td>0.18</td>
<td>0.63</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural Gas (GJ) per m2</td>
<td>1.18</td>
<td>0.66</td>
<td>1.12</td>
<td>0.48</td>
<td>0.79</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Energy (GJ) per OBD</td>
<td>1.304</td>
<td>0.31</td>
<td>1.27</td>
<td>0.31</td>
<td>1.09</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Energy (GJ) per m2</td>
<td>1.78</td>
<td>0.98</td>
<td>1.75</td>
<td>0.81</td>
<td>1.27</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Table 3 - CHG emissions by type

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
<th>SWH Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope 1**</td>
<td>2,960</td>
<td>2,861</td>
<td>2,363***</td>
</tr>
<tr>
<td>Scope 2</td>
<td>7,219</td>
<td>7,682</td>
<td>10,510</td>
</tr>
<tr>
<td>Total Emissions</td>
<td>10,179</td>
<td>10,543</td>
<td>12,873</td>
</tr>
</tbody>
</table>

### Table 4 - CHG emissions with normalising factors

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
<th>SWH Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scope 1 Emissions per bed day</td>
<td>56</td>
<td>53</td>
<td>33</td>
</tr>
<tr>
<td>Scope 1 Emissions per m2</td>
<td>76</td>
<td>74</td>
<td>41</td>
</tr>
<tr>
<td>Scope 2 Emissions per bed day</td>
<td>136</td>
<td>140</td>
<td>145</td>
</tr>
<tr>
<td>Scope 2 Emissions per m2</td>
<td>186</td>
<td>197</td>
<td>180</td>
</tr>
<tr>
<td>Total Emissions per bed day</td>
<td>192</td>
<td>197</td>
<td>178</td>
</tr>
<tr>
<td>Total Emissions per m2</td>
<td>261</td>
<td>271</td>
<td>221</td>
</tr>
</tbody>
</table>
WATER CONSUMPTION AT SOUTH WEST HEALTHCARE

The following tables provide detail about water consumption for the two major facilities and the entire usage rates of South West Healthcare. Warrnambool Base Hospital currently accounts for more than 86% of potable water use by South West Healthcare, and Camperdown Hospital and Aged Care Facility accounts for approximately 7.5% of overall potable water consumption. Rainwater and recycled water from the Warrnambool Base Hospital’s Dialysis Unit is captured in a 300,000 L holding tank and is used for toilet flushing. This supply of recycled water is set to increase with plans approved to recycle water from the Operating Theatre Suite sterilisers, an important step toward decreasing usage of potable water.

TOTAL WATER CONSUMPTION (KL)

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
<th>Total</th>
<th>W’bool</th>
<th>Camperdown</th>
<th>Total</th>
<th>SWH total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Potable Water Usage</td>
<td>53,258*</td>
<td>6,658</td>
<td>59,916</td>
<td>55,372</td>
<td>7,542</td>
<td>62,914</td>
<td>63,917</td>
</tr>
<tr>
<td>Re-Used / Recycled Water</td>
<td>12,000</td>
<td>-</td>
<td>12,000</td>
<td>12,000</td>
<td>-</td>
<td>12,000</td>
<td>12,000</td>
</tr>
<tr>
<td>Total Water Usage</td>
<td>65,258</td>
<td>6,658</td>
<td>71,916</td>
<td>67,372</td>
<td>7,452</td>
<td>75,084</td>
<td>75,917</td>
</tr>
<tr>
<td>Water Usage (kL) per OBD</td>
<td>1.23</td>
<td>0.41</td>
<td>-</td>
<td>1.26</td>
<td>0.53</td>
<td>-</td>
<td>1.05</td>
</tr>
<tr>
<td>Water Usage (kL) per m2</td>
<td>1.67</td>
<td>1.27</td>
<td>-</td>
<td>1.73</td>
<td>1.43</td>
<td>-</td>
<td>1.30</td>
</tr>
<tr>
<td>Re-Used / Recycling Rate</td>
<td>18%</td>
<td>-</td>
<td>17.8%</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>15.8%</td>
</tr>
</tbody>
</table>

*Baseline year figures represent an 8.6% reduction from 2013-14

WASTE GENERATION AT SOUTH WEST HEALTHCARE

The following tables provide detail about waste generated through activity at Warrnambool Base Hospital. It is important to note the waste functionality of the EDMS is currently being built therefore there are no current records for the entire organisation. With enhanced waste functionality the EDMS will provide a more comprehensive record of weights and volumes of general, clinical and recycled waste. A key story highlighting staff-led change towards improved environmental performance is seen in the rollout of the PVC Recycling Program by Emergency Department nurse Eliza Bartram. This program commenced at South West Healthcare in 2016 and collections are now in place across most clinical departments at the Warrnambool Base and Camperdown Hospitals.

WASTE GENERATION BY TYPE (KG) OR WHERE NOT AVAILABLE (M3)

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>General (includes sanitary) (kg)</td>
<td>204,400</td>
<td>203,400</td>
</tr>
<tr>
<td>General (includes sanitary) – (m3)</td>
<td>4,030</td>
<td>4039.5</td>
</tr>
<tr>
<td>Clinical (includes anatomical and cytoxic) (m3)</td>
<td>25.8</td>
<td>26.7</td>
</tr>
<tr>
<td>Recycled (includes confidential, comingled &amp; PVC) (m3)</td>
<td>1,227.2</td>
<td>1,341</td>
</tr>
<tr>
<td>Total Waste (m3)</td>
<td>5,283</td>
<td>5,407.2</td>
</tr>
<tr>
<td>Percentage of Waste Volume Recycled**</td>
<td>23%</td>
<td>24%</td>
</tr>
</tbody>
</table>

**For public reporting requirements this figure should be by weight, and would be in the order of 10%.

WASTE GENERATION BY TYPE (KG) WITH NORMALISING FACTORS

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>General (Kg/ OBD)</td>
<td>3.86</td>
<td>5.25</td>
</tr>
<tr>
<td>General (Kg/m2)</td>
<td>3.80</td>
<td>5.23</td>
</tr>
</tbody>
</table>
4.1 OVERVIEW

Environmental targets have been set to improve environmental performance. These targets are in line with the environment policy and, in general terms, these targets will address:

- Minimising energy consumption and waste generation, and increasing water saving as initial target areas
- The integration of environmental assessment into key decision-making processes
- Targets covering all entity operations

4.2 MANAGEMENT & COMMUNICATIONS

1. Develop an environmental management plan and policy endorsed by senior management
2. Develop an environmental committee, short term working groups and green ambassador network to implement, direct and monitor environmental sustainability initiatives
3. Hold two events aiming to increase dialogue and engagement with environmental sustainability (World Environment Day Forum and National Recycling Week)
4. Develop and extend targets for improving environmental performance for waste and energy by July 2017 against the 2014-15 baseline year, and water, resource procurement and buildings and grounds by July 2019
5. Increase our ability to measure our environmental impacts by consolidating data collection systems and processes, particularly around waste management
6. Integrate environmental assessment into decision making processes and operations
7. Create a culture of confidence in SWH’s commitment to environmental sustainability
8. Increase staff and consumer engagement and consultation with our environmental sustainability commitments through the creation of a Sustainability Hub Concept Plan (virtual and actual), Communication Plan and exploration of community/research partnerships
9. Report on achievements annually through the South West Healthcare website
10. Develop environmental education programs and resources for staff and contractors
11. Add sustainability information to our new staff induction package

4.3 ENERGY CONSUMPTION

1. Reduce energy consumption from our key activities continuously year-on-year
2. Build research base and case studies around best practice for regional healthcare systems
3. Undertake a carbon foot printing exercise
4. Monitor and compare the performance of fleet vehicles
5. Implement a strategy for LED lighting replacement program to commence by July 2017
7. Establish an Energy Working Group with representation from finance/admin, IT, buildings and maintenance, supply, clinical and non-clinical staff, as well as a non SWH person with expertise in the field
8. Ensure representation of environmental assessment in future developments and refurbishments across SWH, including feasibility of integrating solar voltaic systems for Stage 2 development at Warrnambool Campus
4.5 WATER CONSUMPTION

1. Reduce water consumption through routine maintenance, the implementation of water saving devices, water re-use facilities and the development of a water wise landscaping plan.

2. Build research base and case studies around best practice for regional healthcare systems.

3. Increase the volume of rainfall and waste water supply for the toilet flushing system by extending capture to our two CSSD sterilisers.

4. Explore feasibility of installing flow restrictors on all taps.

5. Explore the feasibility of extending rainfall capture in new building developments and grounds projects including our Warrnambool therapeutic garden by June 2018.

6. Develop a landscaping plan that focuses on indigenous and other water wise plantings by July 2019.

4.6 PURCHASING

1. Work closely with Health Purchasing Victoria to determine scope and feasibility of sustainable product implementation across service areas.

2. Conduct a review of clinical product procurement in relation to sustainable products and services by July 2018.

3. Include key environmental specifications for our procurement of clinical products and develop and implement an Environmental Purchasing Policy by December 2018.

4. Support suppliers who will take back their products and packaging for recycling or reuse.

5. Integrate environmental assessment into decision making processes around fleet vehicle replacement.

4.4 WASTE GENERATION

1. Build research base and case studies around best practice for regional healthcare systems.

2. Establish a Waste Working Group to comprehensively audit and assess current waste management practices and create a plan to improve and extend current recycling streams, and introduce new recycling streams with representation from infection control, ohs, catering, environmental services, buildings and maintenance, supply, clinical and dental staff.

3. To reduce general waste from 2014-15 benchmark figures by:
   
   a. Increase proportion of waste recycled from 10% by 2% annually, with specific focuses in clinical, non-clinical and organisation wide imperatives.

   b. Supporting and extending the PVC Recycling Program by providing training and regular implementation support to key staff.

   c. Assessing feasibility of introducing specialised recycling streams identified by DHHS by July 2018.

   d. Implementing and supporting measures focusing on reducing demand for resources (i.e. Kronos, TRAK, paperless meetings, Keep Cups) by featuring stories as case studies across communication materials.

4. Undertaking biannual audits to assess contamination of waste streams.

5. Integrate environmental assessment into decision making processes around fleet vehicle replacement.
5.1 BACKGROUND

This communication plan has been prepared by the Education Working Group to promote the environmental commitment of South West Healthcare.

5.2 OBJECTIVES

The communication plan is aligned to the environment policy, scope of the EMP and agreed actions. The objectives of the plan are to:

• communicate to staff and the wider community about SWH’s commitment and achievements in environmental sustainability
• encourage a culture of dialogue, confidence and engagement with environmental sustainability

5.3 TARGET AUDIENCE

The target audience is SWH staff and community members. It is noted that some audiences will need different messages. There will be communication developed for specific levels of involvement and collaboration around environmental sustainability.

5.4 KEY MESSAGES

The key messages of the communication plan are aligned with the environment policy, scope of the EMP and agreed actions.

• KM 1 - the need for quality healthcare to be delivered in a way that minimises harm to the environment.
• KM 2 - the future environmental direction and commitment of South West Healthcare.
• KM 3 - that environmental sustainability is everyone’s responsibility (SWH and personal).
• KM 4 - that small actions pave the way for larger shifts.

5.5 COMMUNICATION SCHEDULE

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>MONTH</th>
<th>MESSAGE</th>
<th>ACTIVITIES</th>
<th>AUDIENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMP</td>
<td>DEC</td>
<td>New direction for environmental sustainability at South West Healthcare</td>
<td>Article in quarterly newsletter – SWH Environmental Sustainability Committee and invitation to get involved.</td>
<td>All Staff KM 1 &amp; 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green project profile: Sustainability Committee</td>
<td>Staff meetings: GWTP, Community Health, Environmental Services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>JAN</td>
<td>Feedback valued – response form for staff meetings</td>
<td>Load environmental sustainability reports and policy to website and prominent public place</td>
<td>Directly Affected Staff KM 4</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Staff meeting: Clinical Nursing Unit Manager</td>
<td></td>
</tr>
<tr>
<td>ENVIRONMENTAL POLICY</td>
<td>FEB</td>
<td>Media release: New Environmental Direction for South West Healthcare and Call for Community Representatives</td>
<td>Media release: Call for community representatives</td>
<td>Public KM 1 &amp; 2</td>
</tr>
</tbody>
</table>
### Events and Report on World Environment Day activities

**WATER**

| Mar | Water achievements to date  
|     | Amount and cost of water used per bed-day  
|     | Green Project Profile: Shower head replacement project  
|     | Article in quarterly newsletter – theme of Water  
|     | Facebook post: World Water Day March 22nd  
|     | Staff meeting: Buildings and Maintenance  
|     | All Staff KM 4  

**ENVIRONMENTAL SUSTAINABILITY AND HEALTH CONFERENCE**

| Apr | ANMF conference: Environmental Sustainability and Health  
|     | Organise delegation to the Environmental Sustainability and Health conference  
|     | Distribution of World Environment Day events flyers  
|     | Green Ambassadors KM 3  

**GREEN AMBASSADORS**

| May | Invitation to World Environment Day Event and report from ANMF conference  
|     | Green Ambassador email update  
|     | Green Ambassadors  

**WORLD ENVIRONMENT DAY**

| Jun | Events and Report on World Environment Day activities  
|     | Article in quarterly newsletter  
|     | World Environment Day Forums – Guest speaker with media release for local paper, radio and Facebook post  
|     | All Staff / Public KM 1 & 2  

**SMALLER CAMPUSES / ENERGY AUDIT**

| Jul | Energy achievements to date  
|     | Amount and cost of energy used per bed-day  
|     | Focus on smaller campuses / energy audit  
|     | Staff meeting: Macarthur and Lismore  
|     | KM 4  

**STAFF INITIATIVES**

| Aug | Green Ambassador Profiles and opportunity to submit staff initiatives for 2018  
|     | Green Ambassador email update  
|     | Staff meeting: GWTP  
|     | Green Ambassadors KM 3  

**INVITATION TO SUSTAINABILITY HUB**

| Sept | Green Project Profile: therapeutic garden / food waste  
|     | Article in quarterly newsletter – report on World Environment Day Forum  
|     | Invitation to see Sustainability Hub in Nov  
|     | All staff and public KM 2  

**WASTE**

| Oct | How to recycle at South West Healthcare  
|     | Creation of “What goes where guide”  
|     | Staff KM 3  

**SUSTAINABILITY HUB (NATIONAL RECYCLING WEEK)**

| Nov | Waste achievements to date  
|     | Amount and cost of waste per OBD  
|     | Green Ambassadors email update  
|     | Section in Annual Report  
|     | Launch of “What goes where guide”  
|     | All staff KM 1  

**SUSTAINABILITY REPORTING**

| Dec | Annual Sustainability Reporting  
|     | Green Project Profile: staff initiative report  
|     | Article in quarterly newsletter including reflection of first complete year of activity – highlights and comments by Executive.  
|     | Exec All Staff KM 2  

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### 5.6 EVALUATION

The communication plan will measure effectiveness of the plan and behaviour change activities through a key set of indicators. These indicators include:

- Environmental outcomes achieved across the organisation and individual departments
- Number of activities such as newsletters, staff presentations and number of staff reached across all departments
- Staff consultation
- Embedding of activity in key SWH platforms (website/annual report)
6.1 MONITORING SCHEDULE

<table>
<thead>
<tr>
<th>WHAT</th>
<th>HOW</th>
<th>HOW OFTEN</th>
<th>RECORDS</th>
<th>WHO</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARBON</td>
<td>Energy bills</td>
<td>Annually</td>
<td>Energy data / carbon conversion factors</td>
<td>EDMS</td>
</tr>
<tr>
<td>ENERGY USE</td>
<td>BMS / energy bills</td>
<td>Annually</td>
<td>Energy data</td>
<td>EDMS</td>
</tr>
<tr>
<td></td>
<td>BMS / water bills</td>
<td>Annually</td>
<td>Water data</td>
<td>EDMS</td>
</tr>
<tr>
<td>GENERAL WASTE</td>
<td>Contractor data</td>
<td>Monthly</td>
<td>Spreadsheet</td>
<td>Environmental Services</td>
</tr>
<tr>
<td>CLINICAL WASTE</td>
<td>Contractor data</td>
<td>Monthly</td>
<td>Invoice/ report from contractor</td>
<td>Environmental Services</td>
</tr>
<tr>
<td>PAPER USE</td>
<td>Purchase records</td>
<td>Monthly</td>
<td>Reports from invoice system</td>
<td>Finance</td>
</tr>
<tr>
<td>GREEN PURCHASING</td>
<td>Recorded through purchase order forms</td>
<td>Monthly</td>
<td>Spreadsheet showing % of total purchase</td>
<td>Finance</td>
</tr>
<tr>
<td>FUEL USE</td>
<td>Monthly bills and vehicle fleet log records</td>
<td>6 monthly</td>
<td>Spreadsheet</td>
<td>Fleet Manager</td>
</tr>
<tr>
<td>AIR TRAVEL</td>
<td>Flight invoices</td>
<td>Annually</td>
<td>Reports from travel provider</td>
<td>Finance</td>
</tr>
<tr>
<td>COMMUTER STYLES</td>
<td>Travel survey</td>
<td>Annually in April</td>
<td>Travel survey reports</td>
<td>Human Resources</td>
</tr>
<tr>
<td>STAFF CULTURE</td>
<td>EPA Eco</td>
<td>Annually in September</td>
<td>Eco footprint report</td>
<td>Human Resources</td>
</tr>
<tr>
<td>LITTER LEVELS</td>
<td>Litter audits</td>
<td>6 monthly</td>
<td>Litter counts and observations</td>
<td>Environmental Services</td>
</tr>
<tr>
<td>AIR QUALITY</td>
<td>Operational records</td>
<td>Annually</td>
<td>National pollutant inventory reports</td>
<td>Engineering</td>
</tr>
</tbody>
</table>

6.2 REVIEW & PROGRESS REPORTING

The progress of the EMP will be reviewed by the Sustainability Committee bimonthly.

Progress in implementing the EMP will be reported to the Corporate Quality Committee quarterly and the Executive annually.

Performance progress and key achievements will be reported publicly through a stand-alone report on our SWH website annually, in December.

The EMP will be comprehensively reviewed and updated in September 2019.
Environmental Sustainability Committee

The Environmental Sustainability Committee Meets bi-monthly with representation from the following areas/departments/campuses:

- Director of Service Development (Executive sponsor)
- Buildings and Infrastructure Manager
- Maintenance Services Manager
- Environmental Sustainability Project Officer
- Environmental Services Manager
- Food Services Manager
- Education Research and Workforce Manager
- Development Warehouse Logistics Manager
- Infection Prevention Coordinator
- Manager, Warrnambool Adult Mental Health Team
- Clinical Nurse Representatives
- Camperdown and Lismore Community Health Manager
- Maintenance Services Camperdown Manager
- Community Representatives

Working Groups

Specialised technical groups convened as required to provide advice and direction on key energy, waste and energy programs. It is anticipated that these working groups will include representation from the Environmental Sustainability Committee as well as other relevant affected staff.

Contact Us

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