

AHSPO

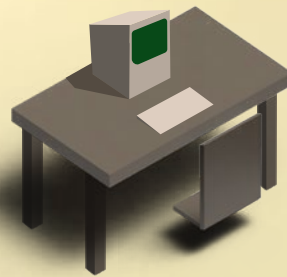
Journal



Association of Healthcare Supply and Procurement Officers

June 2023

The AHSPO Journal. The Voice of Procurement.



————— Decoding Workplace Wellness —————

Key Lessons from Two Years of Global Upheaval

————— IN THIS ISSUE —————

TOP TEN TIPS FOR CAPABILITY UPLIFT IN PROCUREMENT | CONFERENCE 2023 PROGRAMME
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EDUCATION UPDATE | INDUSTRY SNAPSHOTS | SECRET WINE BUSINESS

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Contents

JUNE 2023



Membership Report

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Associates: 5
Life Members: 13
Industrial Liaison
Group Members: 10

Advertising

Contact
Julian Brown
Art Director
julian@thelekkeragency.com.au

Aldo Santo
President
0409 299 413

Editor: Aldo Santo
aldo02@bigpond.com

Art Director:
Julian Brown

Staff Writers:
Ricky Mutsaers
Emma Coochin

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The Nice Agency. publication
for AHSPPO

p.2

Snapshots

Updates from in and around our Industry.

p.5

President's Report

Aldo Santo shares the latest Association news.

p.6

Top Ten Tips for Capability Uplift In Procurement

Debra Birznieks hands out wisdom in 10 bite sized chunks.

p.10

Feature: Decoding Workplace Wellness

After two years of global upheaval, what are the key lessons learnt? We interview a group of AHSPPO thought leaders for their insights.

p.24

Ensuring Risk and Compliance Management Excellence in the Health Sector

When Benetas and LinkSafe join forces to workshop Risk and Compliance, we get some excellent advice and insights from both sides of the table, and they have been kind enough to share them in this article.

p.28

How Closed System Transfer Devices Can Help Us Take Better Care Of Our Healthcare Workers

Advetorial from Paragon Care.

p.31

Education Update

AHSPPO Education Officer Debra provides an update to the exciting things happening with AHSPPO Education.

p.32

Social Pages: Conference 2022

Spot yourself and your friends.

p.35

Conference 2023 Programme

It's almost here! Tickets have sold out, but you still need to know who to see and when. Get the programme here.

p.50

Secret Wine Business

Peter Lack reviews this edition's wine. It has a weird name.

p.52

Who am I?

Guess this prominent AHSPPO member and win no prize.



Snapshots



Funding boost for My Health Record in Latest Federal Government Budget

The recent Federal budget announcement contained some big news for the future of My Health Record. Over the next two years, \$429 million will be allocated to build a new repository platform and to improve the sharing of pathology and diagnostic imaging data.

In addition, the Australian Digital Health Agency received funding for the next four years to establish it as an ongoing entity. As part of this, the Federal Government will review the Agency's enabling legislation to ensure it remains fit for purpose in the future.

Continuing the digital transformation focus, \$136 million has been allocated to provide electronic prescription delivery infrastructure and services, while also "mandating the use of e-prescribing for high-risk and high-cost medicines subsidised under the PBS" according to budget papers.

Snapshots

TGA Issues Warning Over Fake Diabetes Treatment

The Therapeutic Goods Administration (TGA) has issued a warning after it recently identified two products imported into Australia that had been wrongly advertised as Semaglutide.

Surging in popularity in 2023 thanks to celebrity endorsement as a weight-loss alternative, Semaglutide, a diabetic treatment, has suffered supply chain challenges, and online scams.

According to the TGA, laboratory testing confirmed that the following two products did not contain the GLP1-RA as labelled:

- Global Health Pharmaceuticals and Therapeutics branded Semaglutide 5 mg vial
- Peptides Lab branded Semaglutide 10 mg vial

Critically, the TGA mentions no generic Semaglutide producers exist beyond approved manufacturer Novo Nordisk, and to be wary of online retailers as it does not endorse any overseas suppliers as part of the Personal Importation Scheme.

New Research Calls Out Modern Slavery Risk In Australia's Supply Chain

Walk Free, an arm of Andrew Forrest's Minderoo Foundation, has released its latest Global Slavery Index report outlining how Australia imports \$26 billion of products that may have used coerced labour. The report covers multiple areas but issues a warning for Australia's renewables sector.

According to the report, solar panels are becoming increasingly enmeshed with at-risk supply chains potentially using forced labour. It believes Australia imports up to \$2 billion per year in risky imports.

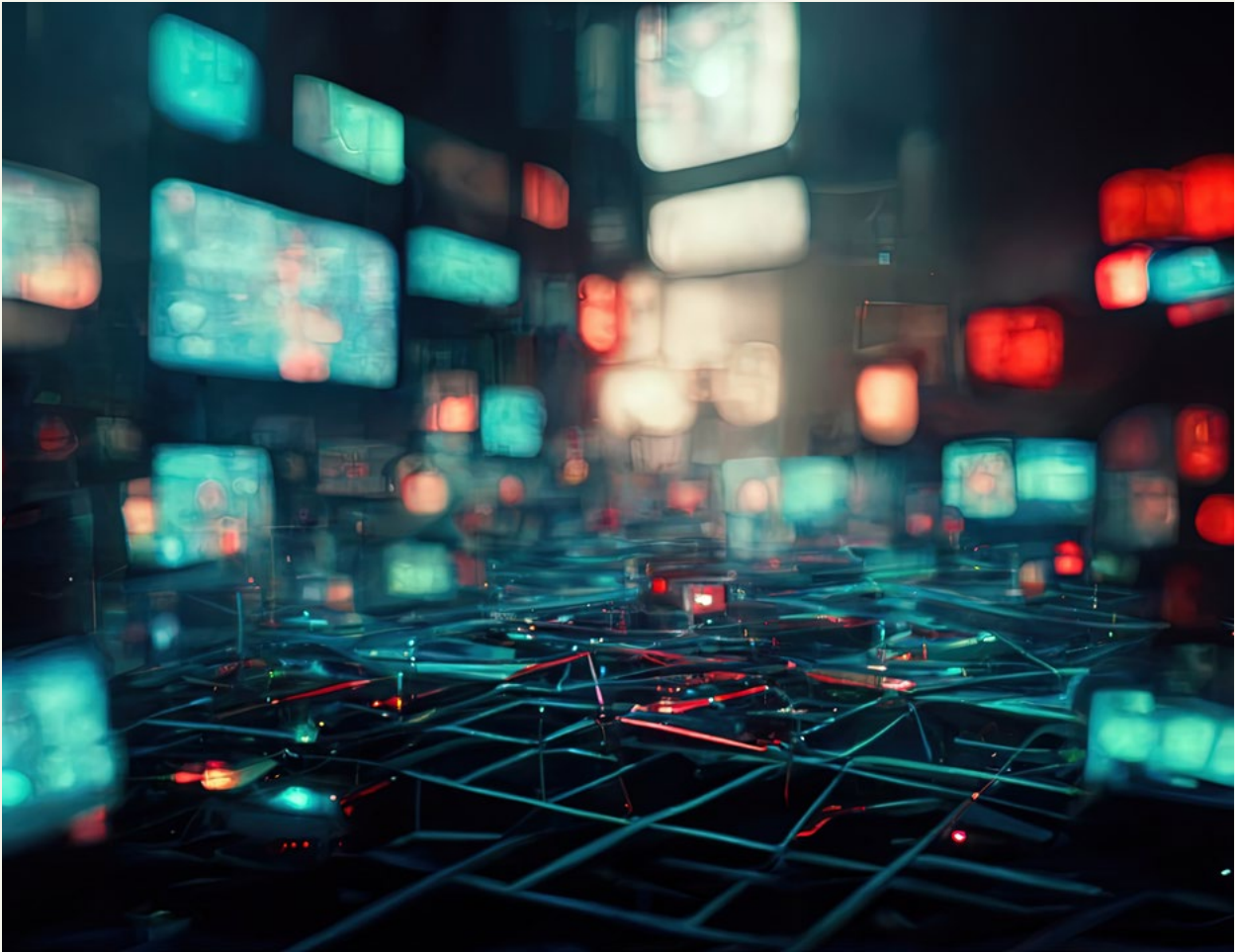
The Clean Energy Council, a lobby group representing renewable power developers, supports the report and has backed calls for Australia to diversify its supply, including by bringing some manufacturing onshore. Nick Aberle from the council said while human rights abuses were not "peculiar to solar", they were untenable and consumers, businesses and governments had a moral obligation to act.

It's Time to go Mobile. Mobile Dialysis Coming to the Gold Coast

The Big Red Kidney Bus is set to hit the road imminently thanks to a \$1.6 million injection of funding from the Queensland Government. The bus, part of an 18-month pilot program to run on the Gold Coast, will provide accessible treatment and education to patients on how to carry out dialysis at home.

With more than 80% of dialysis patients travelling to the hospital multiple times per week, the bus, a first for the state, will ease the burden on hospitals and offer better at-home care for patients. Member for Gaven, Meaghan Scanlon said the service will make all the difference to people in our community, saying "Rather than the burden of spending hours at the hospital for treatment, the bus will bring the services Gold Coasters with chronic kidney disease need much closer to home."

Snapshots



Adelaide Clinicians Using A.I. to Review Penicillin Allergy Labels

Artificial Intelligence has the potential to transform how we administer antibiotics by assessing the accuracy of penicillin allergy labels. That's what researchers at the Royal Adelaide Hospital are investigating.

Around 10% of patients are labelled as allergic to penicillin. However, many may simply be intolerant. Which is a significant difference. By being marked as allergic, patients could be missing out on the best possible treatment at critical times. The aim of the research project is to use A.I. to assess patient allergy records and determine who is truly allergic and who while intolerant, could still benefit from penicillin.

The team have demonstrated that A.I. can be successfully used to review penicillin allergy labels and predict whether it is a true allergy or instead an intolerance. One of the three CEO Clinical Rapid Implementation Project Scheme grants has been awarded to the team, which will support them with this project. The applications of this project are potentially far-reaching, so we will be watching with interest.

President's Report

WELCOME TO THE JUNE 2023 JOURNAL

At the time of writing we're just a few weeks away from Conference 2023. I look forward to seeing you all and hearing how you've all been doing - especially important given this years theme - wellbeing in the workplace.

ALDO SANTO
PRESIDENT

As a lead in to the event, our feature article this month explores wellbeing from the perspective of our AHSPo members. We sat down for a virtual roundtable discussion where some of our most experienced members shared their experiences around how wellbeing has shifted over the past three years, and how they've coped. It's an honest and sometimes raw discussion which I urge you to read ahead of this years conference.

Also in this months edition we review a successful procurement software launch, explore how to uplift your capability, provide an education program update and most importantly find out Peter Lack's favourite wine.

Take the time to read this edition of the journal, I look forward to discussing all things wellbeing with you at Conference 2023.



ALDO SANTO
PRESIDENT

Capability Uplift In Procurement

TOP TEN TIPS

In today's dynamic and rapidly evolving healthcare landscape, procurement leaders are facing mounting pressures to deliver better value, improve efficiency, and streamline operations while working within tight budget constraints.

WORDS BY DEBRA BIRZNIKES

As a result, we are increasingly expected to accomplish more with less, and capability development has emerged as a central component in elevating our procurement performance.

To achieve these goals, procurement leaders must invest in the growth and development of our teams, equipping them with the right tools, processes, and skill sets needed to navigate the unique challenges and opportunities of healthcare procurement. By prioritising capability uplift, our procurement professionals can be better positioned to make strategic decisions, collaborate effectively with suppliers, and contribute to the overall success of our organisations.

In this article, I will explore the critical role of capability uplift in procurement, specifically within the health industry. Here are my Top 10 Tips to empower our procurement teams in achieving their objectives.

1. Leverage a competence framework

By using a structured set of knowledge, skills and attributes, what excellence looks like is defined. Establish the baseline and measure results. Set a vision for Procurement and the team. Align team development to the goal; in this way, I plan to gain additional buy-in from individuals.

2. Know the team's strengths and development areas

This will enable the targeting of investment in the right places. Equally important is understanding priority areas – there is no point investing in a gap if it's not important! Or an individual for whom procurement is not the chosen career path. This will also help hire people to fill gaps.



Tip #3 Identify champions on specific topics, but don't always use the more senior people to act as the champions.

By focusing on capability uplift, we can enhance our team's performance, enabling us to achieve more with less.

3. Identify champions on specific topics

By allowing individuals to coach on their area of strength, the team develops new capabilities and understanding, and also reaffirm and stretch existing skills. It is different to teach than to know. (Pro tip – don't always use the more senior people to act as the champions).

4. Focus on informal learning, coaching and interactive workshops

The 70:20:10 methodology aligns with the Benetas approach, where 70% of the learning is on the job, 20% through mentoring and coaching and only 10% through formal channels. Even following a face-to-face training session, I would look to embed the learning on the job. There are some key aspects to ensure informal programs are effective – protect the time for these workshops, set clear objectives and know what topics should be covered and measure the outcomes.

By prioritising capability uplift, our procurement professionals can be better positioned to make strategic decisions, collaborate effectively with suppliers, and contribute to the overall success of our organisations.

5. Don't just focus on development areas!

There is a lot to be gained by strengthening a strength. Some people will never be good at certain things – so play to their strengths. This has the additional benefit of building confidence (we all like doing what we're good at).

6. Promote networking opportunities

The team can learn a lot from other organisations, stakeholders, suppliers and networking events. There are many inexpensive networking opportunities available.

7. Encourage individuals to build their own development plan

This development plan should link to their career goals. The manager/organisation will still need to guide through budget constraints and practicality, but empowering individuals to own their development means they are invested in it.

8. Encourage team members to seek mentors and experience outside of procurement

By expanding the team's horizons, the function and the organisation will gain the commercial benefits long term.

9. Invest in tailored training programs

Participants learn more when they can relate to the training – using case studies and activities that can be implemented back at their desks. ELearning is a great way to embed the training and can be used as a refresher.

10. Have a group development plan

This should link your competency framework to your skills analysis to the team and organisational goals.

By focusing on capability uplift, we can enhance our team's performance, enabling us to achieve more with less. The Top 10 tips I've outlined provide a solid foundation for developing a comprehensive strategy for building our procurement capabilities.

As we prioritise capability uplift and implement these tips, we empower our teams to unlock greater value, drive innovation, and enhance overall procurement performance in the healthcare sector.



Join the AHSPPO LinkedIn Community

“Bringing together passionate minds to discuss and debate topics dear to all our hearts is brilliant for us as individuals in procurement and for the profession as a whole.”

ALDO SANTO, PRESIDENT

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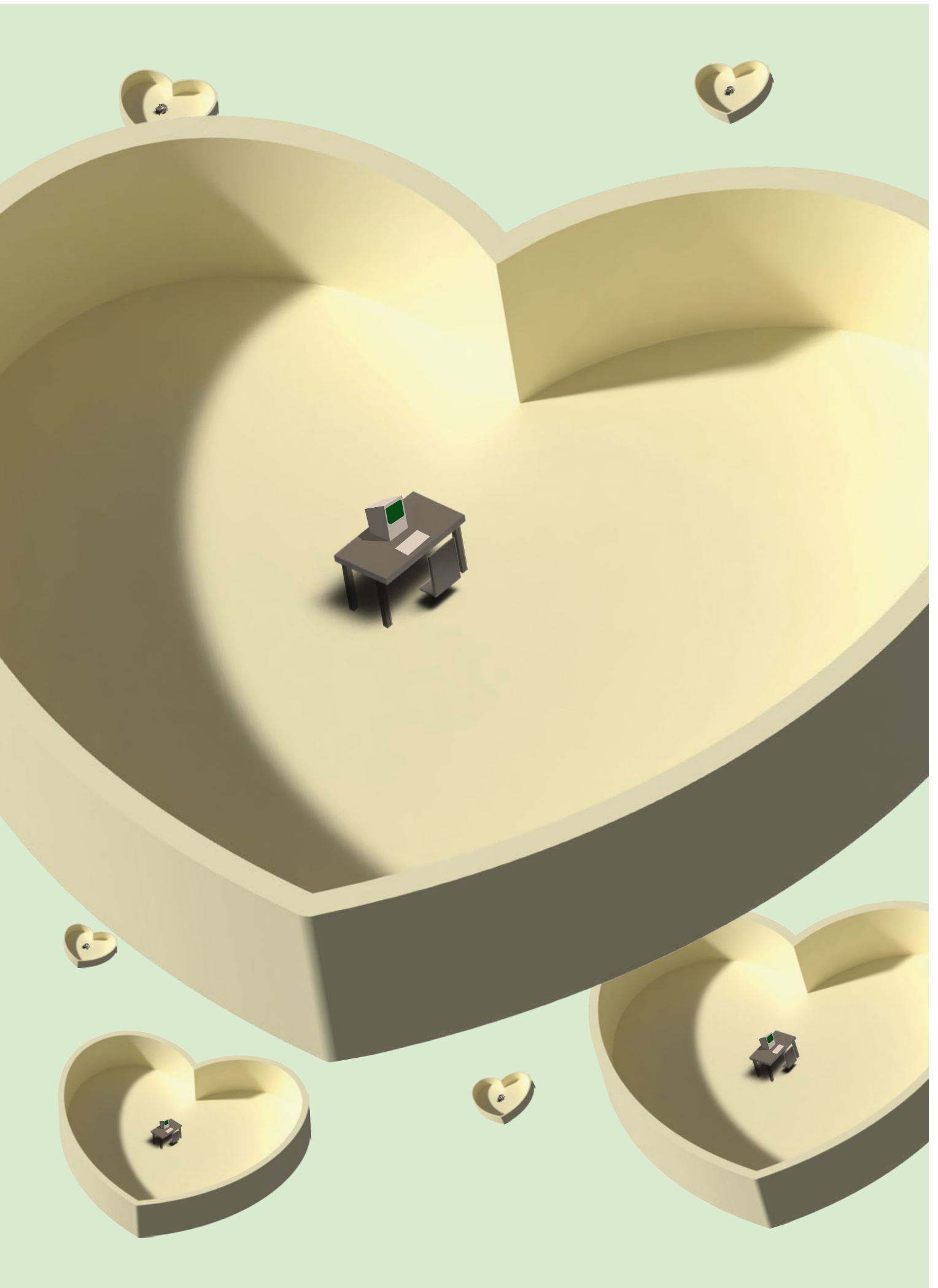
Decoding Workplace Wellness:

Key Lessons from Two Years of Global Upheaval

Exploring transformative insights and the power of human connection shaped by two tumultuous pandemic years; reshaping our understanding of workplace wellness.

Written by: Emma Cochin

Interviewees: Aileen Santos, Aldo Santo, Christine Richardson,
Clyde Footman, Helen Cameron, Pragasen Pillay.



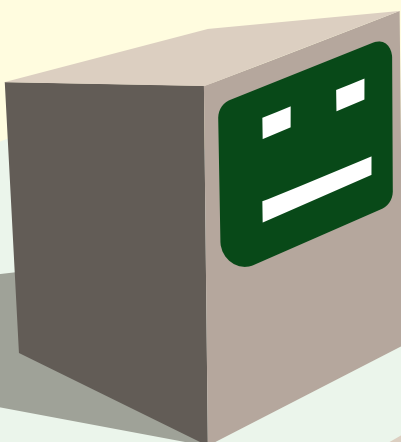
Sitting down with AHSP0 members recently over a video call to discuss memories of the pandemic seemed reminiscent of a time not so long ago when meeting digitally was the only sanctioned option. Invited to discuss workplace wellbeing practices before, during, and after the pandemic brought up a candid conversation and some unexpected findings.

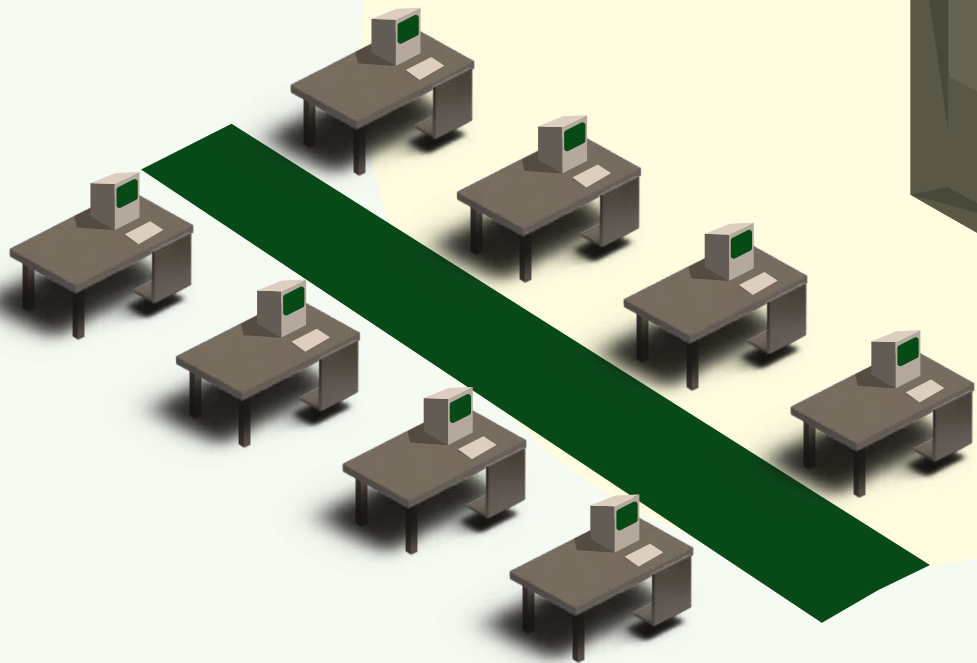
Workplace wellbeing revolves around creating an environment where employees feel healthy, comfortable, and appreciated. This comprehensive approach encompasses physical, mental, and social facets of health. The physical aspect involves designing ergonomic workspaces, promoting physical activity, and ensuring access to nutritious food options. Mental wellbeing is fostered through stress management initiatives, mental health resources, and a company culture that

encourages a balanced work-life dynamic. Social wellbeing, too, plays a vital role in cultivating positive relationships among colleagues, instilling a sense of inclusivity, and facilitating opportunities for social engagement. The Australian Bureau of Statistics underscores the importance of workplace wellbeing, stating that it not only enhances productivity and minimises absenteeism but also improves employee satisfaction and retention.

“Thinking about wellbeing in broader terms-physical, financial, mental and social really does make sense.”

Jeff Levin-Scherz, Harvard Medical School.





In the time before

In 2010, a staggering 90% of global companies already provided at least one wellness benefit to their employees, as found in a study from the Society for Human Resource Management. Despite this, how prominent were wellness benefits for health employees pre-pandemic? And did the global pandemic push the agenda on the human need for wellbeing support in the workplace?

“So, for me being in public health, we’ve always had what we call the EAP (Employee Assistance Program). But it was never really something that was pushed. Say you’ve got some problems; you speak to EAP. That was the extent of what you got. But in that same space (Covid-19 Pandemic), EAPs turned around! Because then it became a big massive drive in healthcare. They (The Victorian Government) suddenly found that at the start of the pandemic, staff wellness was overlooked, and the EAP services in health services became critical. You know, mental health and general health and wellbeing have jumped in leaps and bounds in terms of resources (post-pandemic).”

Pragasen Pillay

Pragasen's experience in public health is in line with a study from KnoWEwell, an international organisation committed to transforming healthcare; in the wake of the pandemic, companies are hustling to reshape their corporate wellness strategies to cater to the evolving needs of their workforce. They're adopting a more holistic approach to wellbeing, ensuring it encompasses all aspects of health.

“I was working for J&J at the time in 2019. J&J had a very, very strong wellbeing focus, even before Covid.”

Helen Cameron.

Johnson & Johnson (J&J) assessed the impact of their employee wellness initiatives over 15 years. Based on this study, J&J projects that their wellness initiatives have resulted in healthcare cost savings exceeding US\$250 million over a decade.

Helen Cameron continues, “And I left them (J&J) in June of 2020, it was a pretty stressful time that first six months of Covid because we were a surgical device company, and we hadn't turned over a dollar since April. So we were, you know, having to justify the existence of keeping reps and as a National Sales Manager, it was

incredibly stressful. And so, I ended up deciding that I was going to take six months off work. Helen's experience wasn't uncommon during the ambiguous early times of the pandemic. The insecurity of the period pushed many to make hard decisions about their and others' immediate future. In fact, according to the Australian Bureau of Statistics, approximately 2.7 million individuals, which equates to one in five Australian workers, experienced job loss, change or a reduction in their paid working hours in 2020. As a result, people previously supported by a Wellbeing Program associated with their employment no longer had access and were on their own.

“Management at the time took the decision to take one day off a week of everyone with no pay and then were alluding to two days a week. As we worked through that, I thought this was not actually good for morale. This is not good for the company because they were actually working against us.”

Clyde Footman

Work performance

A report produced by Professionals Australia notes that one out of every seven individuals reported a change in their work role during the pandemic. Furthermore, nearly a quarter of respondents indicated that pandemic-induced anxiety and mental distress impacted their work performance.

As Clyde mentions above, work changed rapidly and not invariably for the best, causing employee confidence to slip away and performance to wane. In addition, the COVID-19 pandemic has spotlighted how our jobs affect our health and overall wellbeing. To deepen the comprehension of Clyde's point from a systemic influence point of view is a framework by The Lancet Public Health Journal that provides insight into the different factors that impact health and wellbeing in the workplace. This includes recognising that trends in how we work, and the conditions we work under, have shifted even more quickly because of the pandemic.

The government bodies that look after our population's health, wellbeing, and the economy must ramp up their abilities to keep track of these changes, evaluate them, and respond accordingly.

We must also look at the big picture, where all these factors come together. This means that businesses and workplaces need to consider how all these influences interact with themselves and their employees. By doing so, they can help build more substantial, resilient organisations and workers. This resilience will help us all cope with the constant changes in how we work and stay safe, healthy, and well in our workplaces, even after the pandemic.

The social-political-economic environment during the COVID-19 pandemic and its effects on work and workers

Social-political-economic environment

Globalisation

Country location, supply chain issues, changing consumer demands

Technology advancements

Automation, e-commerce, artificial intelligence, machine learning, robotics

Redistribution of jobs

Emerging jobs and skills, closures and job losses, non-standard work arrangements

Employment and labour patterns

Social and health disparities

Race and ethnicity, gender, education, caregiver status, disability, age, wage

Public policy and health

Data collection and analysis, retraining and reskilling, paid leave, worker protections

Enterprise

Integrated approaches

Participatory organisational policies and practices

Conditions of work

Job demands, job (re)design, social connection and support, work environment, remote and hybrid work

Outcomes

Resilience, productivity, turnover, culture of health

Worker

Characteristics

Demographics, occupation training and skills

Safety, health, and wellbeing

Thriving from work, mental health, burnout, work-home (in)balance, health behaviours



Caring for teams

A recurring theme emerged during the interview among AHSP0 members: the challenge of looking after their teams. Throughout this period, a palpable sense of care and compassion for staff pervaded the discussion, a testament to the group's collective heart. Selflessly setting their own needs aside, each member utilised the resources at their disposal to maintain as much connectivity as possible with their teams. Helen Cameron, Christine Richardson and Pragasen Pillay share their experience of navigating this challenge.

Helen Cameron highlighted her consciousness of the isolation her solo-dwelling team members face in this obligatory era of remote work. Helen shared, "I was very conscious of the guys that were at home alone and working from home. So, it was about taking time and getting them to put their cameras on and talk to me, not about work, but just talk to me. We had a wellness chat every morning. And if you're still in your jammies, we don't care. Just get your camera on because we need to see that you still exist. I've got a lot of single employees in the sales team that don't have partners. They didn't have a significant other, so they were locked up in a house alone. So it definitely changed my management style. It's probably changed my communication style, and it's changed how I do things."

Adopting an empathetic and pragmatic approach, Christine Richardson worked diligently to stay connected with her team and to create an open virtual environment where they could express their worries and concerns. "We booked evening sessions throughout. I must admit that there would be sharing a glass of wine together. I think it really did help in making everybody more comfortable because you don't always know what's happening in someone's private life, whether they have the support they need or what they're going through, you know, difficult family issues or personal issues. So we did everything we could, I think to stay connected."

In the face of the rapidly unfolding health crisis and the shift to a remote work environment, Pragasen Pillay found the transition highly stressful. Engagement with his team required swift adjustments to fit the new isolated, home-based work setting. The pressure was so all-consuming that his family eventually intervened, reminding him to prioritise his wellbeing amidst the chaos.

"We actually had to adapt and change the way we manage. So, first of all, we never put ourselves first. We had our first priority which was our staff to make sure that they were taken care of and they were okay, and whatever we could assist them with that was the priority."

Pragasen Pillay

Caring for managers

While most companies had wellbeing programs in place pre-pandemic, AHSP0 members noticed the rapid change in policies to keep up with the evolving pandemic. For example, Aileen Santos saw a more personalised approach taken compared to the time before when workplace wellbeing programs were available and used at employees' discretion. "During the first year (of the pandemic) the company would make sure you got outside, go for a walk, exercise and different people would call to check on you. Since then, they've actually given us

a wellbeing day now, and we get two thousand dollars every year to put towards our wellbeing." In addition, in a recent survey conducted by Gartner, Inc., organisations that embrace human-centric work models, recognising employees as individuals rather than mere resources, witness a remarkable 3.8-fold increase in high-performing individuals. This highlights the profound impact of prioritising the human element within the workplace, affirming employee wellbeing and engagement's significant role in driving exceptional performance.

Work-life balance

In line with a survey by the job-search platform Indeed in late 2020, almost half of the participants expressed that the boundaries between their professional and personal lives have become increasingly indistinct. Aileen Santos explains, "Prior to 2020 no one really worked from home. Prior we were going hospital to hospital for (sales) appointments and then all of a sudden that stopped and we had to change. It was just a lot of training through 2020, training, training, training. Customer calls were all on the phone and, you know, non-stop."

When considering the stress imposed which managing teams through the pandemic played, especially when working from home blurred the lines between where work started and ended, Pragasen Pillay noticed that his perspective on work-life changed from how it used to be to how it needs to be and began to advocate for his team on their behalf.

"I looked at people differently, looked at things differently and actually looked at processes that were in place. You know, the first thing that comes to mind now is; Does this (activity) benefit my employees? Does it really benefit my staff? Whereas in the old days, it was, you know, you go to work, this is your job, you get paid to do your job. You go (to work) and do your work and go home. You know, that's no longer the case."

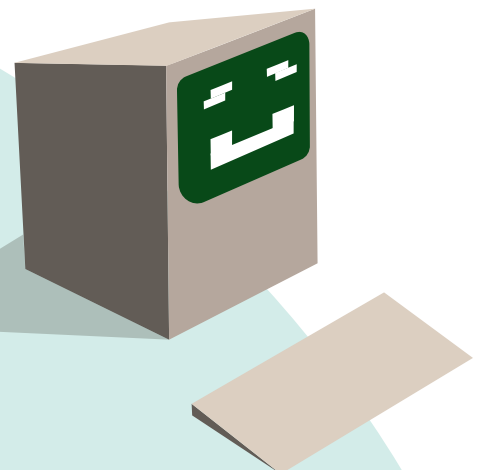
Pragasen Pillay

Productivity

In this globally strenuous period, maintaining employee engagement tested the mettle of even the most experienced managers. Yet, amidst these challenges, pursuing productivity from home remained a crucial objective. Businesses and corporations emphasised this productivity goal, understanding its significance in maintaining their financial stability. A study from ANU (Australian National University) estimates a loss in production over the pandemic period of \$47.0 billion, equating to an average loss of 67.4 hours per working Australian. While initially, Aileen Santos found adapting her role to work from home was stress-inducing, now she has seen its benefits. "I was stressed out; most of the time (during the early pandemic period), I was working really long hours. I was getting emotional and things like that while trying to adapt to working at home. (But) the productivity of working

from home wasn't a big deal because you know you work from home; you go out to the hospital and come home. So I've essentially always worked from home. Although (being) in front of the computer for hours, and hours, and hours, and hours was new. And then feeling like, I couldn't take a break because if I did, and there's like 10,000 people ringing you. I actually felt like I was more productive. Because I can act on things faster. I find that even now I can act on things faster being in front of the computer rather than travelling around."

Speaking further on productivity during lockdowns, Clyde Footman felt the ground anchoring stresses on his team negatively affected productivity. For Clyde, the pressure of being unprepared for a pandemic and working in health put into sharp perspective on what productivity really meant. "I actually don't know



how productive we really were (during the pandemic). We were chasing our tails. We were getting from 25 phone calls a day to 120 phone calls a day or more! We're working from seven o'clock in the morning till sometimes, even ten at night. I'd have my breakfast, lunch and dinner in front of my computer. We did deliver where we could on what would be needed, but I think for me, what was probably profound was how unorganised and how unprepared we as a country were (for a pandemic).

"I was getting something like 300 phone calls a day on my phone."
-Aldo Santo. Can you imagine receiving 300 phone calls in a day? In the current era of texting, video chat, and instant photo replies, that number of calls is overwhelming to even the most

seasoned communicators. To break that number of calls down over an eight-hour (usually much longer for Aldo) work day, that's 37.5 calls per hour without a break or one-and-a-bit calls every two minutes, and that's only if each call was under two minutes in duration; which it likely was not. Consider this staggering workload, with contemplation for physically delivering products that health services desperately needed. Then this story becomes a feat of human brilliance that should not have been allowed to happen. Speaking of productivity, yes, this was a strenuously productive time but at what cost? Aldo was not alone in his plight to service the strained health industry during the pandemic, so it's no wonder burnout and quiet quitting and plain quitting came about, as researched and highlighted by The Age in late 2022.



“It really worries me when I go out (to meetings) that people don’t have the support that perhaps they need in our hospitals. I’ve noticed that clinicians, you know, theatre managers, they’re all having a discussion and saying, and note I’ve known a lot of these people a long time, but they’re saying, I can’t deal with it anymore! I’m so tired. They’re nearly at the breakdown stage. Many people, because they’re the staff that have been around for a long time they’re resigning because they’ve had enough.”

Christine Richardson

Productivity in frontline health

Just as Christine highlights her experience with the plight of frontline health staff, Pragasen Pillay is equally supportive of the notion with his perspective on the burnout situation in our public healthcare system. “The clinical staff are exhausted. They are still exhausted! We are all exhausted, but especially the clinical staff. So what happened was a large portion of nurses and doctors did not want to take the vaccines initially. So they had to leave public health. And you could not get replacements.

And to this day, we still cannot get enough replacements. So nursing staff, who typically should be only working seven hours a day or six hours a day managing four staff and four patients, are now working nine hours a day. What we are finding now is that a lot of the surgeons, the Specialists, and the nursing staff are resigning. They're burnt out. They don't want to walk anymore. They just want to leave!”

Water cooler conversations

A survey completed in 2021 by Businesswire found 43% of us missed- Watercooler chats and office chatter after working at home for the first year of the pandemic.

“One of the things that I have found missing is the water cooler conversation or the coffee conversation. We stopped during Covid. We stopped talking to each other. So those by-chance conversations that you’d have with procurement, or with logistics or with customer service, or finance or as you were going through the office or tea room went away.”

Helen Cameron

Working from home suited many introverts and people who thrived in a quiet, uninterrupted workspace. Productivity came more naturally because there were fewer interruptions and anxiety about the by-chance, sometimes forced office interactions. However, for the more extroverted, human company thriving individuals or those that enjoyed a break from home life who found the desk pop-in a positive information and context-seeking exercise, this element of their day was very much missed.

Pragasen Pillay found the by-chance office chat a sorely missed day-to-day piece of his pre-pandemic office days. "So, you know, just little things like meeting with people in the coffee room or passageway. Those passageway meetings captured a brief window of what was actually taking place within the organisation. You know, you could get the little messages about what's taking place and who's changing, and what we're doing. So I think that was a challenge of missing those things."

Work changes

As Mckinsey noted in a recent study on post-Covid work futures, jobs in work sectors that involve more physical closeness are expected to experience substantial changes in the post-pandemic world. This transformation will likely ripple through other sectors as business strategies adapt accordingly. Speaking on workplace changes, Aileen Santos says, "You have to have a really good reason to be able to go into hospital and see people (now). You now have some meetings in coffee shops. Where you would never meet in a coffee shop before. One of the big changes that happened in our company was that more people were getting promoted across APAC (Asia-Pacific) and being able to do their jobs remotely. I am interfacing with people globally now. You know, that didn't happen before."

Helen Cameron adds that the virtual nature of her meetings is still the same as throughout the pandemic. "Most of my vendor and supplier meetings are still virtual. We forget about time management."

Pragasen Pillay adds that some of our soft skills, such as time management, have waned since moving away from working at home. "With doing a bit of face-to-face, the challenge that we have at the moment is that people seem to forget that we have a face-to-face meeting, and then you've got a virtual meeting back-to-back with it. You don't have enough time to get there. So people are actually forgetting those things."

Wellbeing policy changes

"What might work for one organisation or group of workers may not necessarily be applicable across the board." -AI Group Reflecting on our initial unpreparedness and hasty transition to digital training just to meet, not to mention exceed, work expectations brings a shiver to most. The early, uncharted days of the pandemic can still trigger a pang of unease. Now that each person in the knowledge workforce has gotten a taste of how work life and true flexibility can be, no one wellbeing program solution will fit all. However, looking back on this universally challenging period that everyone weathered in some way, has anything changed? Are we now better equipped to care for the wellbeing of the health industry workforce?


Aldo Santo mentions that he has seen positive and negative changes, from wellbeing care improvements to hierarchical workplace unfairness since the pandemic times. "We do have quality employees, who get on stuff and help people with wellbeing. Every aged care facility has somebody in it to help (with staff wellbeing). HR has been very active on this (workplace wellbeing). Now, I can work from home two days a week, right? But none of my team can (work from home) so I refuse to do it. Only management is allowed to work from home. The people that can do their work from home, and they should be able to work from home, they're not allowed. And that's not fair."

Before the pandemic, the ability to weave personal life events into the workday—a hallmark of workplace flexibility—was a unique benefit enjoyed primarily by remote workers. However, Aileen Santos has discovered that flexibility and wellbeing are closely linked in this new work era.

"Our company has implemented a wellbeing day. So that is a day for you, for your wellbeing (to do) whatever you choose to do. So, that's in addition to anything that's been really important (to you). And then we've got a \$2,000 payment once a year to put towards our wellbeing. They've (Aileen's employer) basically let people decide whether they want to work from homework or from the office. I think ahead, and there may be an expectation of maybe one day a week, but (now) it's up to everyone (how they would like to work)."

Aileen Santos





From Pragasen Pillay's viewpoint, regarding alterations in wellbeing policy for frontline healthcare workers, minor changes have made the most significant impact. These minor adjustments and inclusions have made clinical staff's workdays more pleasant amidst a challenging workplace environment. "I think we've put in a lot more on our EAP (Employee Assistance Program) services. There's been a lot more psychologists out there helping staff get through. The staff wellbeing program has been really great. We've got new things too, especially for the clinical staff. We've been providing lunches for clinical staff and for the evening staff to get dinner as well. So there's been a lot of those things. There's been new coffee machines, and I'm talking about decent espresso machines being put out in, in all of the lunch rooms. There's fruit being provided for all of our staff. It is little small things that (now) take place. Pragasen goes on to discuss the transformations in the work lives of his office colleagues, as well as the thoughtful benefits he has begun offering them to support these changes.

“For me, personally with my team, besides them getting a normal day off every month, I give them a half a day as well each month. Birthdays, I give them a day off too.”

Pragasen Pillay

Clyde Footman delves into the significant changes in his workplace wellbeing strategy and the conscious efforts to prioritise employees' health, safety, and happiness. He shares, "Everyone was offered a discount on the membership (to the gym next door) and things like that. We would supplement some of it (gym membership). So everyone was given an option for that. (In the past) how we had to manage the processing was people would stand next to each other. And then, we had to separate the whole warehouse in such a way as to make sure that everyone had a safe working space. We've implemented independent surveys within our organisation asking questions like 'Tell us what you are feeling', 'Tell us what you need', and 'Tell us where you want to be'. You know, we give them a little bit more flexibility now on their day-to-day. If they've got to do things, then just go and do it. We started staff barbecues, and we're doing that more regularly. We're doing birthdays every month and having cake in the office. I think it's bringing people back together and communicating (face-to-face).

Learnings about Wellbeing

We've gleaned from recent experiences that employee wellbeing is just as crucial, if not more so, than productivity. But how about the wellness of team managers? A study conducted by the National Library of Medicine regarding factors affecting managers' mental health during the COVID-19 pandemic revealed that 31% of managers had received a mental health-related diagnosis at some point. This figure is notably high compared to the general population, and even though the focus is solely on mental health, it's not surprising considering the stressors we've identified in this article. However, learning from adversity is far more beneficial instead of dwelling on the challenges. The learning theme echoed with positivity through the conversations with AHSP0 member interviewees.

"I think when you have to be someone who puts others first a lot. Well, I had to learn to put myself first a bit more. I learned to sit back and look after me, let them (people) worry about themselves and disengage more from the negativity going on." -Aileen Santos

"That I need to take care of my wellbeing as well. There's a time when I break down, when I can't manage. And I'm going to take time out. To get myself going again. I make sure that I try to get some time for myself, every day." -Pragasen Pillay

"I think if I were to sum it (what I learned) up in one word would be 'environment'. And I think, you know, we forget how important our environment and how significant that is in our life. When I expand on that, it's talking about, you know, the stuff (we missed) during the lockdowns like going out for dinner and friends. You missed out on the environment you were used to all your life. It's that environment, that changed and why our mental wellbeing changed." -Clyde Footman

"One thing I learned is to listen more. And really be more understanding of their (staff's) problems. Rather than just worrying about my problems." -Aldo Santo

These candid reflections show that the shift in circumstances triggered by the global pandemic has brought about personal transformation from learning

to prioritise personal wellbeing, enhancing empathetic listening, and the importance of sociability. We've all learned and evolved in unique ways. So as we continue to adjust and grow, let's remember to carry forward a learning and growth mindset to capture whatever positives adversity can throw our way, personally and professionally.

So while we've discussed the improvements and changes in workplace wellbeing practices for health professionals, the most profound discrepancy was for the frontline clinical staff going non-stop without time to pause and take in what was happening in the surrounding imploding world. They were involuntarily in constant survival mode, crossing the threshold of exhaustion early on in the pandemic, only to realise that they had to keep going because no one was coming to save us. We had to save ourselves, and they were part of the health force tasked with caring for everyone in their collective anguish.

Countless work and home life scenarios played out in one way or another during the pandemic. But through it all, work still had to remain at the top of people's overwrought minds because there were responsibilities to nurture and, most importantly, people to care for. And not just physical care was required, but in-depth mental compassion. So there were limitless people-centric scenarios, all with infinite complexity, that managers and companies had to traverse and evolve policies and programs to ensure their employees stayed judicious.

It's a safe assumption that none of us were prepared for 2020 and the following years. Instead, we were all managing our minds in the soupy mix of unknowns as best we knew how. All the individual pandemic stresses rolled up created a wild blend of mental and physical health challenges for companies, governments and individuals to digest and create helpful, supportive solutions. But through it all, having a compassionate work colleague, company or boss on your side was the single anchoring presence for many of us.

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Work and worker health in the post-pandemic world: a public health perspective - The Lancet Public Health

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5 Key Trends That Make Well-Being Programs Effective

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What's the Hard Return on Employee Wellness Programs?

Employment impact of COVID-19 Report - ABS

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Employment impact of COVID-19 Report

Gartner Research Shows Human-Centric Work Models Boosts Employee Performance and Other Key Talent Outcomes

Tracking outcomes during the COVID-19 pandemic (October 2020) - Reconvergence ANU Centre for Social Research and Methods

Don't Zoom in Too Close: 30% of Us are Wearing PJs in Work Meetings, Some No Pants at All! | Business Wire

Why the great resignation and quiet quitting are not just trends

The future of work after COVID-19 | McKinsey

Fresh support for employers to lift workplace wellbeing | Ai Group

Predictors of managers' mental health during the COVID-19 pandemic - PMC

Ensuring Risk and Compliance Management Excellence in the Health Sector

A project review from Benetas and LinkSafe

WORDS BY FRANK FERRARA AND SHANNON COULSON FROM LINKSAFE
WITH DEBRA BIRZNIKS



The healthcare industry is understandably a heavily legislated environment. There's a lot at stake, after all. With a high level of legislation comes a high level of risk and compliance management, and if you're reading this, then you'll know how challenging it can be to stay on top of everything.

With as little as 48 hours notice, we need to be able to report on and demonstrate that we're on top of our risk management and compliance for a range of metrics. So when it comes to managing compliance, how many of us in the procurement sector are still using paper forms or spreadsheets?

Be honest.

Despite being such a heavily regulated industry, across the health and aged care sector, there is a huge discrepancy in how we monitor and record compliance. Large organisations may be getting lost in the depths of layers upon layers of process, while smaller organisations may be using a patchwork quilt of informal record keeping. So, how do we address the challenge of performing our due diligence, maintaining accurate compliance and doing it all more efficiently?

Digitising and standardising compliance and risk management is a great step forward. But it needs to be done in a considered and well-thought-out way. At Benetas, we recently partnered with LinkSafe to deliver a powerful new risk and compliance application. Here are the key things we learned from the project.

The difference between good and great software.

It's not as simple as buying a software licence and logging in. Businesses looking to fundamentally transform their risk and compliance management must consider several critical factors.

Workflows – you'll need to establish a register of all the critical compliance processes your business undertakes to understand the baseline of your requirements. Once you understand what you're working with, you can begin prioritising the processes to digitise.

Integrations – connected with an understanding of your current workflows, and knowing what other applications your new software will need to talk to. Do you need to draw compliance forms



Benetas recently partnered with LinkSafe to deliver a powerful new risk and compliance application.

from somewhere or automate regular spreadsheet uploads into your new system? Establishing these requirements will help you scope what's possible and what needs to be prioritised.

Users –there's nothing more frustrating than software that overlooks the needs of its end-user. Out-of-the-box software often alienates its users by not being intuitive and forcing unnecessary steps into existing processes. Involving end users in the scoping and testing process will help you identify problem points and potential improvements before it's too late. Not only that, their involvement will build you a core team of champions to help advocate as you roll out your new digitised process.

Information accessibility – for our project, we needed a centralised repository for storing and managing compliance requirements, ensuring that all relevant standards, regulations, and guidelines are easily accessible and adhered to. This greatly streamlines the process of maintaining compliance, reducing the risk of regulatory violations and potential penalties.

These are just the basics, but without properly addressing them, your new software investment could cause more issues than it solves.

Despite being such a heavily regulated industry, across the health and aged care sector, there is a huge discrepancy in how we monitor and record compliance.

Managing risk - there is no one size fits all.

One thing we discovered as we progressed through our project was that our business was spending inordinate amounts of time managing risk and compliance for all suppliers based on the same risk profile. That is, we treated the subcontracting healthcare workers with the same risk profile as the supplier delivering office supplies. Now, while this obviously ensures you're maintaining an incredible level of compliance, it's also extremely burdensome.

Working with LinkSafe, we were able to categorise our risk management policies and process to create specific compliance requirements and risk profiles for different types of suppliers. This not only reduced the burden on our team but made compliance far simpler for our suppliers, meaning greater adherence to requirements.

Find the right partner

For this project, despite some early setbacks, from which we learned, LinkSafe was the perfect partner with deep experience in compliance across various industries and the process to translate that into the healthcare sector.

LinkSafe addressed the unique risk and compliance challenges faced by the health sector and put in place a comprehensive framework that allowed us to identify, assess, and manage risks effectively. The LinkSafe team quickly understood our risk and compliance matrix and how critical an aspect it is for healthcare operations.

When looking for the right partner, experience in healthcare is obviously important. However, don't underestimate the benefits of seeing things from an outsider's perspective. You'll be surprised by what you can learn and apply to our industry. LinkSafe brought its broad experience and quickly got up to speed with the health and aged care industry to deliver a powerful solution.

Project management: be the mortar between the bricks.

The project management approach taken by LinkSafe further enhanced the quality experience for us. The team helped us establish clear project goals, define project tasks, and assign responsibilities to individuals or teams. This structured approach reduced internal management efforts and enabled us to be well-coordinated, bringing in the right people at the appropriate times. All while accountability is maintained throughout the organisation.

A learning callout: As procurement leaders (and project managers), you'll need to manage stakeholders at every level through a project like this. From suppliers to internal users, through to finance and senior management. You'll need to put your faith in the experts and focus on smoothing the lines of communication and process between everyone. In other words – be the mortar between the bricks! This will give your project every chance of success and help you build a solid foundation (pun intended) for your risk and compliance management into the future.

Make sure you have the right support.

One of the critical factors hitting the ground running from launch is customer support and training. The LinkSafe application offers comprehensive training materials and resources to ensure that organisations like ours can effectively utilise all the risk and compliance management features. Post-launch, we also had access to their customer support team to address any queries or concerns, ensuring a seamless experience throughout the implementation process.

For Benetas, digitising our compliance has been a game-changer when it comes to managing risk and compliance requirements in the health sector. Our new software gives us a comprehensive framework to effectively identify and mitigate risks, maintain compliance with regulations, and ultimately enhance patient safety and operational excellence. LinkSafe has been an outstanding partner to work with and is highly recommended for your next transformation project.



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Things you should know: Conditions, credit criteria, fees, charges, eligibility criteria and exclusions apply. **Corporate Partners bonus \$1K new purchase or refinance cashback:** Apply between 1 August 2021 to 31 August 2023 and settle by 30 November 2023. Min loan amount \$250k and no LVR requirements. Offer available to Corporate Partners' members and employees. Eligibility of the primary applicant must be confirmed at the start of the application. Offer may be varied or withdrawn at any time. Offer available for Owner Occupier with Principal & Interest repayments and Residential Investment Loans (Principal and Interest & Interest Only repayments). Advantage Package (\$395 annual package fee and T&Cs apply) and Basic Home Loans. Only one \$1,000 bonus new purchase or refinance cashback will be paid for the first application. Excludes Owner Occupier Interest Only, loans originated through a mortgage broker, introducer, paid referrer (Mortgage Alliance), residential lending originated under family or company trusts and refinances within Westpac Group. The cashback will be paid into an open Bank of Melbourne transaction account within 60 days of settlement. This account must be in the same name as the home loan account (for joint home loans, the transaction account will need to be in the same joint names) and linked for home loan repayments to be direct debited from this account at settlement. Advantage Package Terms and Conditions apply. A \$395 annual package fee applies and is payable from an eligible Bank of Melbourne transaction account. Before deciding to acquire a Bank of Melbourne transaction account, read the terms and conditions, and consider if the product is right for you. Tax consequences may arise from this promotion for investors and customers should seek independent advice on any taxation matters. 'QR Code' is a registered trademark of Denso Wave Incorporated. Credit provided by Bank of Melbourne - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

23043/0323

How Closed System Transfer Devices Can Help Us Take Better Care Of Our Healthcare Workers

Is your hospital using one of the safest Closed System Transfer Devices (CSTD) available on the market today? Are you protecting your healthcare workers from unnecessary exposure to hazardous drugs?

ADVETORIAL BY PARAGON CARE

EQUASHIELD® is one of the safest closed systems transfer devices on the market today due to the unique closed-back syringe unit.

Let us tell you why EQUASHIELD® is now the leading Closed System Transfer Device in the USA.

The innovative design from EQUASHIELD® makes it the only CSTD system to prevent syringe plunger contamination by hazardous drugs, a significant route of exposure during routine drug preparations and IV pushes.

EQUASHIELD® Compounding Technologies is a leading provider of state-of-the-art Closed System Transfer Devices (CSTD) for safely handling hazardous drugs. Dedicated to providing a simple and elegant design that is also unparalleled in safety and ease of use, EQUASHIELD® has created a family of products designed to protect healthcare workers – primarily compounding pharmacists and oncology nurses – from the health risks associated with exposure to hazardous drug residue and vapours when preparing and administering chemotherapy treatments.

The EQUASHIELD® product portfolio includes a wide array of closed syringes and adaptors for accessing vials and IV bags in the pharmacy, as well as a selection of connectors and tubing sets for nursing and the EQUASHIELD® PRO.

EQUASHIELD® Closed System Transfer Device – A Proven Closed System

The EQUASHIELD® CSTD portfolio offers a wide range of closed-back syringes and adaptors accommodate any drug vial along with a selection of connectors and tubing sets compatible with all IV infusion bags.

An overlooked route of exposure is the back end of standard syringes. Studies show that hazardous contamination and vapours are found when using standard syringes in drug preparation and administration.

Unlike standard syringes, the EQUASHIELD® syringe has an encapsulated metal syringe plunger rod.

The back of the syringe is completely closed. This prevents hazardous vapours from leaking through the back of the syringe and prevents the risk of a spill or exposure to the healthcare worker.

The syringe is filled with factory sterile air therefore allowing sterile air to be used to equalise the negative pressure in the drug vial during the compounding of chemotherapy.

The EQUASHIELD® system has an ONB clearance from the FDA. The ONB data confirmed that a drug can remain sterile in the drug vial with an EQUASHIELD vial access device in situ on the drug vial for up to 7 days. This allows the pharmacist to “vial share”, potentially saving the hospital thousands of dollars per year on their pharmaceutical spend.

EQUASHIELD® Pro Automated Pharmacy Compounding System

Working in tandem with the EQUASHIELD® CSTD, the EQUASHIELD® Pro – the first CSTD-enabled automated compounding system – is also designed to prevent the escape of hazardous drug vapours and drug residue during the compounding process.

The Pro can be used for both high throughput patient-specific dose preparation, as well as batch compounding. Equipped for both tasks, it can store over 50 syringes and 70 drug vials, allowing it to produce more than 60 individual doses per hour. It also offers medication error control by using verification software for each dose and can detect any bubbles in the syringe, which could result in inaccurate dosing. The Pro’s factory-style line-up is housed in a machine comparable in size to standard biological safety cabinets.

For more information about EQUASHIELD® Compounding Technologies’ award-winning CSTD and the EQUASHIELD® Pro automated compounding system for cytotoxic drugs, and to find out how we can help keep your pharmacy teams safe when compounding hazardous drugs, contact us at customerservice@remsystems.com.au or 1800 737 222.



Fact #1

Standard syringes
DO NOT protect
against back-end drug
exposure, Even when
connected to a CSTD.

Fact #2

EQUASHIELD® DOES.



An overlooked route of exposure is the back end of standard syringes. In fact, studies show that hazardous contamination and vapors are found when using standard syringes in drug preparation and administration.

EQUASHIELD® offers the only CSTD solution with the closed-back syringe proven to prevent syringe contamination and vapor escape, covering all potential routes of exposure.

The following are links to the relevant studies:



University of
North Carolina



University Hospital
Leuven Belgium



University of
Kentucky



Karmanos
Cancer Center



Cancer Center r
Le'on Be'rrard Lutte

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* Data on file at EQUASHIELD®.

Education Update

WITH DEBRA BIRZNIKS

Debra is currently Procurement Transformation Manager at Benetas. She also works as a leadership and mindset coach and serves on the AHSPo Executive Committee as the Education Officer

Well, after a hiatus as education officer, I'm excited to be back in the fold. Education and personal development are a huge part of who I am and my career. So it feels like a natural fit to be back setting an agenda for our members to learn and grow through... The committee has been working hard behind the scenes to revamp our education offerings, and we have exciting things planned for the rest of 2023.

We've partnered with leading professional development consultants Arc Blue to deliver a huge range of learning modules specifically for the procurement profession!



Who are Arc Blue?

ArcBlue was founded in 2013 by Managing Directors Chris Newman and Dan Fielding. Chris and Dan are experienced procurement professionals and are passionate about the opportunity that procurement offers to support organisations to achieve more.

ArcBlue has 6 specialised practices – Advisory & Change, Capability Development, Procurement Technology, Social & Sustainable Procurement, and Project Resourcing, plus the specialist search and recruitment firm operating across Asia, ArcBlue Search.

New-look Probity Training

We're working closely with ArcBue to update our probity training course. The course is designed to be interactive and engaging and will provide an overview of the key probity principles that apply to anyone involved in procurement activity. Topics will include what probity is and why it is important legislative and organisational probity requirements, and the key probity principles.

Additional e-learning modules launching soon

In addition to our revamped probity training, we are exploring other learning modules through ArcBlue. There are around 30 modules we'll look to fund or partially fund, ranging from procurement essentials to supplier management and an introduction to contract law. We're confident these new learning modules will benefit everyone, from new starters in procurement to seasoned veterans. All modules will be delivered online, perfect for when you have a moment to spend on your own development.

This is just a snapshot of what we have in store for our educational opportunities, and I can't wait to speak to you all at Conference 2023 with an update on our planning progress. If you have any questions before then, please don't hesitate to reach out to me – I'm always open to feedback and suggestions on how we can keep improving our programme.

Social Pages

AHSPO CONFERENCE 2022

Did you make it to last year's Conference? To get revved up for Conference 2023, let's have a look back at last years event.







Conference Programme

33rd Annual Conference
16-18 August, 2023

Wellbeing in the Workplace:
Be the Change.



Welcome to the 33rd Annual AHSP0 Conference

Wellbeing in the Workplace: Be the Change.



To our valued members and industry partners, I approach our 2023 Conference with a great sense of hope and excitement. After returning together in 2022, we meet again this year reflecting on how much our profession has evolved in such a short period of time.

Conference 2023 will focus on Wellbeing in the Workplace, an important and relevant topic. For procurement leaders, wellbeing was pushed to the limit during the past three years as our profession supported the wonderful frontline healthcare workers taking care of our nation.

So, it's timely we come together to look at how the concept of wellbeing has evolved from traditional measures, what strategies and tactics our profession employed to keep delivering while still looking after ourselves.

Complementing our corporate speaking sessions and trade show, we have some outstanding keynote speakers in Sports and Exercise Scientist Olly Bridge, and media personality and executive coach Jo Stanley. Both speakers will explore wellbeing and you'll no doubt take much from their sessions.

There's much to look forward to, and I can't wait to see you all.



Aldo Santo

President
AHSP0 Incorporated

Wednesday 16th August

Session One

2:00pm – 5:30pm

Delegate and Corporate Registration

6:00pm – 6:25pm

Welcome Reception

President of AHSP0, Aldo Santo and Chief Executive Officer of South West Healthcare, Craig Fraser

6:25pm – 6:30pm

Diamond Sponsor Address

Short Address from our Diamond Sponsor, **Ultra Health Medical**



6:30pm – 9:00pm

Exhibition Reception & Exhibition Opens

Proudly supported by our
Gold Sponsor **Kimberly-Clark Professional**



9:00pm

Close of Exhibition and Day 1 program



Conference Venue

Welcome to Mantra Lorne

We're excited to return to Mantra in Lorne for this year's conference. From humble beginnings as the oldest guest house in Victoria, Mantra has grown to take in 12 acres of beautifully landscaped gardens and holds the only beachfront property in Lorne. Ideal for conferences, Mantra can host up to 500 delegates in the convention space, while the main lawn was the perfect setting for our wonderful gala evening in 2022.

Delegates staying at Mantra can enjoy some of the best facilities on the Surf Coast and take in the ocean breeze before taking the short stroll to breakfast and the days activities. This year's wonderful venue will no doubt help us get inspired, motivated and most of all enjoy Conference 2023.

Thursday 17th August

Session One

6.00am – 8:30am

Breakfast in the dining room for all in-house guests

8:30am – 8:50am

Welcome

President of AHSP0, Aldo Santo

8:50am – 9:00am

Platinum Sponsor Address

Short address by our Platinum Sponsor, **Coregas**



Thursday 17th August

Session Two

9:00am – 10:10am

Keynote Speaker

Olly Bridge

Sport and Exercise Scientist

Proudly supported by **Ecolab Healthcare**



Followed by

Suppliers Magic Minute presentations

10:20am – 10:50am

Break out – Morning Tea

Proudly supported by **Symmetry Surgical**



Thursday 17th August

Session Three

10:50am – 11:20am

Rochelle Lake

How to Recycle Incontinence Pads

Head of Marketing – B2B – Essity Australasia

11:20pm – 11:50pm

Lisa Rashleigh

Maintaining Professional Wellbeing

Bendigo Health

Followed by

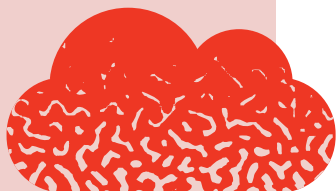
Suppliers Magic Minute presentations

12:00pm – 1:00pm

Break out – Lunch

Proudly supported by **Keystone Healthcare**





Keynote Speaker

Olly Bridge

Thursday, Session Two, 9:00am

Olly has 25 years of health and wellbeing experience, he served as an Executive Director of the Workplace Health Association of Australia (WHAA) and during his time as Head of Health and Wellbeing of an ASX listed company the organisation was awarded the AHRI's Martin Seligman Prize for Best H&W Program.

Olly's mission is to help organisations 'Build a Bridge' to a future where employees leave work healthier and happier than when they arrived. Sports science has shown us the way to get athletes to perform at their peak, now we can use these learnings for the Corporate Athlete.

Proudly supported by
Ecolab Healthcare



Thursday 17th August

Session Four

1:00pm – 1:30pm

Anne Wright

How Western Health supports Wellbeing in the Workplace

**Director - Organisational Culture and Leadership Development,
Workforce Wellbeing and Strategy - Western Health**

1:30pm – 2:00pm

Debra Birznieks

Overcoming the overwhelm and being stuckness

Strategy, Infrastructure & Housing - Benetas

2:00pm – 2:30pm

Narelle Rogers

From surviving to thriving at work: Adopting a systems thinking approach to wellbeing

ANZ Rail Systems Operations Lead – Jacobs Solutions

2:30pm – 3:00pm

Maureen Walsh

Leading And Promoting a Mentally Healthy Workplace

Manager Learning and Development – mecwacare

3:00pm – 3:30pm

Break out – Afternoon Tea

Proudly Supported by **Reynard Health**



3:00pm – 4:15pm

AHSPO – Past, present and future Q+A with the association

A presentation and Q+A with the AHSP0 team -

a look back and reminisce, an overview of where AHSP0 is today,

and a Q+A session of where we are going next.

Proudly supported by **Livingstone International**



4:15pm – 4:30pm

Annual General Meeting

All welcome to attend

6:30pm – 7:00pm

Pre-Gala Drinks

On the lawn in front of the Gala Marquee

7:00pm – 11:00pm

Thursday Night Gala – Conference Dinner

Proudly supported by our Platinum Sponsor **Coregas**



Keynote Presentation

AHSP0 – Past, present and future Q+A

Thursday, Session Four, 4:15pm

Continuing on from the brilliant retrospective session last year, our panel of Association Veterans will reminisce about the good, the bad and the fun times. The session will also include an open Q&A so remember to bring your best questions. Put Aldo and the committee to the test!

Proudly supported by **Livingstone International**



Proudly supported by
Livingstone International

Meet Our M.C.

Emily Rice



Award winning journalist

Emily Rice is an award-winning senior journalist and presenter with over 20 years' experience in Australia and internationally. This is her third AHSP0 Conference as our M.C.

Proudly supported by our
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Thursday Night Gala Dinner



What Makes → You ← Happy




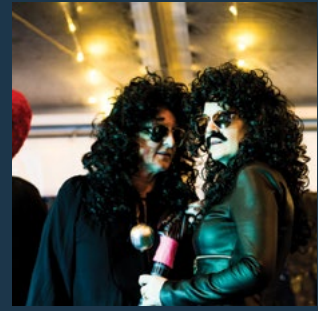
Presented by our
Platinum Sponsor Coregas



OUR CHARITY FOR 2023
LAZARUS COMMUNITY CENTRE

The Lazarus Centre is a place for people to feel safe and welcome. Somewhere where they can take a shower, wash and dry their clothes, have a light lunch, participate in activities, meet with volunteers and receive support from specialist homelessness staff.





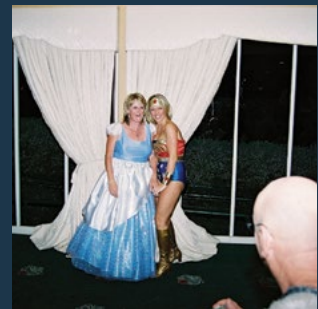
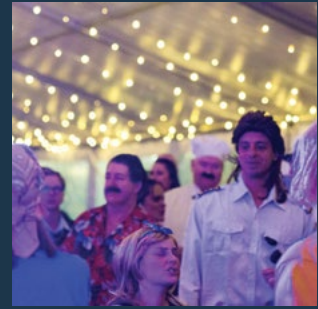
\$5 or more entrance fee donation.
Monies collected will be donated to The Lazarus Community Centre Geelong

Live music from Lorne favourites – The Vulkans

A singer once said ‘don’t worry, be happy’, and in the spirit of wellbeing that’s what this year’s Gala Evening is all about! Happiness means something different to everyone, so our fancy dress theme is ‘what makes you happy’.

It could be dressing up as a giant hotdog, or wearing your team sports kit - whatever happiness means to you, embrace it! As always donations will be accepted on the night and all proceeds will go to our local charity, the Lazarus Foundation and Community Centre.

Donations will be accepted via EFTPOS at registration on Day 1.



Friday 18th August

Session One

6:00am – 9:00am Breakfast in the dining room for all in-house guests

9:00am – 9:10am **Local Charity Speaker**
Lazarus Community Centre Geelongus Community Centre



9:10am – 10:10am **Neil Rodaway**
HealthShare Victoria's Strategy, as applicable to our health service customers and suppliers.
CEO HealthShare Victoria

10:10am – 10:30am **Shelley Jackson**
Driving medtech manufacturing growth in partnership with health
Director, Australian Medtech Manufacturing Centre
Department of Jobs, Skills, Industry and Regions

Followed by Suppliers Magic Minute presentations

10:35am – 11:00am Break out – Morning Tea
Proudly Supported by **The Lekker Agency**



Friday 18th August

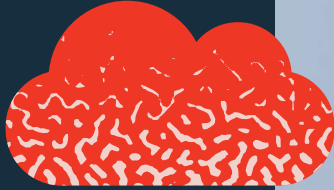
Session Two

11:00am – 12:00pm **Closing Keynote Speaker**
Jo Stanley
Australian Icon
Proudly supported by **Aidacare**



12:00pm – 12:20pm **Closing Address**
President of AHSP0, Aldo Santo

12:20pm – 1:00pm **Lunch "On the Go"**
If you need a packed lunch, please make sure you have booked at the Conference Registration.



Closing Keynote Speaker

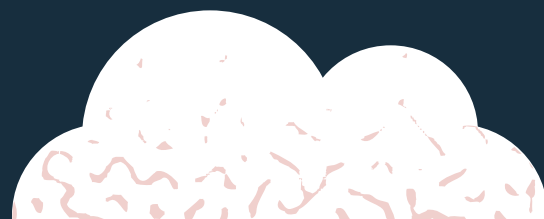
Jo Stanley

Friday, Session Two, 11:00am

Born and raised in Melbourne, Jo Stanley rose to fame in 2003 as one half of The Matt and Jo Show, the hilarious and heartwarming breakfast radio duo on Fox FM. Together with funnyman Matt Tilley, Jo enjoyed 10 successful years of breakfast radio—at their peak, the duo was the most listened-to radio show in the country, with a whopping 6 years at Number 1.

Jo is a qualified and accomplished 1:1 Executive Coach, certified by the Institute of Executive Coaching and Leadership. She has been coaching for 4 years, and brings her experience as a leader in the media industry, as a post-graduate in management studies, and as a mindfulness advocate to each session, allowing her to be creative with her coaching Approach.

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Secret Wine Business



Welcome to my Secret Wine Business article for this pre-conference edition of the AHSPO Journal for 2023, in which I will review a wine from John Gehrig Wines, who genuinely believe in what they do.

WORDS BY PETER LACK

How else do you explain this statement from them:

“If you love a winery with history, then John Gehrig Wines is for you!”

So, when you investigate it, John is a fourth-generation winemaker who established the vineyard & winery on the banks of the King River, Oxley, in 1976, only minutes from the Milawa Gourmet Region. John’s son Ross then took the challenge of guiding the next winemaking generation of Gehrigs to craft fine wines.

Ross is obsessed with producing the best grapes to produce wines of distinction that will pay homage to this iconic Northeast Victorian winery. In 2011, the allure of returning to John’s original birthplace – Rutherglen – was too strong; thus, Ross, with his wife Meghan, expanded to a new vineyard and cellar door site in Gooramadda (east Rutherglen).

The wine wasn’t at the site that I tried, and bought the wine that I am reviewing at their Oxley cellar door.

The wine is an interesting blend with an even more intriguing name, GROWLER.

As the colder months approach, the call can be for a red that’s equally deep in flavour and intensity. The GROWLER is a Cab, Durif, and Shiraz blend; for me, it’s the perfect drop you need for this winter. The Durif, blended with the Cab & Shiraz, retains all its colour, muscle and power and does strange things to people.

The winemaker writes, “The GROWLER is a simple but lovable beast, its strong, robust and has been known to entertain well with hearty meats, hard cheese & talkative friends over a long night.”

To me, it seems to excite a passion for this wine. For some, it is the blending of the three-wine variety that makes it worth drinking. For others, it's an all-out attack on the senses.

It's a heavier style of red wine that the winemaker Ross produces from their Rutherglen-grown fruit.

As stated earlier, we had our first tasting back in April at the Oxley Cellar Door, but since then, I have shared this wine with several friends who have all enjoyed it. Most recently, on a cold night in Anglesea with our neighbours, over a lovely meal of slow-cooked beef cheeks and perfectly accompanied by creamy mashed potatoes. There were only great reviews on both the food and the wine.

Accompany: Enjoy with your favourite meat dish (the Gehrig family's favourite is slow-cooked lamb shanks) or hard cheese.

Available: Order online via johngehrigwines.com.
Or do yourself a favour and take a lovely day or weekend drive up to Oxley, Beechworth or Milawa and get some from the cellar door.

And remember, keep the comments coming... as you know, I always say, the only thing better than drinking the wines is to be able to talk to someone about them!

One of those people whom I really enjoy talking to about wines is Liz Graco. I owe Liz a BIG apology, as I promised to review a wine she recommended. As I have not had the opportunity to taste it yet, I will ensure I do soon so it's reviewed for the next AHSP Journal edition.

“GOOD QUAFFING”

PETER LACK

Life Member & ILG Advisor

As the colder months approach, the call can be for a red that's equally deep in flavour and intensity. The GROWLER is a Cab, Durif, and Shiraz blend; for me, it's the perfect drop you need for this winter. The Durif, blended with the Cab & Shiraz, retains all its colour, muscle and power and does strange things to people.

Who Am I?

GUESS THIS PROMINENT AHSPO MEMBER

Our experiences, values, and aspirations shape the answer to this question. I am a nurse turned healthcare executive, and my journey provides a compelling example of how a professional identity can evolve. My profile offers insight into an unusual career trajectory, skills, and alternative achievements.

I started my career as a nurse working in A&E, Theatre and Cardiac Cath Labs across various public and private hospitals before transitioning into healthcare administration.

With an absolute passion for developing myself and others, I updated my skillset with each significant role change. My journey from a clinical role to a leadership position demonstrates the importance of ongoing learning, strategic thinking, and adaptability in today's rapidly changing healthcare landscape.

My experience in procurement and supply chain management has been diverse and challenging. Generally cast in transformation roles, I have served as a strategic sourcing manager and a procurement consultant, working with various companies to improve their procurement processes and maximise cost savings.

Proficiency in procurement and supply chain management is an essential asset, given the critical role that procurement and supply chain play in the success of businesses. A procurement manager's ability to develop and implement effective sourcing strategies, negotiate contracts, and manage supplier relationships can contribute to the success of numerous organisations, especially in health.

Outside of work, I commit to helping others and supporting their personal growth through my alternative roles, first as a crisis counsellor providing support to individuals amid significant personal challenges and now as a leadership and mindset coach helping individuals and teams develop the skills and mindset needed to achieve their goals. My authentic and get-real approach emphasises self-awareness, communication, and goal setting, assisting others to achieve personal and professional growth.

Overall, I have been blessed with a breadth of experience across many roles in health, coupled with a desire to drive change and inspire others, and highlights the value of a versatile skill set in today's dynamic business environment. My journey serves as a reminder that Personal and professional growth requires an ongoing commitment to learning, adaptability, and a willingness to take on new challenges. It helps if you have a good sense of humour.

Who am I? Find out in our next edition.



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865 Mountain Hwy
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E. info@fsg.com.au
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