

AHSPO

Journal



Association of Healthcare Supply and Procurement Officers

January 2023

The AHSPO Journal. The Voice of Procurement.

2022 AHSPO Conference

The Conference Wrap-Up

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JANUARY 2023



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regions.



Snapshots



Westmead Hospital Embraces Training Technology

Set to open in 2023, the new training ward at Westmead Hospital will use the latest in Artificial Intelligence and Virtual Reality to train students. In the 16-bed simulation ward, medical and nursing students will train for high-risk scenarios using lifelike manequins which 'speak' and 'breathe' through the power of AI.

Nursing students will be specially trained to cope with aggressive patients through virtual reality using the Code Black App - an award winning simulation application. The virtual reality tools will also enable clinicians to develop team leadership skills in advanced life support (ALS) responses for cardiac emergencies.

The facility is being developed in partnership with the university of Sydney as part of a \$10M investment in the next generation of healthcare students.

Snapshots

Businesses Slow to Adopt Automation says SAP

A recent SAP report explored the emergence of automation in supply chain businesses, and looked at the difference between aspiration and implementation. They found while 89% of supply chain leaders believed automation was important, the vast majority, some 75%, were only partly automated.

In light of the COVID-19 pandemic, the report revealed that 51% of supply chain and procurement professionals believed resilience was a key driver in adopting automation in the future. “With recent world events it’s no surprise supply chain resilience is top of mind for businesses worldwide,” said Mark Vigoroso, Chief Content Officer at SAPinsider.

The report also explores how a pragmatic approach to digitising processes and generating accurate and contextual data can be key to confident decision making during uncertain times. You can read the full report on [Supplychaindigital.com](https://www.supplychaindigital.com).

Australian Unity Buys Aged Care Homes for \$220M

Australian Unity’s property arm has bought nine South Australian aged care homes from Bolton Clarke in a \$220 million deal. The sites – eight in metropolitan Adelaide, and one in Victor Harbor – are 95% single rooms, and increase Australian Unity Healthcare Property Trust’s (AUHPT) South Australian exposure to 11 sites and its total aged care portfolio to 22 homes; Bolton Clarke will continue to operate the nine homes under a minimum 20-year lease back arrangement.

The market, according to Australian Unity is strong. Within the next five years it expects 60,000 to 80,000 Australians to turn 80 every year. So, given these population shifts, and increasing demand, the investment is a sound decision.

According to CEO of Bolton Clarke, Stephen Muggleton, services will not change at all in South Australia for residents or employees as a result of the deal.

New Melanoma Vaccine a Game-Changer

A world-first melanoma mRNA vaccine which personalises treatments for patients may put an end to melanoma as a “death sentence”, according to Australian experts. The Phase II clinical trial of the melanoma treatment involved 157 patients with stage three or stage four melanoma whose tumours had been surgically removed.

Results of the early trial by Biotech company Moderna indicate the personalised treatment reduces the risk of recurrence or death from melanoma by 44 per cent, compared with results from its immunotherapy drug alone.

Professor Georgina Long of the Melanoma Institute of Australia said while a much larger trial would be run next year, early results were promising. “It may be the penicillin moment in cancer therapy,” Professor Long said. “It is possible to see that (patients) may have cancer as a long-term disease rather than a death sentence,” she said.

Snapshots



Environmental Social Governance Startup Secures \$6M Funding

Environmental, social and governance (ESG) software platform FairSupply has raised \$6.3 million in a Series A raise led by AirTree as it looks to address corporate greenwashing on a global scale.

Founded in 2019 by human rights lawyer Kimberly Randle and mathematician Dr Arne Geschke, FairSupply has mapped more than 60 billion global supply chains so that companies can monitor Scope 3 carbon emissions, modern slavery, biodiversity and water risk within their network.

FairSupply CEO and co-founder Kimberly Randle said she founded the company because she felt the best way to drive change was to help the private sector make more informed purchasing and investment decisions in what was becoming an increasingly complex space.

“The global total addressable market for companies required to identify, address and mitigate ESG risks in their supply chains and investment portfolios is rapidly increasing,” Randle said.

President's Report

WELCOME TO THE JANUARY 2023 JOURNAL

What a year it's been! Our industry continues to perform admirably through the new COVID-normal, and at last, at long last we finally enjoyed a long awaited conference.

ALDO SANTO
PRESIDENT

The highlight of the year for the Association and me personally, was bringing the AHSPO family together again at Conference 2022. After two years apart, we returned stronger than ever. Sponsors were busy, speakers delivered some truly insightful presentations, and you our members brought the whole event to life. Engaged and active, and most of all making the most of every minute of our gala evening.

Having spoken to so many of you at the conference, it's clear how much it meant to be together again. I'm thankful to see that despite the challenges and constant pressure our industry faces, many of you are doing well. But, we mustn't underestimate how

important wellbeing is. At conference 2023, we'll deep dive into this with our theme being 'Wellbeing in The Workplace: Be The Change'.

We have big things planned for 2023, myself and the Committee look forward to speaking to you in 2023. Until then as always, look after yourselves, and each other.



ALDO SANTO
PRESIDENT

Enhancing Patient and Family Engagement

THROUGH VIRTUAL CARE SOLUTIONS

The birth of a newborn is an exciting event for parents and families. But when the infant needs the specialized care of a NICU, that excitement quickly becomes entangled with anxiety, depression, and fear of the unknown.

WORDS BY KARLA TATE, PARAGON HEALTHCARE

These emotions, while completely normal, can negatively impact the “cognitive, behavioural, and psychomotor development” of the child.

Even with the excellent, passionate care of NICU doctors and nurses, families of these fragile newborns can experience a sense of helplessness and separation. They want to know what is going on with their child at every moment, and they want—and need—to be engaged as part of the care team. Doing so will give parents a voice and a sense of control in an overwhelming situation.

Parental engagement also improves post-discharge confidence and care plan adherence. When supported by ongoing parent education, the transition from hospital to home becomes a much smoother transition, which helps further improve outcomes.

Barriers to Parental Engagement

Care in the NICU is highly complex and can cause parents to feel separated from their infant, even when they are in the room. Life-saving equipment can inhibit a full view of their infant or may preclude them from holding and bonding with the child. This sense of separation and helplessness grows as time passes. Since a stay for an infant in the NICU can run from a few days to several months, physical separation becomes a significant barrier to engagement. Whether parents live a long distance from the

hospital, or they just have to get back to jobs, and other family obligations, recent visitation restrictions due to infectious diseases can limit their ability to be with their newborn.

The Power of Clinical Communication Tools

According to a survey conducted by the Beryl Institute, NICU leaders suggest regular communication with staff and parents to get feedback on the child's care. This can be especially beneficial when done just prior to the infant's discharge.

It is not always possible for parents and families to be present when their physician(s) are treating their critical infant. When this is the case, HIPAA-compliant clinical communication tools can provide the same benefit.

These tools enable clinicians to capture video during rounds and share it with parents in real time. When real-time sharing is not possible, videos and pictures can be stored and shared at a later time. Clinicians can send push notifications to parents when a new video or picture is available for viewing.

Engaging parents through virtual access allows providers to treat parents as an essential part of the care team. It also helps improve parental trust in the



provider and care team when they see firsthand that the care plan communicated is being followed. And when status or plans change, parents can be updated in real-time.

Bedside Cameras

Engaging parents and families extends beyond the hospital walls. When parents have transitioned back to their daily responsibilities, bedside cameras can keep them connected with their infants. These cameras allow parents and families to see their infant at any time. This does more than just relieve anxiety. According to Dr. Bernice Duesler, Neonatal Attending at Holy Redeemer Hospital, when mums view their infant via a bedside camera while they're pumping, it helps enhance the emotional connection and induce milk production.

Proven Results

AngelEye Health is a leading provider of virtual engagement solutions that remove the physical barriers that separate children from their parents and families.

With AngelEye Health, parents and extended family can view the infant anytime, anywhere from any device that has an internet connection, including smartphones, PCs, and tablets. The solution also enables more streamlined communications and better engagement between the provider and the parents. The multilingual solutions allow parents to:

- View newborn(s) in real-time
- Get care updates and memorable moments with text, video, and photo updates in real-time text

Delivering Peace of Mind

Having a child in the NICU is an experience no parent would hope for. But when it happens, hospitals can help reduce stress on both the neonate and the parents by incorporating technologies that improve communication and enable better parent-child bonding. The result is better outcomes, an enhanced parent experience, and a better reputation in the community.

Are Win-Win Negotiations Really Possible?

EFFECTIVE NEGOTIATIONS FOR POSITIVE OUTCOMES

As the world becomes more globalised, the performance and value delivered by our suppliers becomes more and more important to business bottom line.

WORDS BY DAN FIELDING, ARCBLUE

In the past there has been a perception that anyone in the business can negotiate however the need for strong commercial acumen within the Procurement profession is now well understood.

In leading organisations Procurement teams with highly developed negotiation skills are delivering significant cost savings, improvements in efficiency and increases in value across the supply base to help grow the competitive advantage for the organisation.

Negotiation has moved on from aggressive 'banging the table' competitive negotiations to an understanding that suppliers are actually key to the success of the organisation. The relationship is key and negotiating the best possible deal for the relationship is not easy.

In these situations, people often use the term "win-win" to describe negotiations where both parties are equally successful in meeting their objectives, but is this really possible? In most situations, the objectives of both parties are different – the supplier wants higher margins, the buyer wants lower cost. The skill of the negotiator is to uncover these objectives and be creative in designing a deal to make both parties feel satisfied.

And the key here is the word 'feel'. Perception in negotiation is everything and the way the negotiation process is managed can have a profound effect on how the other party feels about the quality of the outcome they achieve.

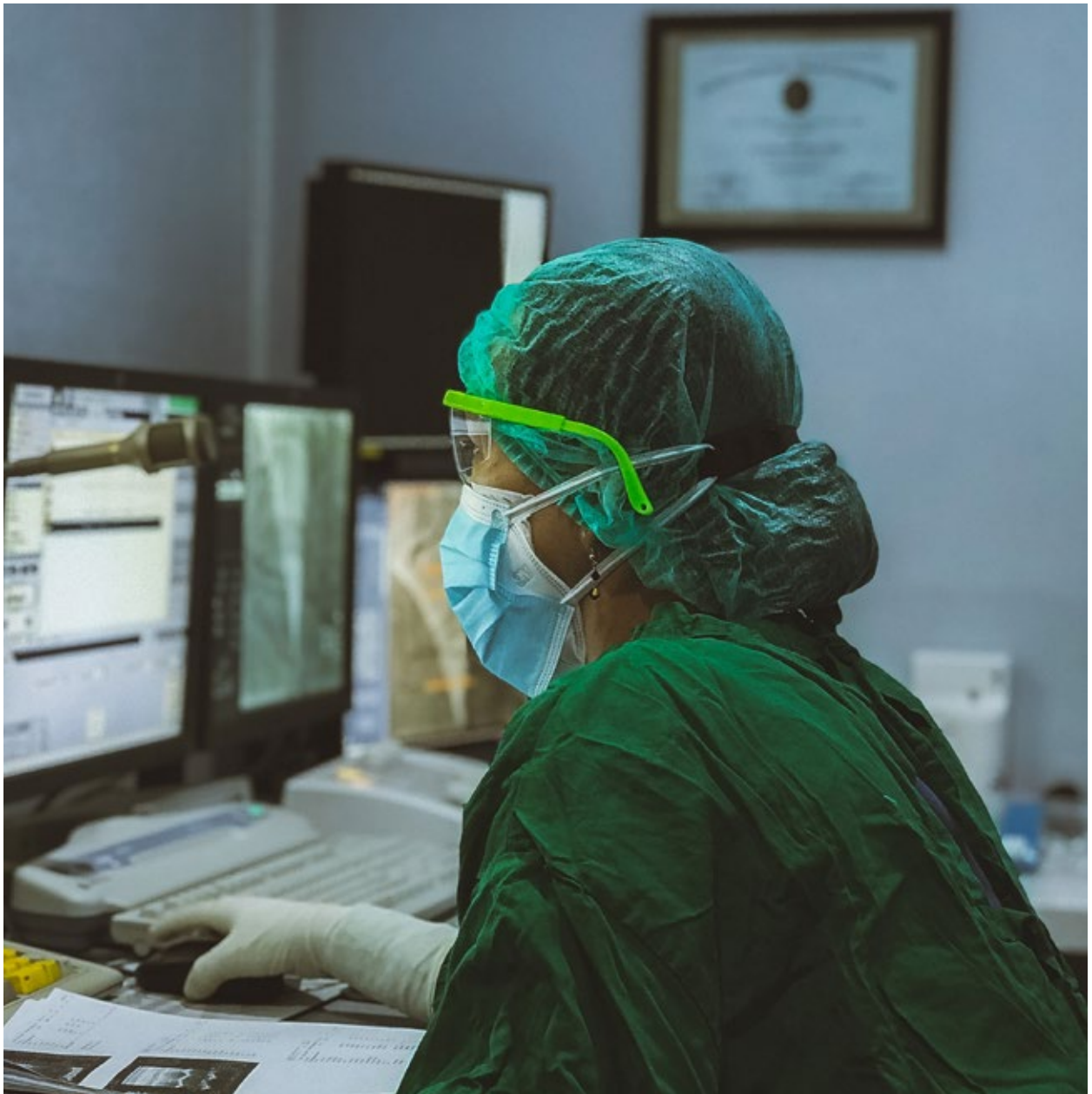
We know this is in our personal lives – if we offer \$10k for a used car and the seller immediately accepts it – we feel as if we could have got a better deal. If however, the seller negotiated and managed our expectations, we could end up with exactly the same deal, however feel happy about it.

So how do you get your team to manage these expectations effectively? We've prepared some key pointers for you to set your Procurement team on the path to better negotiations.

Before you Even Think About Negotiation – Understand the Other Team

The goal here is to understand the other party at least as well as they understand you. Develop a personal profile for them including their personalities, motivators, and drivers. We can do this through a number of means, including meetings and conversations prior to the formal negotiation.

A crucial part to this profiling, is understanding negotiation styles. Everyone has a preferred negotiation style which can be used depending on the circumstance, we identify five major 'styles'. Too many negotiators are 'one club' players – they have a style that suits and which they believe, rightly or wrongly, to be effective, but they haven't learnt to change their approach according to circumstances. They only use one golf club for the whole round!



We are not clairvoyants, but through research of the other party and the market we should be able to make some educated guesses as to what may happen when we meet.

Start Strong

The first thing you say in a negotiation should condition the other party and manage their expectations. Condition them towards your ideal objectives and manage their expectations away from their objectives. Skilled negotiators will rehearse their opening statements several times prior to entering the negotiating room. Rehearse and then ask yourself the question...‘if I heard this statement would it encourage me to walk towards my ideal objective or away from it?’ This would be a good cross check as to whether you are managing the expectations of the other party positively towards your ideal objectives.

Perception in negotiation is everything and the way the negotiation process is managed can have a profound effect on how the other party feels about the quality of the outcome they achieve.

Be Emotionally Intelligent

Whilst we need to flex and adjust our approach to appeal to whomever we are negotiating with, we also need to upskill our EQ for every negotiation. Being emotionally intelligent helps us to read the other party, understand them and maintain emphasis on the relationship without compromising our own position. Effective negotiators spend more time considering areas of common interest between themselves and the other party over which bridges could be built to reach agreement.

Have a Strategy and Use Tactics

A big picture strategy and purposeful use of tactics to guide the discussion gives us confidence that the negotiation is going the right way. There are over 70 tactics that can be employed in a negotiation – understanding the core tactics is the best way to set yourself or your team up for success in a negotiation.

The King or Queen of Questions

We must never underestimate the power of great questions. An important skill in negotiations is the ability to ask the right questions at the right time. If we ask open questions it is very difficult for the other party to evade and therefore puts the asker in a position of control. A common mistake is that many people believe that talking gives you control. In fact, it is the person asking the open questions and listening to the responses that will be in a position of control. If you talk too much, and are underprepared, the other party will put you on the spot with a well-chosen question. Remember that questioning is only part of the story – we also need to LISTEN to the answer!

By using these techniques, we can manage the perception of the other party – maybe you won't get to the theoretical "win-win" – but you may get close, and importantly the other party will value the process that we have gone through and it will feel like a win!

While some people are 'born negotiators', it's not a skill that most people feel they possess or feel comfortable using. We can have all the qualifications in the world but if we can't negotiate we will never be successful in today's challenging economic climate. Negotiation may not be in-born but it is a skill that can be learned and practised.



ArcBlue is a global specialist procurement consultancy and training group who are passionate about the benefits that strategic procurement can bring. Our services range from complex sourcing projects to leading organisational and sector procurement transformation programs, organisational assessments, spend and opportunity analysis, skills assessment and benchmarking, functional development and benefits realisation.



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

[linkedin.com/company/ahspo](https://www.linkedin.com/company/ahspo)



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keep up to date

2022 AHSPO CONFERENCE

RETRO- SPECTIVE

After a 2 year hiatus, the AHSPO Conference finally returned in 2022. There was much to catch up on socially and professionally so this years event was eagerly anticipated. And, it didn't disappoint - featuring brilliant speakers, transformative presentations and a truly memorable Gala evening, Conference 2023 will be long remembered by attendees. For those who were a little hazy after our 'Rock Like Queen' evening read on for a wrap of proceedings.



ALDO SANTO

DAY
ONE



PRESIDENTS ADDRESS

ALDO SANTO, MECWACARE

Opening proceedings, President Aldo Santo welcomed attendees to the event after a longer than expected hiatus for the conference. Introducing the event theme - "Procurement during a pandemic: Lessons learned" Aldo took us through a brief timeline of what's happened across our industry for the past two years.

While we're all familiar with how the stories have unfolded, it's important to take a moment to acknowledge how far Australia has come since early 2020. Signing off in his own unique style, Santo declared "I wish COVID had started in Vegas, as what happens in Vegas stays in Vegas".

And with that Conference 2022 was formally open for business.



MEET MICHAEL POPE - CONFERENCE MC

Michael joined us on late notice this year and proved to be an engaging and entertaining master of ceremonies. His 37 years of entertainment experience shone through over the two days and he not only helped the event stay on track, but his versatility connected with presenters and he brought a level of fun and spontaneity to proceedings.



PLATINUM SPONSOR ADDRESS



A PANDEMIC PERSPECTIVE

ALAN WATKINS

Alan Watkins, Executive General Manager at Coregas, took the stage to introduce the audience to his businesses' experience during the pandemic to date. Alan was reflective of the past two years and shared some of the key learnings and moments experienced by his team.

After Italy

Italy's experience in the early stages of the pandemic demonstrated sharp learnings for the rest of the world. The key take out from a logistical point of view was forward planning - "you need to have a stockpile of N95 masks, gowns and other PPE, and critically CO2". Learning from the Italian experience, when COVID cases surged in NSW, the state government tasked Coregas with keeping the Oxygen flowing. This came with its own challenges, and required new planning methods to deal with surges in demand.

Surge Planning

The pandemic emerged and grew very quickly in 2020, and despite being initially under prepared, Australia and its health supply chain adjusted and performed admirably. For businesses like Coregas, this was in no small part to looking at how they planned ahead for expected surges in demand.

From very early on, demand for CO2 grew rapidly, with aged care quickly becoming a challenge, the hoarding of supplies becoming an issue. Nonetheless, Coregas, together with customers and competitors across the healthcare industry collaborated closely to stabilise supply and demand. Working with competitors in particular is not done lightly, however for the greater national good, Coregas and others banded together to deliver positive solutions.

Protecting Operations

As we settled into the pandemic, new ways of business continually emerged and shifted. One of the biggest challenges of delivering supplies to frontline hospitals was not being allowed inside. So, Coregas established contactless delivery.

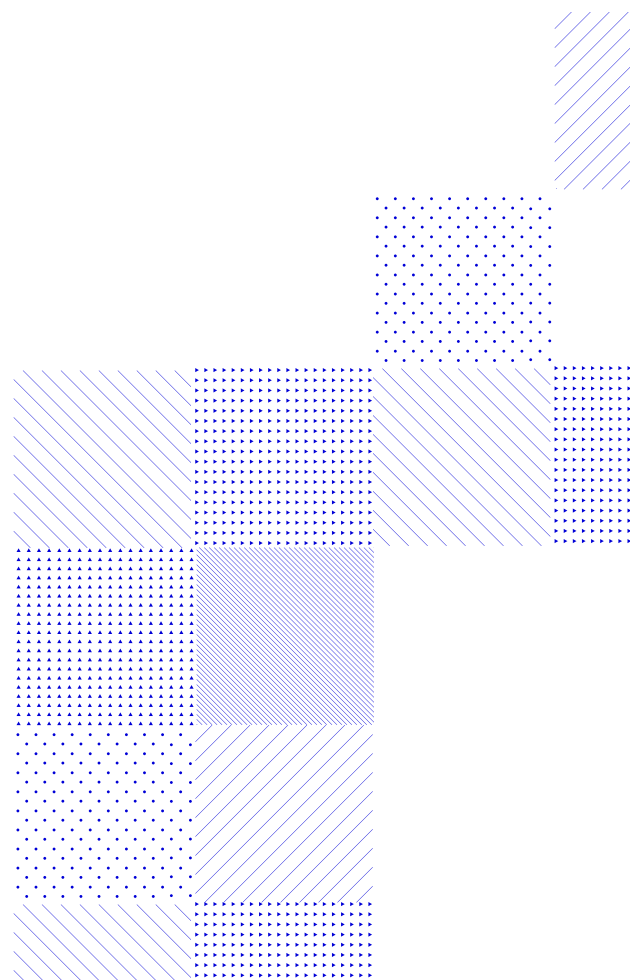
But it wasn't just about the last mile experience. There were a range of challenges facing Coregas and other medical suppliers every day. COVID hot zones changed daily which had an impact on demand surges, and the delivery experience. And these challenges extended across the product lifecycle with hospitals not having the capacity to clean spent cylinders before returning them - another logistical adjustment which Coregas needed to make.

However, as we all know, the industry banded together and worked closely to resolve things. Staff who were able to work onsite at hospitals proved to be invaluable sources of on the ground information, as were open communication lines between customers and competitors.

Helping India

An interesting anecdote Alan mentioned was a situation in May 2021, where India were in dire need of CO2 and Coregas was called in to help. The Indian Airforce flew a huge C17 plane to Australia ready to be loaded with supplies. Coregas provided 6 massive cylinders via air, and another 8 via sea. However issues with funding emerged and Coregas was asked to pick up the tab for fuelling the plane. 1 million litres of fuel later, the cylinders were in the air and on their way.

Alan's truly informative presentation highlighted just a few of the challenges facing many suppliers during the pandemic thus far (and not doubt continue to face). However, despite all that was thrown at the industry, customers, suppliers and competitors took shared responsibility and turned pressure into success.







KEYNOTE SPEAKER

ON BEING SUCCESSFUL

DR SALLY COCKBURN

Our keynote speaker for day one was none other than Dr Feelgood herself, Sally Cockburn. In her typical confident and irreverent yet informed way, Sally spoke about the importance of looking after yourself, and reflected on what success truly means.

Her reflection came from a highly personal experience she shared - experiencing a life threatening pulmonary embolism. With great thanks to Australia's health system, and her beloved dog, Sally came out the other side with a changed mindset and encouraged the audience to take a moment to think about ourselves.

**“WE’VE BEEN
INDOCTRINATED TO NOT
LOVE OURSELVES, ALWAYS
COMPARING OURSELVES TO
FITTER, STRONGER, BETTER
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HEALTH MESSAGE HAS BEEN
HIJACKED BY THE BEAUTY
INDUSTRY, SO LOOK AFTER
YOURSELF AND SEARCH
FOR WHAT SUCCESS REALLY
MEANS TO YOU.”**



**“YOU GUYS AND THE
PATHOLOGISTS SHOULD
GET THE ACCOLADES
RATHER THAN THE
SURGEONS’ IF YOU
DON’T DO YOUR JOB,
WE CAN’T DO OURS”**



**“BUT AT THE END OF
THE DAY YOU’RE TOO
BLOODY TIRED TO DIET
AND EXERCISE. SO
WHO’S LOOKING AFTER
OURSELVES?”**



**“I’M A GP WHO SHOULD
TAKE MY OWN ADVICE. I’M
HERE TO TELL YOU WHY
I’M HOPELESS, AND YOU’RE
BETTER THAN ME”**

ENTREPRENEURS SUCCESS STORIES

BRETT HENDERSON AND MIKE SEWELL, AUSTRADE

The last time we met Mike and Brett, they introduced us to the Entrepreneurs Programme being run by AusIndustry. Two years later they had plenty of progress to share with us.

As a refresher, the Entrepreneurs Programme is an initiative run by the Australian Government in partnership with industry to help Australian businesses accelerate commercialisation of product, drive innovation, make connections, and grow and strengthen their business.

The gents shared a recent project called EDI All Aboard. This was a pilot program run with Melbourne Health which aimed to improve buyer and seller relationships, and productivity. Critically, initial research and observations uncovered the biggest opportunity - EDI also known as Electronic Data Interchange.

Traditionally, participating in an EDI between a supplier and buyer was viewed as a 'tax' by the supplier - the cost and process involved didn't see a return on investment. However, through the program, EDI capability was drastically improved by all parties. So, what were the improvements?

For both parties, an enhanced understanding of EDI management and investment in operating systems improved business efficiency. And, in fact many suppliers ended up over investing in EDI as they saw the benefits and future opportunities. All in all, there were 10 businesses involved in the project, and between them they invested \$1M in improving their EDI capabilities.





Q & A

Q: Is the EDI project cost and technology duplicated across each customer I deal with? As a supplier implementing something like this, would that add cost and complexity?

BRUNO - AHSP0 SUPPLIER

A: In the recent pilot experience, both the supplier and customers shared investment cost and commitment. So going forward, we recommend this model is explored to reduce investment costs.

Q: Hospitals are not run by care givers. They're run by Accountants - so they are always looking for a saving. While I support what you're saying, it's difficult to make these changes actually happen.

RON - AHSP0 LIFE MEMBER

A: Mike's response was simple and to the point. Don't let this happen, fight for it. The key is to make a strong business case which covers the financials and the business process benefits. Own it, be passionate about it, but be articulate and informed.

Q: How do we engage beyond just procurement and into medical device teams and clinicians to have better product conversations?

MICHELLE - AHSP0 SECRETARY

A: opening up direct lines of communication and introducing suppliers where appropriate to medical teams reduces the need for double handling of information. Let suppliers have technical conversations with medical teams when the time is right and you'll bring decision makers and technical experts on the buying/selling journey together.

Q: Integrations like EDI are challenging to manage all of the data travelling everywhere. We have to accept we have legacy systems which are hard to work with. We need to start to do something about it.

AHSP0 MEMBER

A: As with any major technology transformation, there's a lot of careful planning and consultation involved. Now, we're not IT experts, but for businesses looking to embrace EDI you should do a few things up front. First, fully understand your current systems in play - consult IT teams, current users and understand why and how they are using legacy systems. This will help you prioritise what to change, which in turn helps make stronger business cases. There are immense benefits to EDI but organisations need to go on the journey of change, not just have it forced on them.

PRESENTATION

HOW THE VACCINE WAS DELIVERED

COLM DONNELLY, DHL

One of the highlights of this year's conference was hearing from Colm Donnelly of DHL, about how they successfully delivered thousands COVID vaccines across Australia. To say the task was high profile was an understatement, but what may not be known was the highly technical cold chain logistics required.

To get started, DHL created a dedicated program and had over 100 employees committed to the task.

Yet, the program changed rapidly from the early days of the rollout. Initially only 10% of supply was

intended to be Pfizer, but due to public concerns surrounding much publicised deaths linked to the Novavax vaccine, and the resulting media frenzy, this quickly shifted to 90%. Completely changing DHL's supply chain process.

What made the logistics challenging - aside from Australia being the largest island on the planet, with thousands of kilometres between major cities? The Pfizer Vaccine had strict limits imposed on the length of consecutive time it was able to be in transit - 12-hours to be precise. And, of course it needed to remain frozen for it's entire journey, from production line to care facility.



COLM DONNELLY

The logistical implications here were huge, the central DHL control room ran a live network map showing vehicles in transit and ensured each shipment had a place to stop and unload within the 12-hour time limit - all while maintaining a seamless cold chain. To put this into context, consider the trip from a major hub in Brisbane to Townsville, is a 15-hour drive. So even though a driver is just 3-hours off their destination they need to stop. Or consider delivering to remote communities across the country - in one example, Colm mentioned the risk of missing a weekly river barge would have implications for vulnerable people, throw the schedule out, not to mention wasted product. To combat some of these challenges, the DHL team coordinated a comprehensive reverse logistics plan to minimise waste and make the most of their cold chain assets.

Reflecting on the scale of one of the largest logistical movements in Australia since World War Two, Colm firmly believed the logistical element of the vaccine rollout, where the rubber hit the road, was a resounding success. He said “England can say they rolled it out faster, but it’s only a quarter of the size of NSW. So, we have much to be proud of.”

81 MILLION
DOSES PACKED AND DELIVERED

99.9%
DELIVERY ON TIME

350 MILLION
KILOMETRES COVERED

250,000
ORDERS PLACED

Q & A WITH COLM

Q: What changes are you expecting going forward?

A: We expect continued focus on Aged Care. In our initial rollout we delivered to 2,900 aged care facilities in just six weeks. We delivered 30,000 pallets, or 110 deliveries per day. This wasn't a speciality area for us, but our new found experience meant we just got on with it. Our processes and adaptability are more robust than ever.

Q: did you have an open checkbook, or need to manage cost?

A: The cost of not doing it, was far more than if we did it. We faced political pressures across the board, so we tried to shut it out and just focus on getting it done.

Q: Has the cold chain delivery process improved over time?

A: Yes, absolutely. We've improved packaging and use multi-temperature packaging to minimise waste. And, establishing a control tower proved a game-changer for us. Having clarity of vaccines stock levels, locations, and use by dates, enabled us to divert stock around to make sure it got used and minimised wastage.

Q: what's the blocker in sending surplus stock to developing nations?

A: Cold chain! It's a massive issue, because many nations can't handle the logistics component. We can fill the planes tomorrow, but it's what happens on the ground which is the issue.



PRESENTATION

TGA AND RECALLS

**TRACEY DUFFY, THERAPEUTIC
GOODS ADMINISTRATION**

In Thursday's afternoon session, Tracey took us through an update of the latest projects at the TGA. As always with Tracey, the presentation was wonderfully comprehensive and engaging. Plenty was covered so we've wrapped the best bits for you.

Unique identifier system for devices

A new system of Unique Identifiers will be appearing on packaging in 2023. The system has been rolled out in Europe and the US, however locally the challenge has been that most of our product is sourced from overseas. This traditionally caused consistency issues when products had similar names to products from various countries. We're addressing this

standardisation issue. In 2022 we launched a Pilot including suppliers, healthcare providers all accessing a central database. Using the new system will be voluntary in 2023, then become mandatory in the years following.

Patient information Materials

New regulation is incoming requiring information be provided to consumers about implantable devices. We're also working through consent for non-compliant devices and resulting exemptions.

Surgical Loan Kits

The TGA are working on exempting Surgical Loan Kits from requiring ARTG inclusion.

Changes to assistive Technology

We're proposing some products are exempt from requiring TGA approval. These products are intended by the manufacturer to maintain or improve functional capacity of persons with disability. Their intent is to help people undertake daily living activities in settings other than healthcare settings, and are not weight bearing. Hence it's proposed they be exempt from TGA approval.

Custom made medical devices

That are designed and manufactured to suit a specific individual will be exempt but not excluded. These devices are not required to be in the register, but need to meet regulatory requirements. This change has been driven by the rapid change in the market and technology recently, and we need to ensure the right regulatory measures are enabling continued innovation.

Recall reforms

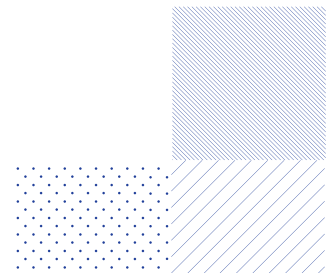
Product recalls are currently voluntary, and this is causing challenges so the TGA are seeking the power to make recalls mandatory. As part of this they're looking to establish an official recall process for manufacturers. Some initial research conducted found recalls often involved a duplication of effort, difficulty of identifying product to be recalled, unclear roles and responsibilities, and information complexity.

Impact of recertification of devices from EU

Medical device regulation in the European Union is in transition, this will flow through to the local market - meaning every device which has a 'CE' marking will be affected. This includes most medical devices in Australia. These recertifications will result in new labels, intended purpose, and some may no longer be available. The TGA is assisting EU manufacturers in dealing with this locally.

Pandemic impacts on approval and supply of therapeutic products

Lastly, the TGA are looking at the impacts of COVID and the resulting emerging products on their process. The TGA have seen thousands of new product submissions thanks to COVID, which is great, however is leading to long wait times on applications, and many products not meeting regulatory standards. For example, Rapid Antigen Tests require recertification each time a new variant emerges. This multiplied by the number of products on the market is leading to a challenging backlog of work.



TRACEY DUFFY



BERNADINE MCNAMARA

THE PANDEMIC AND THE LAW

BERNADINE MCNAMARA, BARWON HEALTH

One thing we all deal with in the procurement profession is contract law. However, how have the past two years shaped and evolved law across not just healthcare but commercial law elsewhere. Bernadine McNamara took us through a few interesting recent cases from home and abroad which show just how much law evolves to keep up with changes in society.

Employment and industrial relations

Mandatory vaccinations became an ongoing legal battlefield. While no order or direction made it mandatory at an individual level, in many sectors employers took the decision to make it mandatory anyway. This led to a raft of unfair dismissal cases across healthcare and other sectors. At Barwon health for example, 68 employees were dismissed out of 9000, this is less than 1% of the employee base.

Example Case: A Maintenance planner at Barwon Health refusing to get vaccinated went to the Fair Work Commission. His role was terminated as he could not fulfil his job obligations by not compiling with corporate policy - remembering we work on the frontline. In this case, there was no question around the policy. However, it should be noted in many cases employees can challenge the process they are put through. In this instance, all was above board and the former employee failed in his contest.

Contracts and force majeure clauses

Force majeure also known as 'Greater force' clause provides a defense to a breach of contracts if performance is hindered, delayed, or prevented because of an event which the party could not have anticipated or controlled. Pre-COVID

this would include rather major events such as acts of god, war, disasters, riots or industrial strikes. However, thanks to COVID, public health emergencies, disease, and pandemics are now included in such clauses.

Example Case: Mineo versus Jetstar Airways. In this instance, the customer, Mineo, sought a refund of \$1900 due to a cancelled flight. However they could not prove that what happened was not beyond the control of Jetstar. State and Federal laws changing almost weekly made it very difficult for the plaintiff to make a strong case.

Doctrine of frustrated contracts

This is a really interesting clause. It's part of common law which recognises that an event, through no fault of either party, makes it impossible to perform, or radically changes the nature of any obligations of the contract. If this is determined, then both parties can be released from an agreement. This became increasingly common in the hospitality industry due to constant changes in lockdowns and capacity restrictions.

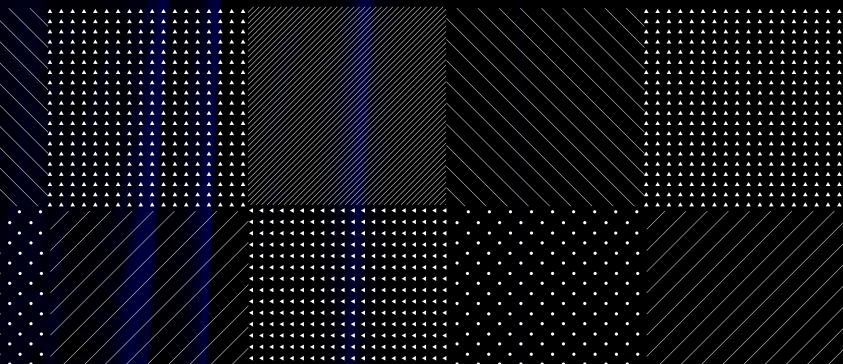
Example Case: Foster and Sieker versus Theodore. The plaintiff shifted a venue booking due to the pandemic, and the subsequent new date was also cancelled due to lockdowns. They cited the Doctrine of Frustrated contracts in order to reclaim their deposit. It was proven that neither party was cancelling the contract, but neither could act upon it. At the time of the cancellation it was unlawful for the venue to host the event, and unlawful for attendees to travel. Therefore, the plaintiff was successful in their case and a full refund of \$3000 minus \$200 in legal costs was agreed.

PRESENTATION

AHSPO HISTORICAL RETROSPECTIVE

PETER LACK, AND NEVILLE DUFFY

For 75 years, the Association has been connecting supply chain and procurement professionals with each other. From humble beginnings, the thirteen-member association has blossomed into a 450 strong community of suppliers, corporate partners, and industry professionals. From the quirky 'Beyond 2000' themed conference back in 1993 to the quarterly journal which enters its twentieth year in 2022, the association has evolved over the years, but one thing remains constant - a dedication to improving the supply chain and procurement profession. AHSPO legends Peter Lack and Neville Duffy took us through a few highlights.





‘WE ENCOURAGED OUR OWN MEMBERS TO CONTRIBUTE AND SHARE WHAT THEY WERE DOING’

- PETER

“WE DEMONSTRATED THE ART OF NEGOTIATION. I EVEN PRETENDED TO BE A DOCTOR”

- NEVILLE

“WE INVENTED THE TERM OVER-REFRESHMENT”

- PETER

GUSHING WORDS OF SUCCESS CELEBRATING THE THIRD ANNUAL CONFERENCE IN 1991 “I ASSURE YOU THE CONFERENCE WAS A RESOUNDING SUCCESS”

- FROM THE AHSPD JOURNAL.

SPEAKERS

OUR FAVOURITE SPEAKERS OVER THE YEARS



ALISA CAMPLIN
- OLYMPIAN

'A DREAM WITHOUT A VISION
IS JUST A WISH'



MAJOR NATINA JEWELL RET
- PEACEKEEPER IN ISRAEL



DYLAN ALCOTT
- INSPIRATIONAL ATHLETE



PETER DAVIDSON
- PARAMEDIC

'TEAM WORK UNDER IMMENSE PRESSURE'



TODD RUSSELL
- BEACONSFIELD MINE SURVIVOR

HEADING

POPULAR ACTIVITIES OVER THE YEARS

Golf, treasure hunts, trivial pursuit, bowls, lot's of team building. However in the late 1990s the committee made a strategic direction to move the conference away from the golf course. In hindsight this was the right call!



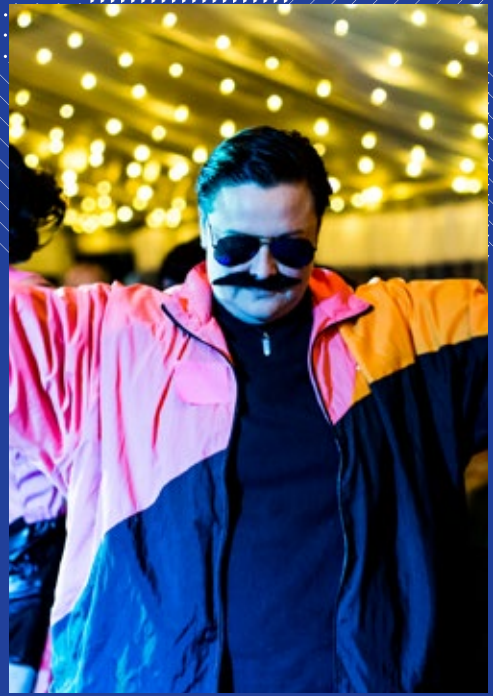
GALLERY

LET'S ROCK LIKE QUEEN GALA EVENING















DAY TWO

CHARITY SPEAKER

LAZARUS COMMUNITY CENTRE GEELONG

Every year at the conference, all proceeds from the Gala Evening are donated to a local charity. This years worthy recipients were the Lazarus Centre in Geelong.

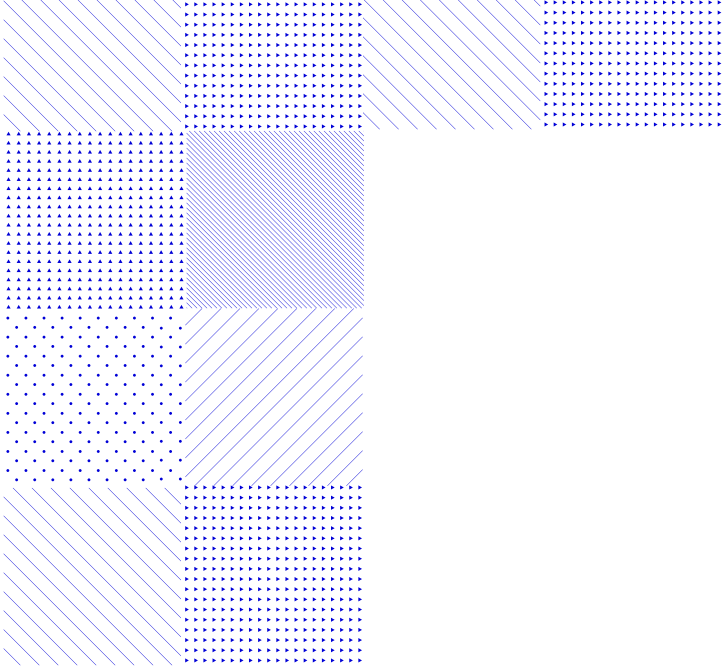
The Lazarus Centre is a place for people to feel safe and welcome. Somewhere where they can take a shower, wash and dry their clothes, have a light lunch, participate in activities, meet with volunteers and receive support from specialist homelessness staff. All people are welcome whether they are homeless or not.

Founded in 2015, three local churches from Geelong, St. Mary's, Christ Church and Wesley Uniting Church banded together to review social

needs in Geelong and would decide to focus efforts on addressing homelessness and social isolation. From these humble beginnings the centre has grown from an initial 20 volunteers, to 45 volunteers and two employed staff today. Every month they serve over 1000 meals to hundreds of clients. And, it's not just food warming the soul, it's services such as optometry, haircuts, showers, and the simple act of connection which means so much to so many.

We're honoured to be able to contribute in some small way to the outstanding work Lazarus Community Centre does. To find out more please visit their website:

www.lazaruscommunitycentre.com.au

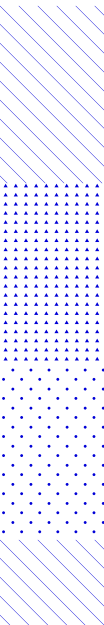


PRESENTATION

HOW TO RUN SUCCESSFUL AGED CARE SERVICES DURING A PANDEMIC

MICHELLE LEWIS, MECWACARE

The final education session for conference 2022 was a timely topic connected closely with the theme of the event. Mecwacare CEO Michelle Lewis took us through how their business coped and adapted to the various challenges which COVID threw at them. As the audience discovered, the challenges facing aged care evolved quickly and needed sensitive management.



2020

According to Michelle, the initial impacts were focused around workforce availability. The impacts of ill staff were significant. For example, early on, one centre was hit with COVID - in the morning, all staff were healthy, and by the afternoon 17 people had caught the virus. Sadly, this rapid decline impacted one resident who passed away the same day they contracted COVID. It's important to note this was before vaccines existed yet, so it required careful management of the situation over a long period of time.

Mecwacare were proactive in tackling COVID-management. Initially, residents pushed back on safety measures believing COVID wouldn't become a major issue. In one instance, a GP returning from the US attended the facility yet refused to wear PPE. He tested positive the next day. This was one of the moments where the residents came on board with our safety measures, Michelle believes "there was a dawning for these people, that Mecwacare might have just got it right. That we were ahead of COVID". How the times change.

2021

As the second year of the pandemic rolled on, regulations relaxed to allow close contacts to work. With 60% of the Mecwacare workforce out of action at some point during 2020, staff had resorted to isolating from families. Thankfully these restriction changes eased that personal pressure on our staff.

One mechanism we put to use was to create a 'surge workforce' with volunteers from other parts of our business trained and prepared to jump in when needed. Despite the negative press surrounding aged care handling of COVID, Michelle was adamant the sector was doing their best - "Now I'm pretty scathing of the media. After the royal commission, the media were hellbent on telling us how bad aged care was. Our scale enabled us to cope better than most."

2022

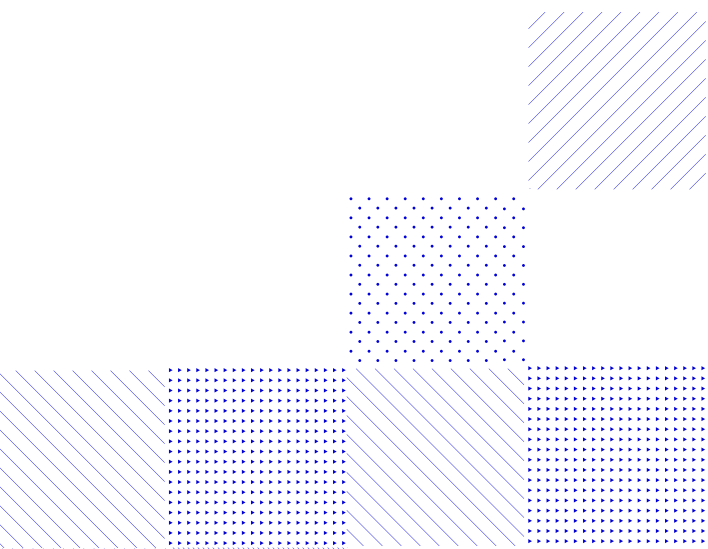
Year three of the pandemic brought a new 'COVID-Normal', yet despite this Mecwacare still had 5 facilities in lockdown at any given time. This shift to the new normal meant that up to 30% of the workforce was unavailable at any time. This fundamentally changed the businesses recruitment strategy, with the need to be flexible and find workers quickly essential. Through Facebook and other channels, Mecwacare has around 600 open positions.

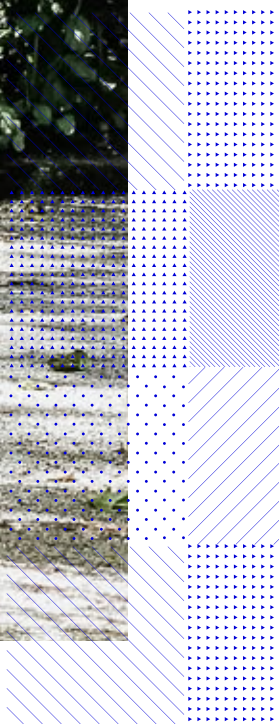
The unfairly negative reputation aged care earned has also impacted the appetite for workers to enter the industry. International travel restrictions have also impacted recruitment - university students traditionally formed the backbone of employment, however with fewer international students in Australia, the talent pool for non-care roles has reduced. The challenge continues.

**"THE AGED CARE SECTOR WAS
MANAGING COVID MUCH BETTER
THAN THE PUBLIC SECTOR"**

Reflections

So, when all is said and done what are the key takeouts? Michelle summarised it succinctly. Firstly, the pandemic has triggered a big shift in staff and client safety and wellbeing, Looking after our people is more important than ever. Secondly, retaining continuity of service and preparing a workforce for shortages is essential, for Mecwacare, surge planning was invaluable. And lastly, for larger providers like Mecwacare, having excellent financial structures and scale can insulate a business from some risk. Using this scale to secure government grants, having multiple revenue streams and leveraging supplier relationships are all possible thanks to sound organisation and scale.





CLOSING KEYNOTE

KEVIN SHEEDY

FOOTBALL LEGEND



Closing out proceedings on a memorable conference, was a memorable presentation by the great Kevin Sheedy. With a career spanning almost 40 years across playing and coaching, Kevin shared insights and life lessons learned from his time in a high pressure, competitive environment.

In a wide ranging, amusing and heartwarming discussion Kevin shared stories of how “Dreamtime at the ‘G” was formed, the importance of persistence, and the unwritten rule of hating Collingwood supporters. His views on the importance of people skills were particularly poignant for the audience and encouraged an open and engaging Q&A session. Enjoy a few notable highlights from Kevins keynote.



ON HAVING PERSPECTIVE

“WE WON FOUR PREMIERSHIPS. EACH GAME RUNS FOR TWO HOURS. SO THAT MEANS I EXPERIENCED EIGHT HOURS OF HAPPINESS OVER 27 YEARS.”

ON THE IMPORTANCE OF PEOPLE SKILLS

“YOU’VE GOTTA BE ABOUT PEOPLE... IF YOU HAVE THE RIGHT ATTITUDE YOU’LL GET THROUGH ANYTHING”

ON MAKING CHANGE

“DREAMTIME AT THE ‘G TOOK YEARS TO GET UP AND RUNNING. YOU’VE JUST GOTTA GET UP AND MAKE THINGS HAPPEN”

ON DEVELOPING PEOPLE

“WE’RE ALL IN THE ‘PEOPLE’ GAME - NO MATTER WHAT YOU DO”

“TAKE THE TIME TO INVEST IN YOUR OWN DEVELOPMENT TOO”





“I have been assisting my organization
with their wellbeing
and haven't addressed mine so far”



Sponsorship Opportunities



**33rd Annual
Conference**
16-18 August, 2023

**Wellbeing in
the Workplace:**
Be the Change.



How to apply for Sponsorship

Conference 2023 theme

**Wellbeing in
the Workplace:**
Be the Change.



In this document we've identified various sponsorship opportunities and outlined the benefits provided to major sponsors.

Sponsorship opportunities registration will be via Eventbrite, which you can access by following this link: <https://bit.ly/3UyEjrd>

The password to access is "AHSP02023"

Opportunity One

Platinum Sponsorship

Exclusive **\$14,000 Investment**

- Guaranteed double stand chosen by company from floor plan. 3m x 3m
- Full conference registration for 4 company representatives (includes attendance to all AHSP0 official conference sessions and AHSP0 sanctioned social events)
- Sole naming rights to the Conference dinner
- Lectern signage
- Fascia signage, spotlights, table, & chair if required, table cloth and all power during exhibition
- Link from the AHSP0 website to your company website during 2023/24
- Corporate Membership for company for the 2024 membership year
- Invitation for 1 extra company representative to attend the Gala Conference dinner Thursday evening (accommodation not included)
- 1 A4 promotional information on seat drop in conference room (provided by Sponsor)
- A4 advert in one Journal edition
- Display banner on the conference room stage
- Link from the AHSP0 website to your company website during 2023/24
- An opportunity for one of your company representatives to make a 10-minute presentation at the Wednesday Trade opening, preferably relevant to the Conference theme
- Sponsorship of a Full AHSP0 member to attend conference
- First "Magic Minute" presentation of the Conference




Diamond Sponsorship

Exclusive **\$12,000 Investment**

- Guaranteed double stand chosen by company from floor plan. 3m x 3m
- Sponsorship of Conference Facilitator. Sponsor to provide a Men's/Ladies formal shirt to be worn by MC during whole of conference
- Fascia signage, spotlights, table & chairs if required, table cloth and all power during exhibition
- Corporate Membership for company for the 2024 membership year
- Full conference registration for 4 company representatives (includes attendance to all AHSPPO official conference sessions and AHSPPO sanctioned social events)
- Lectern signage
- Link from the AHSPPO website to your company website during 2023/24
- Invitation for 1 extra company representative to attend Gala Conference dinner Thursday evening (accommodation not included)
- Sponsorship of a Full AHSPPO member to attend conference
- Multipage brochure/catalogue (provided by Sponsor) placed in all delegates welcome bags
- A4 advert in one Journal edition
- Display banner on the conference room stage

Gold Sponsorship

Exclusive **\$10,000 Investment**

- Guaranteed Sponsor stand. 3m x 3m
 - Full conference registration for 3 company representatives (includes attendance to all AHSP0 official conference sessions & sanctioned social events)
 - Link from the AHSP0 website to your company website during 2023/24
 - Sponsorship/Sole naming rights to our Exhibition Welcome Reception, to be held on the evening of Wednesday 16th August 2023
 - Fascia signage, spotlights, table & chairs if required, table cloth and all power during exhibition.
 - Corporate Membership for company for the 2024 membership year
 - Sponsorship of an AHSP0 Full member to attend conference.
 - 1 insert (provided by Sponsor) placed in all delegates welcome bags
 - Half A4 advert in one Journal edition
 - Display banner in the conference room
- 

Silver Sponsorship

Exclusive **\$9,000 Investment**

- Guaranteed Sponsor stand allocated from floor plan. 3m x 1.5m
- Fascia signage, spotlights, table & chairs if required, table cloth and all power during exhibition
- Sole naming sponsorship to one delegate gift celebrating the 33rd Conference. Placed in every delegate bag
- Full conference registration for 2 company representatives, (includes attendance to all official AHSP0 conference sessions & sanctioned social events)
- Link from the AHSP0 website to your company website during 2023/24
- Half A4 advert in one Journal edition
- Display banner in the conference room
- Corporate Membership for company for the 2024 membership year
- Sponsorship of an AHSP0 Full member to attend conference
- A4 insert (provided by Sponsor) placed in all delegates welcome bags



Opportunity Five

Keynote Sponsorship

\$7,500 Investment

- Guaranteed Sponsor stand. 3m x 1.5m
- Fascia signage, spotlights, table, & chair if required, table cloth and all power during exhibition
- MC will acknowledge Sponsor ahead of the Keynote Speaker presentation
- Corporate Membership for company for the 2024 membership year
- Display banner in the conference room
- Full conference registration for 2 company representatives, (includes attendance to all official AHSP0 conference sessions & sanctioned social events)
- Link from the AHSP0 website to your company website during 2023/24
- A4 insert (provided by Sponsor) placed in all delegates welcome bags

Opportunity Six

Mealbreak Sponsorship

\$7,000 Investment

- Guaranteed Sponsor stand. 3m x 1.5m
- Fascia signage, spotlights, table, & chair if required, table cloth and all power during exhibition
- Meal Breaks Sponsors will have Corporate name +/- logo on every refreshment stand for their allocated break
- Link from the AHSP0 website to your company website during 2023/24
- Full conference registration for 2 company representatives, (includes attendance to all official AHSP0 conference sessions & sanctioned social events)
- Corporate Membership for company for the 2024 membership year
- A4 insert (provided by Sponsor) placed in all delegates welcome bags
- Display banner in the conference room



Bronze Sponsorship

\$4,500 Investment

- Guaranteed Sponsor stand
- Fascia signage, spotlights, table & chair if required, table cloth and all power during exhibition
- Full conference registration for 2 company representatives, (includes attendance to all official AHSP0 conference sessions & sanctioned social events)
- Corporate Membership for company for the 2024 membership year
- Link from the AHSP0 website to your company website during 2023/24
- A4 insert (provided by Sponsor) placed in all delegates welcome bags
- Display banner in the conference room



Secret Wine Business



Welcome to my Secret Wine Business article for this the first edition of the AHSPQ Journal for 2023, in which I will be reviewing a wine from The Group, whose motto could easily describe our association ‘individually great, collectively better’. This new premium brand out of South Australia, hopes to support the grower’s livelihoods and facilitate a sharing of ideas and wine-making knowledge for their state.

WORDS BY PETER LACK

In late 2019 there were heart-breaking bushfires which severely affect the Adelaide Hills. Shortly after, the pandemic struck, and created a whole new series of challenges to many of Australia’s winemakers including the closure of cellar-doors and subsequently little to no retail sales. But good old Aussie know-how has come to the fore, with The Group being formed as a way of pivoting from this devastation to support those growers and get their wine out to us consumers in another way. Through this initiative, they hope to support the locals behind the labels.

This new premium Australian wine range, and its motto, reflects their unique partnership with a grower-owned collective of more than 100 top growers across South Australia. Their range not only showcases the best possible fruit, sites, and regions of South Australia, but also celebrates and supports the unsung heroes of the industry, the growers. The wine

I am reviewing from them, is a 2020 McLaren Vale Shiraz called “The Murder”.

Having never heard of it before or the back story of The Group, I was initially drawn to it by the label which I thought might have a “Game of Thrones” connection, but also having had one of those days, the label did appeal to me (ha ha just joking but I am sure more than a few of you reading this article know what I mean).

Once at home I was interested to read a little bit more about the wine and its origins.

From what I found the following resonated with me. “It’s well pitched for the Shiraz drinker that wants a wine with generous fruit without going into overdrive. It boasts an array of fleshy fruits – blackberry jam, and berry compote with red fruits also coming along for the ride, all nicely supported by mocha oak. There

are then lashings of sweet fruit on the palate leading to a supple, easy drinking finish”

On the back of the label, it also states “With vineyards approx. 5km from the ocean (as the crow flies) the benefits of the cooling breezes are evident on the wine. It is inky yet bright, with silky dark fruits and excellent length. Bold, smooth and wonderfully balanced

We really enjoyed this beautiful Shiraz which is made from grapes grown by Brian and Valerie Cameron who have 70 years of family experience in their vines, so you know you are in for something special.

As for all the expert’s comments and description of the wine, we can relate to them all, its bright and not too heavy but still bold enough for me. It drank so smoothly with dark fruits and silky tannins but also had a great length and a lovely balance. Overall, this wine was a taste sensation which we enjoyed over a BBQ and salad dinner, on a pleasant Melbourne December night.

ACCOMPANY

As already stated we enjoyed this with a BBQ dinner, but it would go very well with a good Streak, Lamb Backstraps, pasta with a bold meat-based sauce or even char-grilled root vegetables.

AVAILABILITY

You can find The Group wines at Liquorland, First Choice nationally and Vintage Cellars, Price various between \$20- \$30/bottle so please shop around.

“GOOD QUAFFING”

PETER LACK

Life Member & ILG Advisor

Wellbeing in the Workplace: **Be the Change.**



16-18 August
2023

33rd Annual Conference

FSG

PRINTING & 3PL SERVICES

3PL SOLUTIONS

From **bulk and palletised storage** through to contract **packing and transportation**, FSG deliver tailor-made, flexible and innovative **third-party logistics, storage and e-commerce services** that seamlessly integrate with a comprehensive range of printing, graphic design and marketing capabilities. We can organise all stages of the online shopping experience, from **website design through to domain name registration, hosting and order fulfillment and dispatch**.

Inventory is managed through our **Warehouse Management System** and reports are available to track stock movement and sales.

DIGITAL & OFFSET + WIDE-FORMAT PRINTING

FSG has a wide range of **digital and offset presses** and **wide-format printers** and we are well equipped to handle a broad range of work, from single colour to sophisticated multi-colour requirements with embellishments, to make your job look great. Our printing equipment is complemented by a comprehensive **in-house bindery and finishing department**, allowing us to be a **complete one-stop-shop**.

ON-LINE PRINT MANAGEMENT + WAREHOUSE MANAGEMENT

Our system allows you to order products and manage inventory through **custom made eStore portals**, tailor-made for your company using its **corporate branding**, showcasing products with all necessary information and prices.

Our Software Development, Programming, Web Design and Graphic Design is handled in house, so we can design, build and **manage your entire online presence**, and integrate this with product warehousing, printing and distribution.

Our Warehouse Management System collects orders from the most popular shopping cart systems including Shopify, Magento and WooCommerce. **We can manage returns and reverse logistics** to ensure customer satisfaction.

GRAPHIC DESIGN

FSG operates a **full in-house graphic design studio**. Our experienced graphic design team understands the importance of brand recognition and consistency in communications. We work with you in finding **creative strategies** that allow you to stand out from your marketplace and effectively communicate your message.

DIRECT MAIL & DISTRIBUTION

Direct Mail can still be one of the most cost-effective and efficient ways to **communicate with your audience**, and expand your business' opportunities. Rather than crossing your fingers and hoping that your audience will find your message, Direct Mail literally finds them by landing on their doorstep.

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