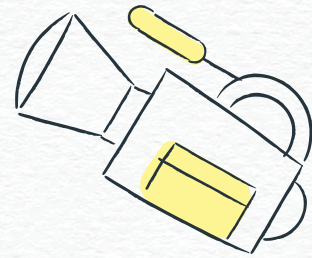


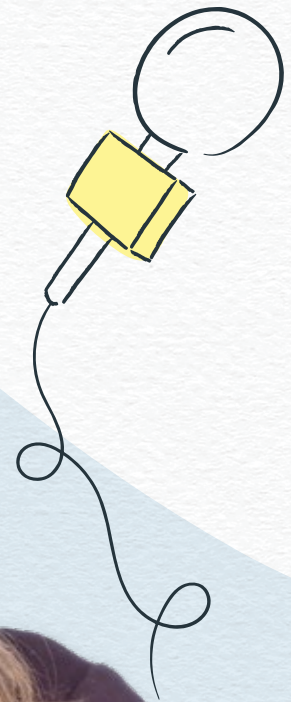
# AHSPO Journal



Association of Healthcare Supply and Procurement Officers

April 2021

The AHSPO Journal. The Voice of Procurement.



Interview with Emily Rice

## How The Pandemic Shaped the News Cycle

IN THIS ISSUE

SELLING DURING A PANDEMIC | HOW A PANDEMIC SHAPED HEALTHCARE PROCESSES  
CONFERENCE 2021 PROGRAMME | INDUSTRY SNAPSHOTS | SECRET WINE BUSINESS

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The Nice Agency.

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# Let's be friends.

**Good friends listen first  
and ask questions later.**

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APRIL 2021



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Total Registered Members: 351  
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Corporate Members: 65  
Associates: 5  
Life Members: 13  
Industrial Liaison  
Group Members: 10

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The Nice Agency. publication  
for AHSPPO

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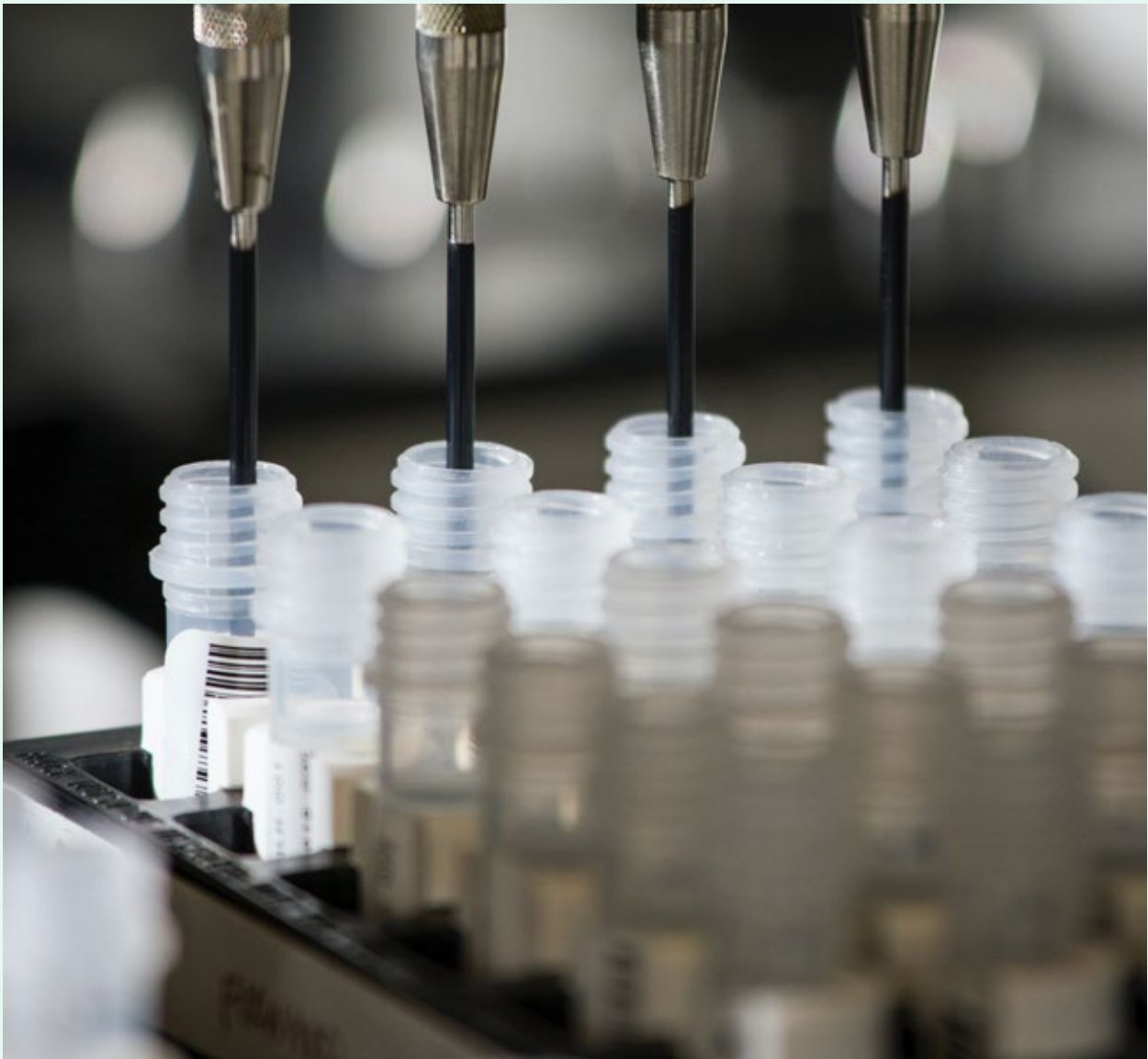
## Secret Wine Business

Peter Lack reviews this edition's wine - a Chapel Hill Sangiovese Rosé from McLaren Vale.



## Snapshots

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### **8,000 Emergency Vaccine Doses Delivered to PNG**

Papua New Guinea continues to buckle under the strain of a rapidly growing COVID-19 outbreak, and Australia has sent thousands of doses and a team of health specialists to aid in the response.

8,000 doses of the AstraZeneca vaccine touched down in Port Moresby on 23 March 2021 alongside a team of AUSMAT health specialists. Australian Medical Assistance Teams (AUSMAT) are multidisciplinary health teams directed by the federal government's National Critical Care and Trauma Response Centre.

Speaking to the nation's shared relationship, at a press conference after the team's arrival, PNG Prime Minister James Marape thanked Australia for the help. "Our friends in Australia continue to step in every time we need help, just like we try to help them to the best of our ability when they need help," Mr Marape said.

### NHS to Use Artificial Intelligence to Stabilise Supply Chain

A joint venture between the National Health Service and partner Vanstar is aiming to reduce the risk of supply shortages through an AI-powered purchasing platform.

The platform will use the wealth of NHS and global procurement data to analyse the capability and credibility of suppliers to fulfil their orders. The real-time platform will attach a real-time risk-rating to each supplier, including information about the goods and services they supply, the quality, and their history of working with the NHS and other EU hospitals.

The project will reduce the risk of supply chain breakdowns by spreading the load across more suppliers. Dr Richard Freeman, CTO for Architecture and Data Science from Vamstar, said “the platform will create a supplier risk profile that is easier and more efficient for the NHS to manage its supply chain. It will mitigate the risk of future surges in demand for essential products and services by spreading demand over a wider number of suppliers”.

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### Randwick Health and Innovation Precinct Build Gathers Pace

The joint venture between the University of New South Wales and Randwick Health and Innovation Precinct is edging closer to completion thanks to the topping out of the new \$780M Prince of Wales Hospital Integrated Acute Services Building.

At a ceremony to celebrate the topping out of the new structure, NSW Premier Gladys Berejiklian outlined the numerous benefits which would be realised “The community will also benefit from a real economic boost, with around 600 new jobs created through the building’s construction alone, and potential for thousands more flow-on jobs over the project’s lifetime.”

Aiming to bring together the Health and Innovation Precinct with UNSW, the new building will include a new emergency department, extra inpatient beds, a new helipad, intensive care unit, aged care services, a new psychiatric emergency care centre and shared operating theatres for the campus when it opens in 2022.

## Snapshots

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### Vaccine Nationalism The Next Challenge

The recent blocking of 250,000 COVID-19 vaccine doses by Italy has highlighted the next big challenge facing Australia and the world. Despite the cooperation between nations which resulted in the remarkable turnaround of a vaccine in little more than a year, that shared mindset hasn't translated into distribution between countries.

The UK having access to 100,000 excess doses highlights the need for more cooperation to ensure infrastructure poor nations can have equitable access to game-changing doses. Gestures like Australia and New Zealand taking the lead with our pacific neighbours are a step in the right direction, and needs to be replicated by nations globally.

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### Healthcare Sector Called to Cut Emissions

According to a 2018 report, the Australian Healthcare sector contributes to around 7% of our carbon footprint, with the Australian Medical Association (AMA) and Doctors for the Environment (DEA) calling on the industry to cut emissions.

According to the joint-statement, the production of supplies, energy intensive Hospitals and Ambulance fleets are significant contributors to emissions. The challenge facing the sector is the lack of a coordinated approach, which the AMA and DEA believe should be covered by the establishment of a National Sustainability Unit run by the Federal Government.

“Every sector must play its part to reduce carbon emissions, and the healthcare sector, guided by the principle to ‘first, do no harm’, has an added duty to lead and take action to protect health,” DEA's Eugenie Kayak said.

Increasing disease prevention, making operations more efficient, working to reduce waste and monitoring healthcare carbon emissions would be among its areas of focus, the AMA and DEA propose.

# President's Report

WELCOME TO THE APRIL JOURNAL

What a difference a few months makes. In our last edition, we in Victoria were slowly emerging from one of the world's longest lockdowns, and now as I write this, Australia as a nation is beginning to talk about what a post-COVID world looks like.

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ALDO SANTO  
PRESIDENT

I reflected back in December on how much the procurement and supply profession evolved and rose in prominence (it's always been important!) during 2020. And now as the country begins to roll out vaccines - that prominence has lifted even higher.

Speaking of evolution, In this month's edition of the AHSPO Journal, we sit down with Emily Rice, our beloved Conference Emcee to discuss how the journalism profession has changed due to the pandemic. As a healthcare journalist, Emily was on the frontline of information gathering and reporting during 2020, and her insights into how the news cycle changed, and some of the unsung heroes are well worth the read. Emily will be joining us at Conference 2021, and I'm excited to see her and all of you return for this year's event.

The light at the end of the tunnel is in the distance, but it is in sight. While we've long acknowledged the importance of our profession to positive patient outcomes, it's also become critical to the prosperity of our nation. For that I'm thankful and proud of you all. Keep up the good work.

As always, look after yourselves and each other.



**ALDO SANTO**  
PRESIDENT

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# Selling During a Pandemic:

A FRESH PERSPECTIVE

In my forty three years in the industry I can honestly say I've never experienced anything quite like 2020.

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WORDS BY PETER LACK

The past year has challenged us all, and re-shaped how our industry functions. Quite obviously the pandemic has also changed lives, so before I go further I'd like you to know my thoughts and wishes go out to all the families and friends who've lost a loved one to this horrible virus.

The pandemic has impacted everything from the global economy, to how our children are educated, how we socialise, and how we work. While the loss of life and jobs certainly puts things in perspective - these are the biggest changes I've noticed over the past year.

## Living Without Face-to-Face Contact

I think it goes without saying that I'm a people person. I've been around long enough to appreciate the benefits of meeting people face-to-face - so that's been the biggest shift in how I've worked. Being from Victoria, the isolation from both work colleagues and customers was hard to handle during Stage 4 lockdowns. As an older Salesperson, a large part of my work is building trust and respect with customers and suppliers. Reading body language, listening to tone of voice and being a visible active listener, all contribute to being able to connect with people. As you can imagine, it's so much harder over the phone or via video conference.

That being said, if this once in a lifetime event had happened even 10 years ago, working remotely would have been difficult, if not impossible for many people. So, while old-school sellers like me may have struggled at times, the fact we were able to keep working was brilliant.

## Growing New Business

Unless you were selling PPE during the pandemic, new business growth, which is a major KPI for any sales person, ground to a halt in 2020. When resources are scarce and supplies tight, health care providers are going to prioritise stability of supply rather than investing time and money into a new supplier - which is understandable.

While new business growth might have stalled for many suppliers, one good thing to come out of the past year was the streamlining of the procurement process. Speed was essential so faster procurement decision-making made a big difference in keeping stores well stocked. We're seeing a return to pre-COVID procurement processes, but I do hope we keep some of the beneficial streamlined processes.



## Maintaining communication

With the lack of face-to-face interaction came numerous communication challenges. Without being able to meet in person, the process of working closely with customers slowed down. Waiting for someone to call you back, or waiting on emails often led to backlogs of work and made that day-to-day interaction (which I love) much harder to manage.

So, early on I rigidly focused on key priorities, which came with its own frustration and sometimes compounded supply issues even more due to having to wait on information or actions to be completed. Not everyone shared the same priorities, which again is understandable, but challenging.

A classic example of these challenges were ETA's on stock. Customers, rightly, would be looking for updates as backorders began to build up - but with the virus impacting production capabilities across the world, what might have been a high priority for my customers and I, was often not even on the radar of a supplier who was under pressure from various angles.

So, as the year progressed and in Victoria at least, lockdown continued my challenge was to control what I could and put actions in place to resolve or minimise the impact of supply issues. Many of you reading this article will have had many uncomfortable conversations with me and other suppliers during lockdown. What I will say is, whatever the supply challenges we faced, our goal was always to keep communication lines open as possible to help customers make informed decisions. It wasn't always perfect, and I'm sure some working relationships were pushed to their limits, but now as we begin the recovery phase of this pandemic I'm confident suppliers and customers alike will reconnect.

## What I've Learned

For better or worse we've all taken something from the past 12 months. For me personally, I've learned much about myself, the way I work and how I deal with pressure. I've learnt:

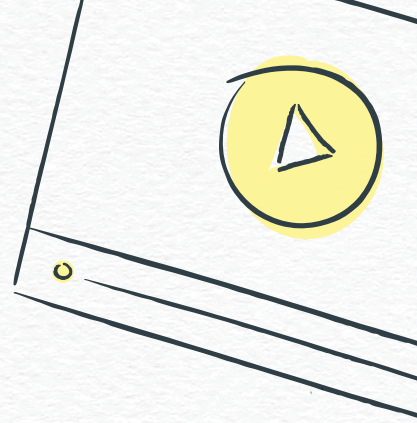
- Family and friends are more important than anything.
- To understand how colleagues like to communicate, it will make life easier.
- Priority setting will give you the structure to perform under pressure.
- To accept what you can control and what you can't.
- To give and receive feedback in a professional and empathic way.
- The world as we know it has changed. We've all done so well to adapt.

It's too early to say if how we do business will shift back towards pre-pandemic ways, or remain more transactional. All I can say is that if I had a dollar for every one of my retired colleagues telling me "I'm so happy I'm not starting out in the healthcare industry now" I'd be able to join them in retirement.

Take care and may the next 12 months be better than the last.

**Peter Lack**

FEATURE



MAKING NEWS IN 2020

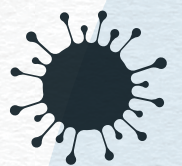
# How The Pandemic Shaped the News Cycle



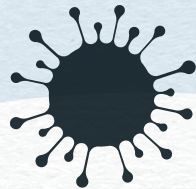
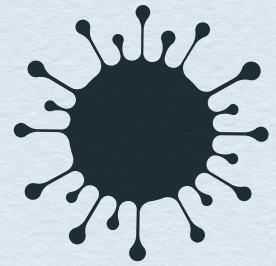
WORDS BY EMILY RICE AND RICKY MUTSAERS

For Healthcare Journalist Emily Rice, 2020 was a landmark year for obvious reasons. It was also her busiest year on record, and saw a major change in how news is reported, how the public consumed information and perceived it's leaders.

We sat down with Emily to discuss how a pandemic shaped journalism in 2020.







**Thanks for joining us today Emily, we're looking forward to hearing what someone on the front-line of the news cycle experienced in 2020. But, first, we'd love to know what were your non-work-related achievements in 2020?**

Well, that's a tricky one to answer! The hard thing for my profession was that during lockdown, we were considered essential workers. So, we were busier than ever before, and unfortunately that meant I didn't have too much time to brush up on my baking skills or finish Netflix.

At home, my husband and I were working full-time and we both had to keep our three-year-old son occupied, so we really learned how important our family unit is. In life we get so used to relying on friends, family and even services for help that it really showed how much we were able to rely on each other. While 2020 was the busiest

I've ever been as a journalist, it certainly showed what's important in life.

**Speaking of being the busiest you've ever been, tell us, how did the news cycle evolve over the year?**

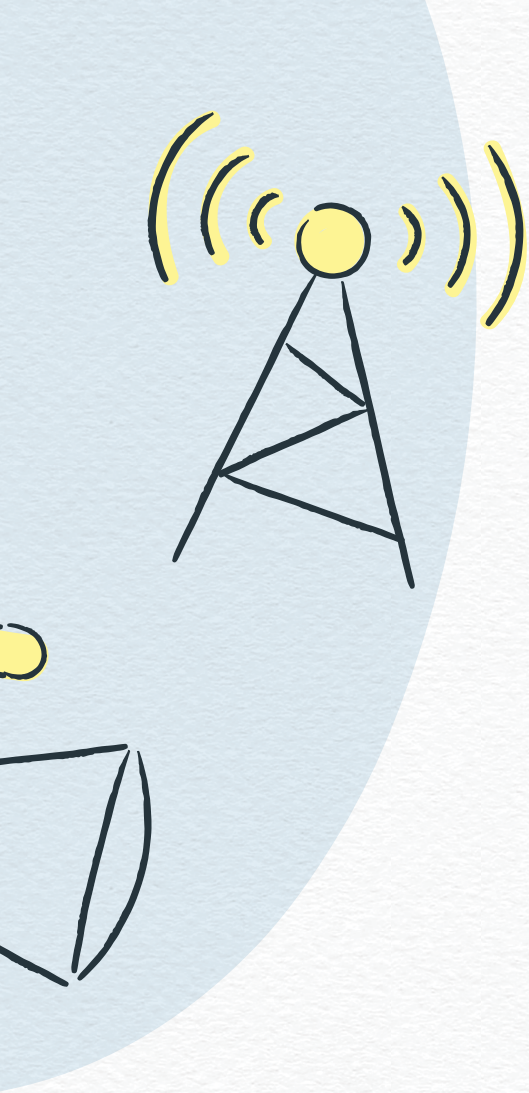
I remember seeing news reports about COVID-19 during December 2019, and I honestly thought, like I think we all did, it was just something happening over in China. But when the borders were closed, then the first cases and deaths popped up things got real and hit close to home.

That being said, I still don't think the reality of the situation really hit home until March 2020. Public perception was still naive at the time, and when they cancelled the Formula One Grand Prix, the public were really shocked by it. The anger from paying customers was very vocal. Incidentally I think back to my own naivety

as well. My family, who work in the healthcare industry in South Australia, began implementing their own social distancing and personal lockdowns - I remember at the time thinking it was ridiculous. How hindsight changes things!

I remember a story we ran early in the year around how hand sanitizer was selling out. I called into a pharmacy in the eastern suburbs of Melbourne who had completely run out, which would be totally normal now, but at the time was bizarre. All this was happening around the time when panic buying was taking off and toilet paper was like gold. We could see through our reporting that fear was growing in the community.

We were concerned about not trying to feed the fear through our reporting. I was really careful with my language. I consider myself fairly in tune with the world,



**We were concerned about not trying to feed the fear through our reporting. I was really careful with my language. I consider myself fairly in tune with the world, but even I was caught by surprise by how quickly things changed.**

but even I was caught by surprise by how quickly things changed.

I remember chatting to colleagues at a media briefing and saying to ourselves, it should be alright, it should be over in a couple of months. How wrong was I?

Through the early part of the pandemic we tried to balance telling the numbers, which were always the daily feature story, with finding good news stories. Stories about how businesses were pivoting to help with PPE production, we ran a 'Coping with COVID' series. Generally, we wanted to provide balanced reporting.

When the cases were jumping 50, 100, 200 new cases per day things got scary. it got scary.

I still remember clearly, July 4, 2020. After the local suburb lockdowns things weren't having

a significant effect, things were changing so quickly. And, that morning we received a tip the number was going to be significant. It was 100 new cases. Adding that to the public housing building lockdown - our collective hearts sank. It was a very disheartening day. That second lockdown in Victoria, was when things changed.

The tipping point for how the discourse changed for me was the Black Lives Matter protests in Melbourne. As the local population were in lockdown and largely carefully adhering to the rules, many of us saw the protests and thought 'hey are things really that bad they're able to do this?'. Fortunately, the lockdown was effective and we're in a position where the discussion has moved from the daily numbers to how we can as a state and as a nation begin to move on from the pandemic.

**Australia has performed well in moving to 'COVID-normal'. That's in large part to our willingness to listen to the experts. So, how important have Epidemiologists been to the news cycle?**

Our world-leading Epidemiologists have been vital. Not only were some providing valuable advice to governments, many leading Epidemiologists were regularly speaking to the media offering independent science-based opinions to the public. They weren't connected to politics so were able to offer balanced views on what was happening and what could happen. They were critical in helping the populace understand what was going on.

Not only were they balanced, they were so accessible. These are people none of us outside the industry would have heard of, but they really shone.



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**We were all looking at him each day.  
And he was giving us the hope that we  
could get out of this. With so much negative  
news and pressure, this was a topical,  
lighthearted joke all Victorians were in on.**

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Tony Blakely from the University of Melbourne was so busy he spent his entire days on conference calls and doing Zoom interviews. Catherine Bennet of Deakin University and Marylouise McLaws from the University of NSW - they were all so important in translating and informing the public as things changed so rapidly. They were fantastic and have become heroes in my eyes.

You know what, I've even heard that interest in Epidemiology at University has skyrocketed for the next batch of VCE/HSC students. That's great to see.

**It's not only Epidemiologists who have shone in the spotlight though. As someone who sat in the press conferences - tell me how did Brett Sutton, Victoria's Chief Health Officer become such a heartthrob? He was even featured on bedroom linen!**

Ha, very good! I think for a start it was a bit of Stockholm Syndrome. We were locked in our homes and found a new daily routine in our

lives. The daily numbers press conference was the one constant in our lives. Victorian Premier Daniel Andrews, and Brett were on our screens each day.

We were all looking at him each day. And he was giving us the hope that we could get out of this. With so much negative news and pressure, this was a topical, lighthearted joke all Victorians were in on.

As someone who is qualified and informed, Brett became someone we all looked to, to understand the situation. And how to put this correctly, compared to other public figures, Brett has a little more style than many others - he has a nice warm style, you can trust him.

**With Governments and healthcare providers learning on the job, and information changing so rapidly, how reliable were your sources of information?**

There was an information vacuum at times, and there was some criticism of the government in that

respect. But at the same time, we had to appreciate that this was unprecedented, and they were committed to sharing as much information as possible. The press conferences every day in Victoria ran for up to 90 minutes and were streamed live - every day! Yes, information was hard to get hold of sometimes however I think it's largely because departments and hospitals were simply overwhelmed.

We had challenges in sourcing news. We rightly weren't allowed onsite at hospitals and aged care, so we missed those hallway one on one conversations which is where the grunt work of journalism happens. Not only that, we had to be careful to respect people's privacy. If there were outbreaks of cases, we had to be careful to not name and shame people, but we had a duty of care to inform the public with important health information so we could get on top of things. It was definitely a challenge to balance our reporting.

**When it comes to accessing that information, how did the knowledge you acquired change how you dealt with things personally?**

Being informed definitely changes how you perceive things and act. I must admit I was a little naive early on, I'm an optimist and I believed things would be ok and my family, my son would be safe. But as I learned more, I became increasingly careful, as we all did, around what I did and how I behaved.

On the public responsibility side of things, as a journalist I feel a responsibility to help the public do the right thing and get on top of the pandemic. So, if revealing certain information would destroy public confidence then we'd be cautious about what we reported on. We didn't just tow the Government line, but we did have a responsibility to be balanced in our reporting. We didn't give the Victorian government a free ride!

With the year we've just had, I must say the adage Ignorance is bliss, sometimes rang true.

**COVID dominated the year, along with PPE panic. But what are the positive healthcare stories we missed out on?**

There were some fantastic stories happening throughout the year. Some which did break were encouraging, like the blood plasma trials conducted by Western Health. Because we couldn't physically get into these places to interview and record, we were relying on Zoom interviews, iPhone footage and anything else the facilities could provide us. There were so many untold stories.

What I would say is that this pandemic has really elevated how our healthcare workers are viewed by the public.





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## I was really proud of Australians and in particular Victorians for what we've achieved together.

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While it has revealed some serious flaws in the system, it also revealed how quickly a traditionally slow-moving sector was able to change how it worked.

It's a shame that we haven't been able to tell some of the stories from aged care as well. Obviously with deaths in aged care and the royal commission there's a lot of upsetting news stories to tell. But there are some beautiful stories worth telling and some dedicated workers who deserve recognition. We'll keep trying to bring these stories to the public.

### **How did the journalism profession change during 2020?**

Well obviously, like much of the world we had to shift to remote working as much as possible. Which was weird because it was about five months between being on site at a hospital, when I'd normally be on site daily.

From a technical point of view, Zoom interviews became the norm. We would never use them

in the past, but it became totally accepted. Like everyone else we had to adjust to the digital way of doing things. While you could argue the visual and audio quality of interviews using video conferencing aren't as great as when done in person, remote interviews have opened up a whole new level of accessibility to experts and people across the country and world.

When it came to the quality of reporting, without editorialising, we also really respected the science and were very cognisant of whether news was bogus or not. If the leads and stories we got were questionable we wouldn't touch them. Evidence-based reporting was really important to us.

The sheer speed of the news cycle was a big change for us as well. We've always been adept at adjusting quickly, but with the pandemic, there's an insurmountable amount of information coming through. In the 'old days' of 2019 we used to be able to file our story and head home, but now we have to be

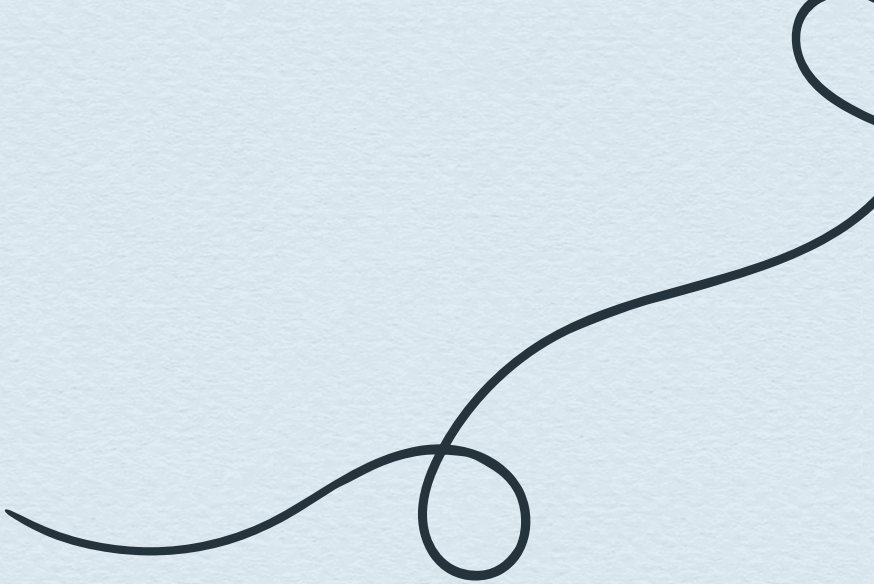

prepared to change things right up until the moment our story goes to air because information changes so quickly.

### **To dig a little deeper, how did the 24/7 nature of the news cycle change things?**

Courtesy of daily updates from Premiers across the country, people were watching live each and every day. For better or worse that's opened the discussion to more people. I think mainstream media has performed well in being considered and balanced in the stories we tell, but it has exposed the risks of misinformation through social media and other channels. That's something as a journalist I'm constantly contending with.

On the funny side of things, every day at the press conferences my phone would be going off the whole time. My friends and family would be asking questions for Dan Andrews - when will the playgrounds open? When can my kids go back to school? When can I go back to the gym?





This access has meant everyone felt like they were part of the democratic process which is great. It's taken a pandemic to do it, but it's made it easier for people to engage with public discussion and news, and made people think more about how we live, the system we live under and how lucky we are.

**Ok, last question. Tell us, what good has come out of 2020?**

I think for a start, we have a lot more respect and acknowledgement for our robust health system and the people that work in it. We all understand the value of frontline workers and even procurement now. In those early days access to critical equipment and PPE were some of the biggest challenges we faced.

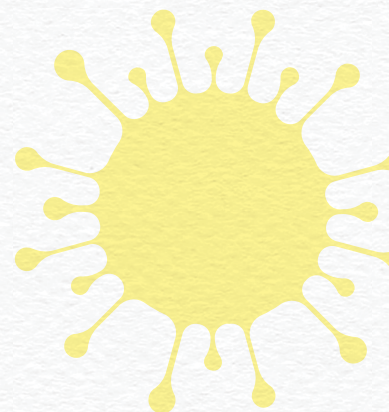
We've also formed a new respect for science. It's not a sexy topic, but it's important, and it just goes to show how much we've taken it for granted previously. Especially when we look at what's been happening overseas.

I guess lastly, we can look back at our adaptability as a society to adjust our lives and get through things. No matter what state we were in, and as much as we hated lockdown and being told what to do, we got the job done. It showed the egalitarian nature of Australia and our society's ability to pull together and do the right things. We proved that by and large we're a smart society and were willing to do the right thing for the benefit of others.

I was really proud of Australians and in particular Victorians for what we've achieved together.

**Thanks for spending time with us Emily.**

Thank you. I'm looking forward to seeing everyone at Conference 2021!



# How a Pandemic Shaped Healthcare Processes

It goes without saying COVID-19 was a shock to everyone initially. How on earth would business continue? Would we be able to buy food? Was it going to be similar to the depictions in films of the end of the world? No one knew but everyone had to learn together.

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WORDS BY SIMON MARCER, SYNERGY BUSINESS GROUP

There were some industry sectors that were impacted far more than others. Any business involving large crowds or large numbers of people being in the same place at the same time so restaurants, sports stadiums, public transport and of course Hospitals.

I have been asking all of my healthcare clients what impacted them the most or what was the biggest change to their business processes as a result of the pandemic. Unanimously the three most common impacts were around three main areas.

## People

People could no longer meet face to face. Everything had to jump online. At first clients were a little hesitant but as time passed they realised that they were much more efficient. They could conduct more meetings in a day. No one was late so the meetings started on time and multiple people from multiple states could be involved. Meetings could be arranged more quickly as travel time did not have to be built into the planning. Very quickly procurement was accepting services and paying for them online. One of Synergy Business Groups (SBG) clients actually celebrated their first transaction that was conducted exclusively online. SBG's healthcare clients were definitely one of the fastest industries to buy into this way of working.

## Processes

Processes have completely changed in the healthcare market. Policies for online operations have had to be completely rewritten. Process around PPE has changed completely. Before COVID-19 a standard nursing uniform was considered adequate and appropriate for wearing for treatment of most patients. Once COVID-19 had established itself, full PPE had to be worn at all times and was discarded at the end of a shift. Healthcare organizations instantly had a huge waste disposal issue on their hands. Healthcare businesses were approaching SBG requesting we design processes that would address these additional issues thrown up by the pressures of COVID-19.

Our healthcare clients are asking us to do other things. Why were they coming to us? We don't have any experience in writing detailed process documents for COVID-19. Well neither did our clients. So why pick SBG? The answer was that at least we had transferable experience in writing process documents.



## Systems

The three main systems in the healthcare delivery model are physical, mental and social well being. These systems were put under considerable strain by COVID-19. The mental health system was by far the hardest hit. The demand for the service became swamped with people looking for treatment while in lockdown as a result of being isolated, with the current average waiting time to see a psychologist is around 6 weeks. Unfortunately it is not a case of applying changes within the system. It is simply that there are not enough psychologists to meet the demand. Our clients working in mental health are procuring online services for assessing patients. They have also been conducting many more online consultations and are benefitting from the efficiencies this delivers. SBG have found ourselves becoming increasingly in demand from the mental health side of the market so we have advised on process and system change so the businesses can divert money into HR so they can focus more on recruitment campaigns to attract more psychologists.

Online technology is here to stay. It has been proven to many businesses that the efficiency of their workforce has greatly improved, their workforce is happier as there is no commute. COVID-19 is going to be around for a while so enabling people to consistently deliver processes so they support the overall system is essential. Identifying better ways to work in these three key areas will benefit all areas of an organisation.

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The mental health system was by far the hardest hit. The demand for the service became swamped with people looking for treatment while in lockdown as a result of being isolated, with the current average waiting time to see a psychologist is around 6 weeks.

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# Social Pages

AHSPOTIMEWARP!

Continuing our look back at AHSP.

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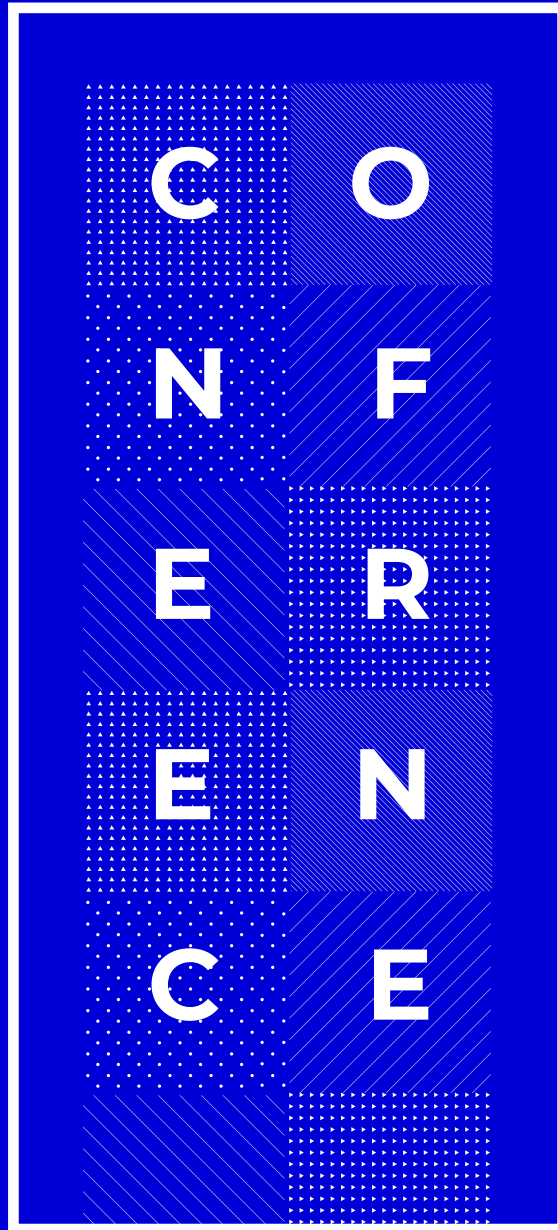






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RISK IN PROCUREMENT



MANTRA, LORNE | 11 - 13 AUGUST, 2021

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CONFERENCE PROGRAMME

WELCOME TO THE

# 32ND ANNUAL CONFERENCE

We're finally here. By the time we meet again at Conference 2021, it will be two years in the making. Two years since we've learned together, and two years since our last Gala evening!

This year, the conference theme is Risk in Procurement. In 2021 risk takes on additional meaning, so it's a timely discussion to have.

As we know, the populace is more informed and conscious of the impacts humans are having on the planet than ever before. So we, as procurement professionals, need to look closely at the complete lifecycle of the healthcare supply chain. In addition, the small matter of a global pandemic has thrust supply chain security into the spotlight.

While maintaining a stable chain of supply has always been a concern, it's now a top priority for all of us.

From supply chain security, to social procurement and sustainability - this year's conference will go all-in on discussing how we can reduce risk, work sustainably and deliver positive outcomes to those in our care.

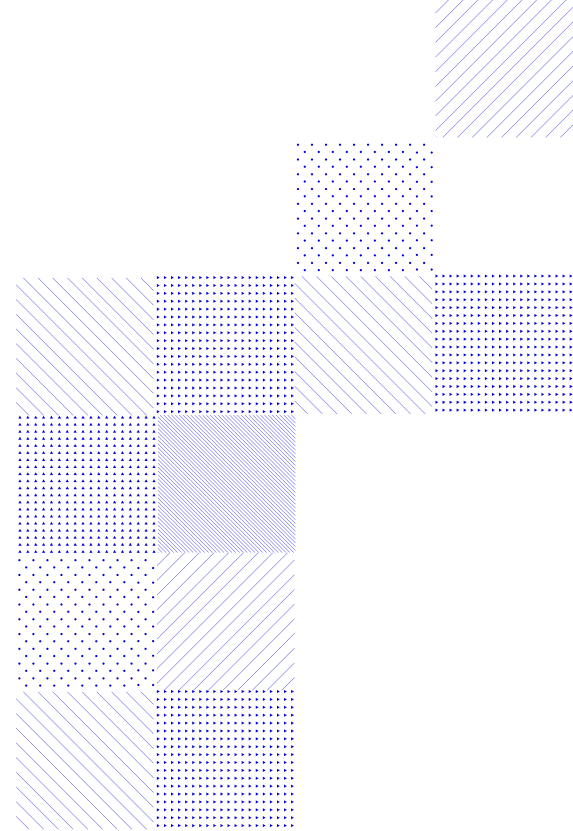
After a turbulent 2020, I'm looking forward to seeing you all again. In a year where health services have been stretched to breaking point, and our procurement and supply teams have done us all proud, there's much to learn from each other.



**Aldo Santo**

President  
AHSPo Incorporated





WEDNESDAY 11 AUGUST

# SESSION ONE

**2:00pm – 5:30pm**

Delegate and Corporate Registration

**6:00pm – 6:25pm**

**Welcome Reception**

President of AHSPQ, Aldo Santo and Local Politician

**6:25pm – 6:30pm**

**Diamond Sponsor Address**

Short Address from our Diamond Sponsor, **Cardinal Health**



**6:30pm – 9:00pm**

**Exhibition Reception & Exhibition Opens**

Proudly supported by our  
Gold Sponsor **Ultra Health Medical**



**9:00pm**

Close of Exhibition and Day 1 program



2021 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 2019.

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 2021.

THURSDAY 12 AUGUST

# SESSION ONE

6.00am – 8:00am

Breakfast in the dining room for all in-house guests

8:00am – 8:20am

**Welcome**  
President of AHSPQ, Aldo Santo

8:20am – 8:30am

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



8:30am – 8:40am

**2021 Conference Opening**  
Opening Address delivered by one of our Life Members

THURSDAY 12 AUGUST

# SESSION TWO

8:40am – 10:00am

**Keynote Speaker**

**Dr Sally Cockburn** – aka 'Dr. Feelgood'

GP and health advocate – with a twist.

Proudly supported by **Ecolab Healthcare**



**Followed by**

Suppliers Magic Minute presentations

10:15am – 10:45am

**Break out – Morning Tea**

Proudly Supported by **Diversey**



THURSDAY 12 AUGUST

# SESSION THREE

10:45am – 11:20am

**David Ray –**

**Social Procurement**

Bendigo Health

11:20am – 12:00pm

**Ben Katzman and Barry Lacy –**

**Risk in Procurement**

Epworth Health

**Followed by**

Suppliers Magic Minute presentations

12:15pm – 1:00pm

**Break out – Lunch**

Proudly supported by **EBOS Healthcare**



KEYNOTE SPEAKER



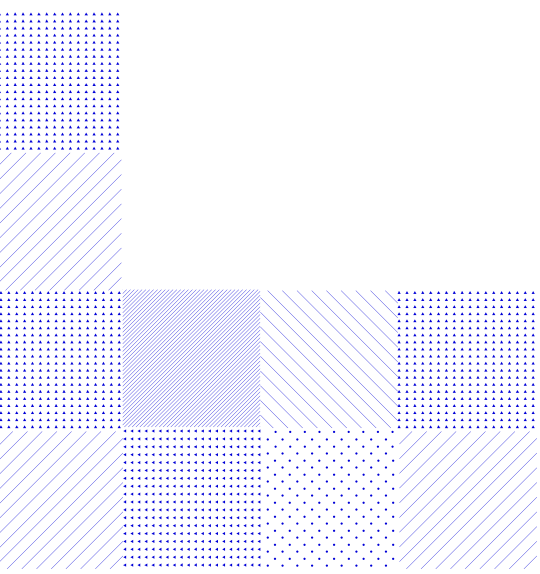
# DR. SALLY COCKBURN

THURSDAY, SESSION TWO,  
8:40 AM

Dr Sally Cockburn is a GP and health advocate – with a twist. While she practices part-time in suburban Melbourne, she is also known around Australia as “Dr Feelgood”, a high profile media presenter who champions sensitive issues and demystifies medicine.

Proudly supported by  
**Ecolab Healthcare**





THURSDAY 12 AUGUST

# SESSION FOUR

1:00pm – 2:00pm

**Speaker to be announced soon!**  
**TGA and Recalls**  
Therapeutic Goods Administration

2:00pm – 3:00pm

**Bernadine McNamara –**  
**Contracts and Risk**  
General Counsel, Barwon Health

**Followed by**

Suppliers Magic Minute presentations

3:15pm – 3:45pm

**Break out – Afternoon Tea**  
Proudly Supported by **The O.R. Company**



3:45pm – 4:30pm

**AHSPO Historical Retrospective**  
A presentation of AHSPO from the past until now, including special guest **Peter Lack** one of the founders of AHSPO  
Proudly supported by **Fresenius Kabi**



4:45pm – 5:00pm

**Annual General Meeting**  
All welcome to attend

7:00pm – 12:00am

**Thursday Night Gala – Conference Dinner**  
Proudly supported by our Platinum Sponsor **Coregas**



KEYNOTE PRESENTATION

# A SHORT HISTORY OF A LONG ASSOCIATION



THURSDAY, SESSION FOUR, 3:45 PM

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 nineteenth

year in 2021, the association has evolved over the years, but one thing remains constant - a dedication to improving the supply chain and procurement profession.

This is a must-see session. Join us and hear a little history about the proud association you're part of.

Proudly supported by **Fresenius Kabi**

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 consecutive AHSPQ Conference as our M.C.



Proudly supported by our Diamond Sponsor **Cardinal Health**





THURSDAY NIGHT GALA DINNER

# LET'S ROCK LIKE QUEEN!

PRESENTED BY OUR  
PLATINUM SPONSOR COREGAS

coregas 





**FORGET RISK IN  
PROCUREMENT.  
TONIGHT IS  
ABOUT ROCK IN  
PROCUREMENT.**

**\$5 OR MORE ENTRANCE FEE DONATION.  
MONIES COLLECTED WILL BE DONATED  
TO THE CHARITY FOR 2021.**

We all need somebody to love, or in our case, an association to love! Join us at Gala Night 2021, where we will rock you in a night of fine food, great company and dancing!

You might feel under pressure, but don't - it's only fancy dress. Do your best, or your worst impression of Queen and you might just be singing 'we are the champions' in the best dressed competition at the end of the night.

So, bring out your inner bohemian and give us a rhapsody to remember! We want every member to take on the motto - don't stop me now. At least until last drinks.

FRIDAY 13 AUGUST

# SESSION ONE

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

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**9:00am – 10:00am** **Brett Henderson and Mike Sewell –  
Entrepreneurs Success Stories**  
AusIndustry – Entrepreneurs' Programme

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**Followed by** Suppliers Magic Minute presentations

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**10:15am – 10:45am** Break out – **Morning Tea**

FRIDAY 13 AUGUST

# SESSION TWO

**10:45am – 11:15am** **Local Charity Speaker**

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**11:15am – 12:15pm** **Closing Keynote Speaker  
Kevin Sheedy AO –  
Australian Icon**  
Proudly supported by **ICU Medical**



**12:15pm – 12:30pm** **Closing Address**  
President of AHSP0, Aldo Santo

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**12:30pm – 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



# KEVIN SHEEDY AO

FRIDAY, SESSION TWO, 11:15AM

A four-time AFL premiership coach and Australian Football Hall of Fame member, Kevin Sheedy is an icon who transcends sport. While no one is bigger than the game, he is as big as it gets and a master storyteller to boot. As a player and coach over five decades his record is unsurpassed and the ANZAC day games and Dreamtime at the G are both outcomes of his passion and commitment to the game and our culture. Kevin is challenging, opinionated and always interesting, and few speakers are able to motivate like he can.

Proudly supported by  
**ICU Medical**



Platinum Sponsor



Diamond Sponsor



Gold Sponsor



Silver Sponsor



Meal Break Sponsors



Keynote Sponsors



Bronze Sponsors





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



Follow us to  
keep up to date

# Secret Wine Business



Welcome to my Secret Wine Business article for this edition of the AHSPO Journal, in which I'm reviewing a wine from McLaren Vale in South Australia, but with a difference.

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WORDS BY PETER LACK

As most of the regular readers of these articles will know - if I'm normally talking about McLaren Vale it's about a BIG BOLD RED. So, this is where the difference comes in, as I'll be reviewing a Chapel Hill, Sangiovese Rosé from this wine making region.

The winemaker is named after the iconic ironstone Chapel built by Methodist settlers to the McLaren Vale area back in 1865. It served as a place of worship, school and social gatherings for local farming families for a century. The Chapel began its next chapter in the early 1970's when an Adelaide Professor, Thomas Nelson purchased the building and surrounding land from the Uniting Church and planted the first vines on the site in 1972. A feature of the chapel renovations was the stained glass window which is Chapel Hill's logo, said to have been constructed in Glasgow around 1770.

The growth of Chapel Hill Winery into a world-renowned wine producer was led by winemaker Pam Dunsford. Pam was a pioneering winemaker in South Australia. The first female graduate of the acclaimed winemaking course at Roseworthy in 1983, Pam's work led to much acclaim and awards for Chapel Hill Winery.

It has had only a handful of custodians since Thomas Nelson, with the Swiss Schmidheiny family's long-running love affair with wine leading them to a dream of owning a world-class Australian winery - a dream realised in December 2000 when they purchased Chapel Hill. I for one am happy they did!

The vintage I first tried last year was their 2019, but I know this is now very hard to find, so just before writing this article I tried the 2020 vintage. To me they were very similar and the 2020 showed all the same characteristics as the 2019 did.

My main observation is that unlike so many other Rosé I've had, this one is a dry style with the method of using a shorter, 2-5 hour grape skin contact, different to some winemakers who can have up to a 20-hour grape skin contact in their process.

According to the winemakers tasting notes:

*A dry and textured style which capitalises on Sangiovese's delicious 'sweet' core of sour cherry fruit. The Sangiovese Rosé is brimming with cranberry and pomegranate aromas. The palate explodes with the flavours of fresh juicy raspberries and sour cherries, culminating with a spicy tannin finish.*

#### ACCOMPANY

We had the wine with a range of food types including Christmas Lunch but it also matched well with spicy Asian dishes, Fish/Oysters and even a homemade Chicken Caesar Salad.

#### AVAILABILITY

We purchased our bottles from Dan Murphy's, it's also available through BWS and most other good grog shops, and online. Price varies from \$14 to \$20, so shop around to get a good deal.

As I am always saying ..... the only thing better than drinking the wines, is to be able to talk with someone about them, so please always, I'm happy to listen to feedback from you all.

"GOOD QUAFFING"

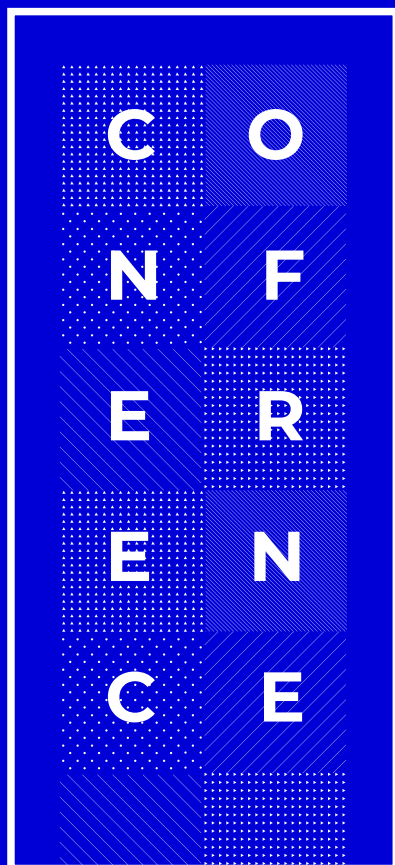
**PETER LACK**

**Life Member & ILG Advisor**

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32ND ANNUAL CONFERENCE



## REGISTRATIONS NOW OPEN

Once you have completed your registration, an email acknowledgement will be sent from Eventbrite to yourself and AHSP0.

**Note: When registering electronically, no payment is required at that time.**

**Visit: <https://bit.ly/3ciH8ax>  
Password: AHSP02021**

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#### I REGISTERED FOR LAST YEAR. WHAT HAPPENS?

You will have received an email from Eventbrite confirming that you have been registered for the 2021 Conference. If you have not received a notification, please check your junk mail and then contact [email@ahspo.com.au](mailto:email@ahspo.com.au) for further information.

# 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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