



Canberra Health Services Procurement & Supply

Acknowledgement of Country

Canberra Health Services acknowledges the Traditional Custodians of the land, the Ngunnawal people.

We respect their continuing culture and connections to the land and the unique contributions they make to the life of this area.

Canberra Health Services also acknowledges and welcomes other Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

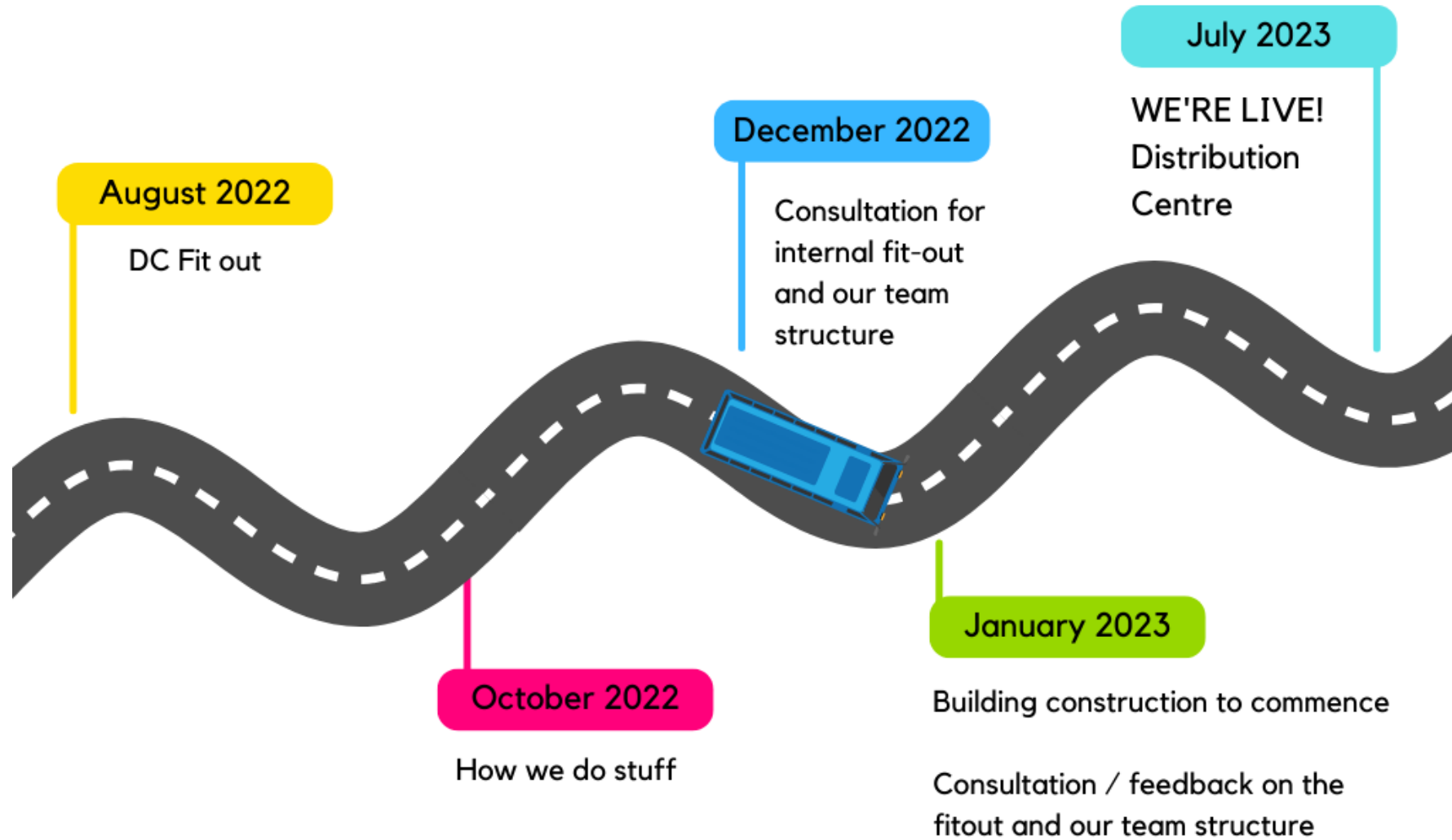


Why we are here

Today is about

- Providing an update on the Distribution Evolution project
- Reviewing feedback from Workshop 1 and online form
- Recalling information about the last Culture Survey
- Sharing information about the proposed fit-out for the DC
- Commencing consultation on the proposed team structure
- Answer your questions, provide support and resources during our next phase





DC Fit-out

What we've done so far

- Sort your frustrations with the current warehouse and ways of working
- Gathered your ideas for the new DC and ways this could help you in your daily work
- Consolidate the most recent Culture Survey feedback and start to put plans in place to fix areas you have identified need to be fixed

What we're working on now

- Security for the new DC
- Finalise plans and communicate to team & contractors
- Find out what your customers think of the service provided? Do they need more from us or do they need something different?



How we do stuff

Questions to be answered



Do we need to change the way we work with new equipment and DC?

Do we need new Standards Operating Procedures or other material prepared?

Is the team structure fit for purpose?

Will it suit the new DC and new ways of working?

These decisions need to be finalised soon so that work can start on construction of the new DC.

Looking Forward

Questions to be answered



What do we do if we have teething concerns?

Rules for common areas?

What does our new team structure look like?

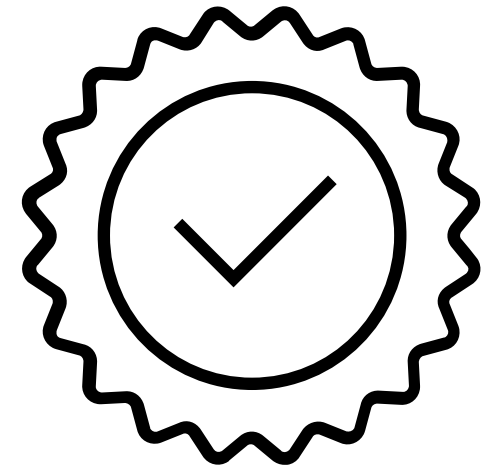
How will we operate?

These decisions need to be finalised soon so that work can start on construction of the new DC.

Workshop 1 and Online Form

What's happened since Workshop 1

- ✓ Feedback has been reviewed and where appropriate, included in the draft plans for DC
- ✓ Culture Survey Feedback reviewed
- ✓ Draft plans for DC for consultation (starting today)
- ✓ Draft team structure for consultation (starting today)



FEEDBACK

WORKSHOP 1 & ONLINE FORM

THANK YOU!
Lots of great ideas!

Safety in our workplace

Communication

Career

Feedback - Recognition
Performance Management

**Common themes in both
feedback and survey**

**Some can be actioned
immediately**

Action Immediately

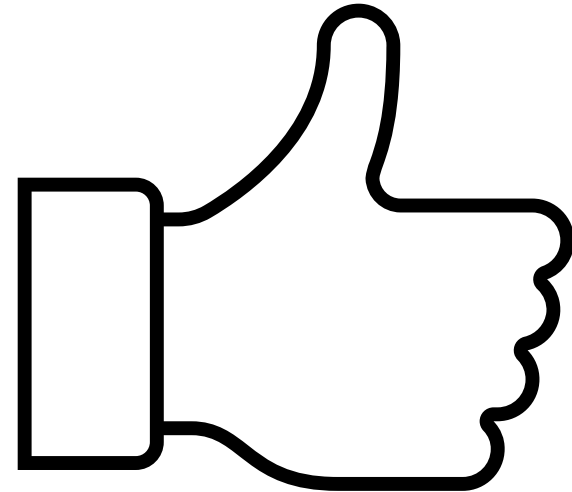
- Access email from mobile device (training available – please see Tiina)
- Repair trolleys
- Arranging return of workplace massage therapy
- Team lunches & BBQ's
- Toolbox talks and regular team meetings
- Desktop access at work

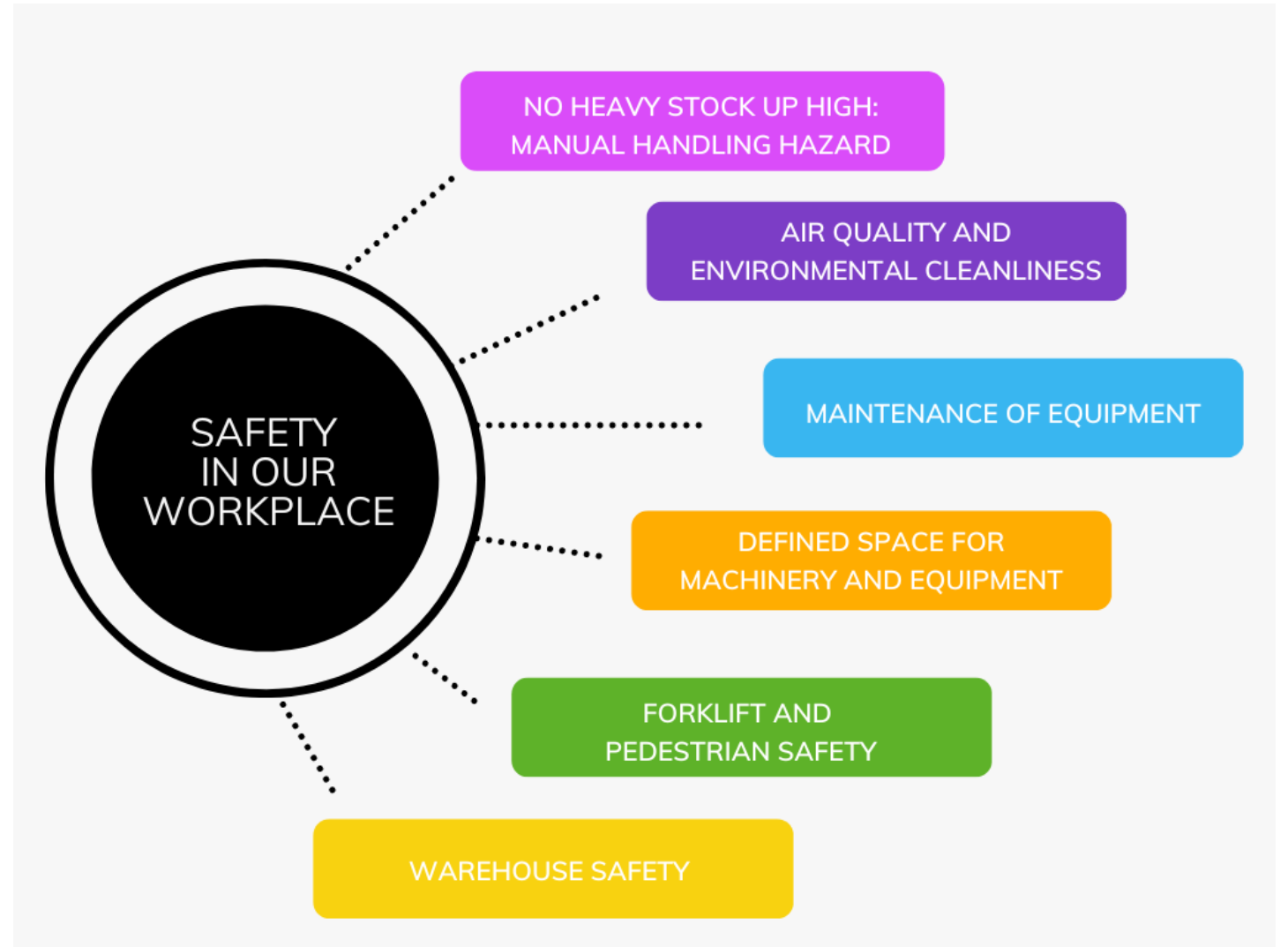
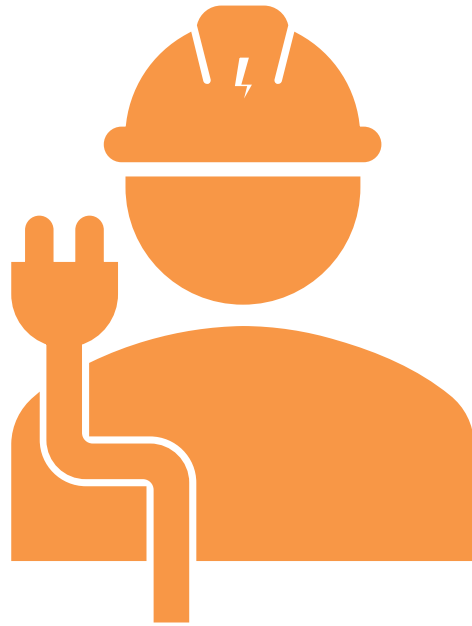
Mitchell

Behind receiving and in administration office

Canberra Hospital

Level 1, Supply Tea Room





Culture Survey Feedback Summary

Q# 37774	I completed the 2019 CHS Workplace Culture Survey.	17	100%
Q# 37775	I received feedback on the findings of the last employee survey ... From CHS (e.g. CEO presentation).	15	33%
Q# 37776	I received feedback on the findings of the last employee survey ... from my Executive/Manager.	17	29%
Q# 37777	Action was taken as a result of the last survey.	17	12%
Q# 37778	There was a positive impact resulting from the last survey.	17	6%
	My manager ... Provides reward and recognition for outstanding performance.	17	24%
	My manager ... Provides appreciation for good performance.	17	29%
	My manager ... Is prepared to address poor performance in a constructive manner.	18	28%

Canberra Health Services provides ... Clear reporting lines.	20	35%
Canberra Health Services provides ... Workloads that are fair and equitable.	20	30%
Canberra Health Services provides ... A fair day's pay for a fair day's work.	19	37%
Canberra Health Services provides ... Good career opportunities.	20	15%
Canberra Health Services provides ... Secure employment.	20	40%
Canberra Health Services provides ... Recognition of my achievements.	20	25%
My manager ... Clearly communicates to me what they expect from me.	18	39%
My manager ... Gives me constructive feedback on my performance.	18	22%
My manager ... Helps me to set realistic performance objectives.	18	28%
My manager ... Reviews my progress in achieving my objectives.	18	6%
My manager ... Conducts annual performance reviews with me.	18	11%
During the past year, there has been an improvement in... Communication in the organisation.	18	28%

You asked, we listened

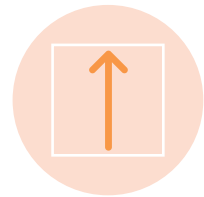
- ✓ Improve and recognise achievements and performance
- ✓ Behaviours that are inline with CHS core values will be celebrated and acknowledged
- ✓ Remove hierarchy so that communication is clear and transparent
- ✓ Provide a clear career pathway and support development
- ✓ Open door policy is our ongoing approach
- ✓ More face-to-face meetings, where management share what is happening
- ✓ Regular team meetings, coming together to share ideas and communications
- ✓ More opportunities for development through more training
- ✓ Consistent training for ALL staff – all trained the same way



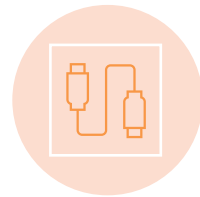
DC Fit Out

Key Features

New facility will generate increased capacity for reserve stocks and improve the receipt and despatch workspace.



New facility will have **4** times our current capacity!



Rack height will be 8.3m serviced by new electric reach forklift



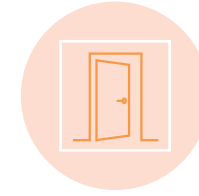
Primary pick face no higher than 1.5m (where practical)



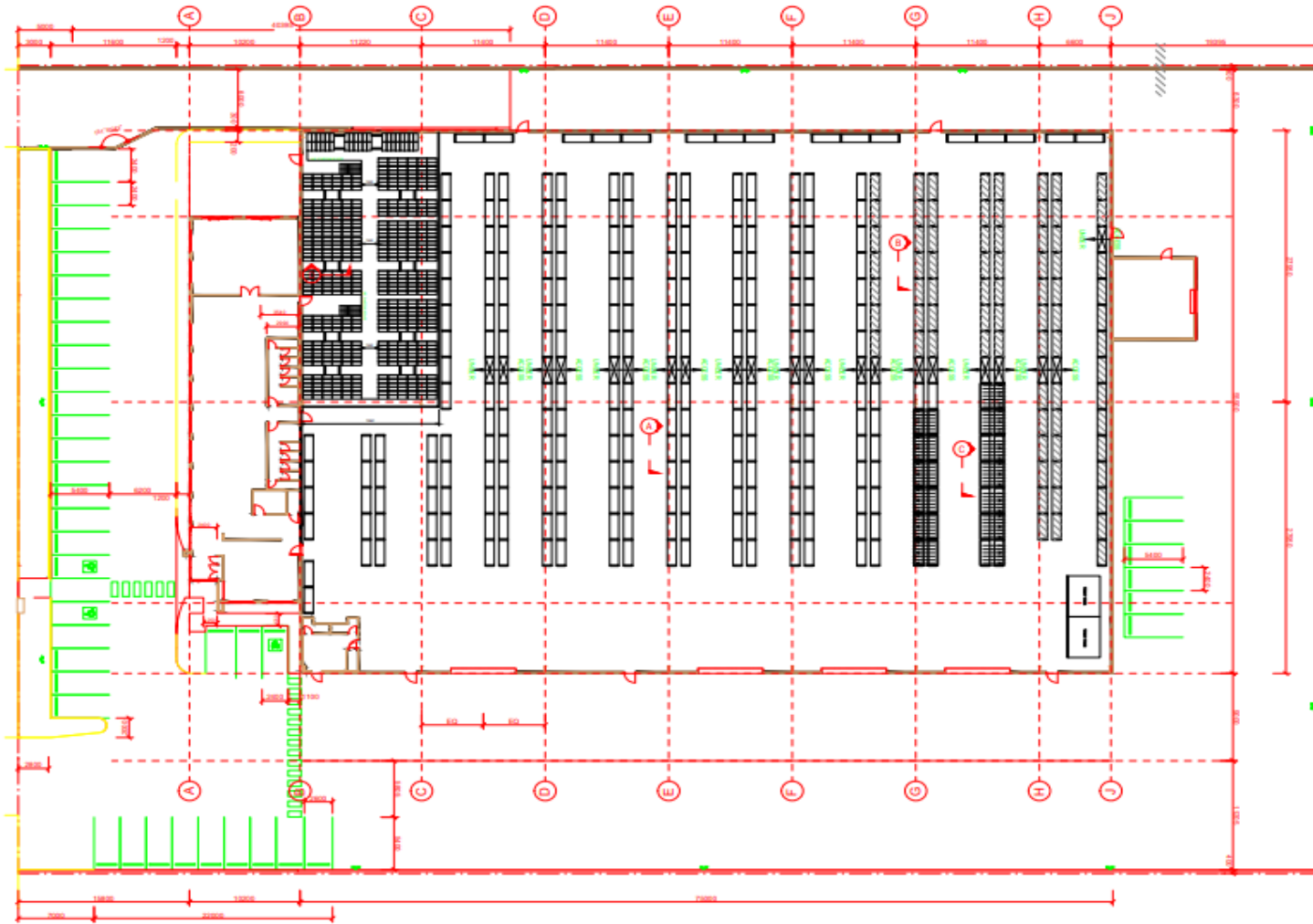
Sterile storage is housed in two 9m vertical carousel units which are climate controlled to meet AS4187.2014 for infection control



Carton live storage (CLS) is installed to house medium velocity range of SKU's and will replace existing tilt tub shelving (Blue Bins)



Rapid warehouse doors fitted to ensure integrity of the environmental conditions



- ✓ Improving spaces with 100sqm team rooms catering for everyone
- ✓ Brand new outdoor space with BBQ and places to relax and socialise
- ✓ New carousels 9M high replacing an uncomfortable and inefficient cool room

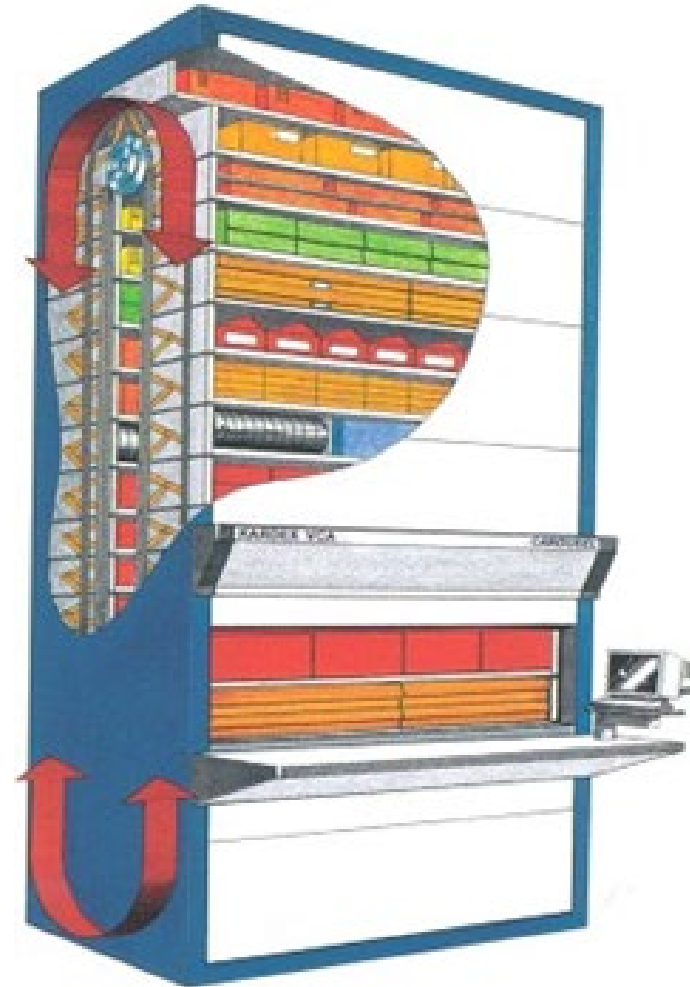


Bulk Storage and Pallet Pick Face

Long Span and Carton Long Storage



Single Reach Forklift



Vertical Carousel Unit

Warehouse Example Images



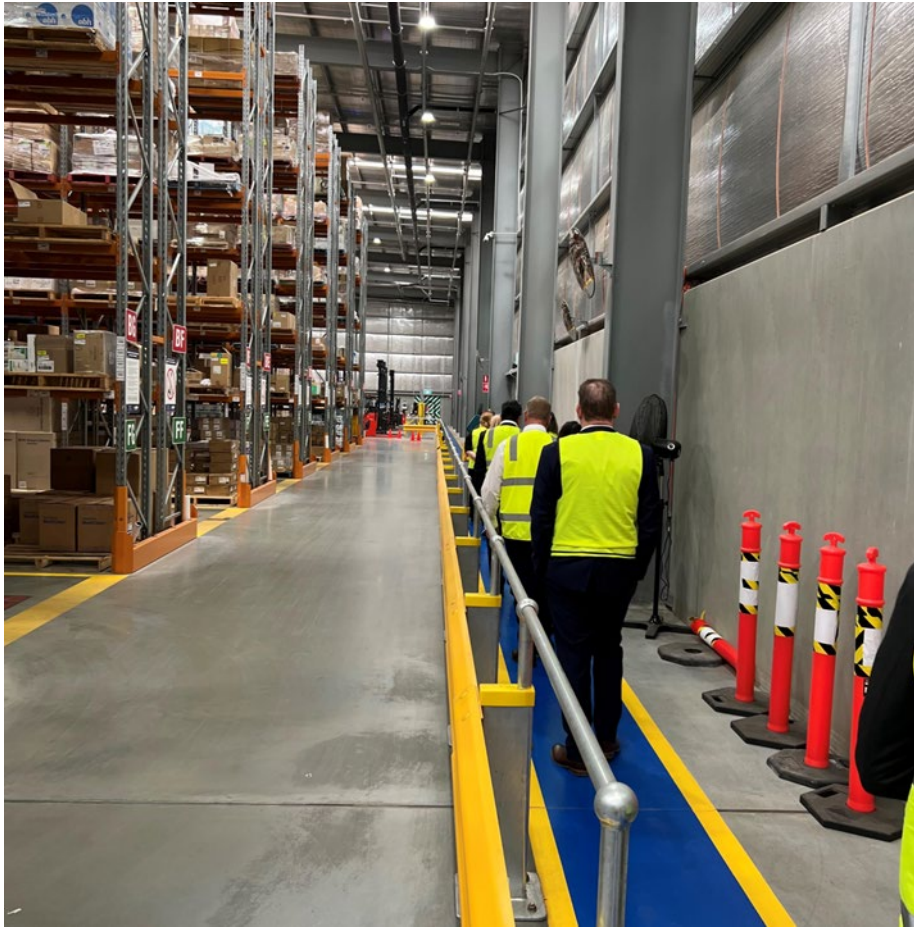


Our new place ... a place for everything and everything in its place!



Carton Live Storage

Our new place ... a place for everything and everything in its place!



Forklift Charging Stations

Our new place ... a place for everything and everything in its place!



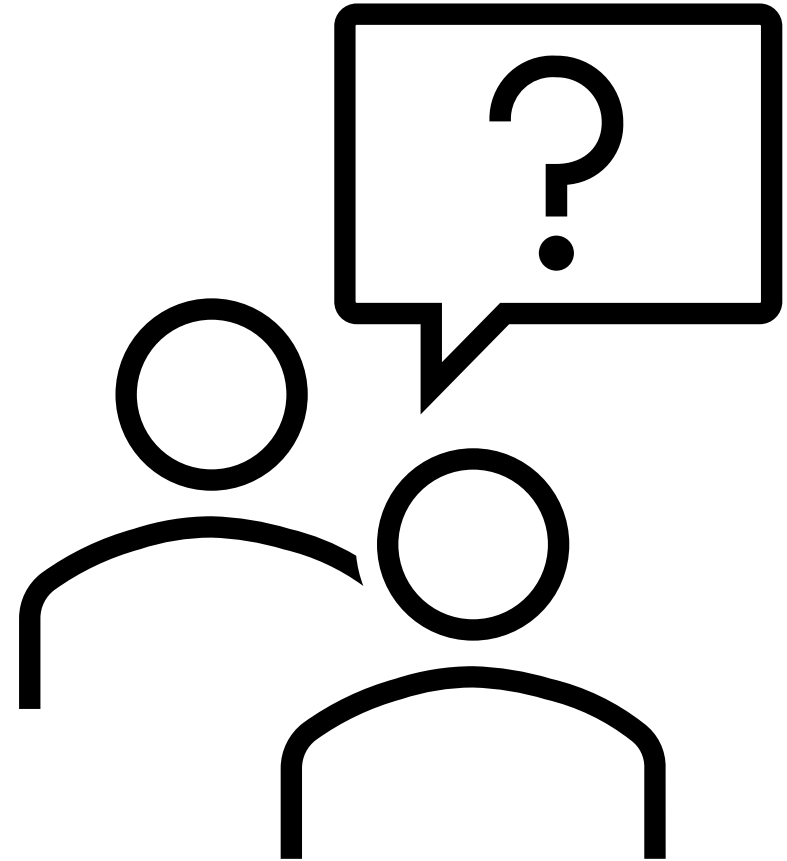
Example 5S Boards

Video – pallet wrapper

Security Arrangements

- Security Risk Assessment will be undertaken with key stakeholders to inform the design of the security infrastructure and treat any risks identified through a separate workshop exercise
- CHS Security Specifications will be adhered to by the security vendor installing any equipment for the build
- ACT Government CCTV Code of Practice requirements will be met for installation of CCTV
- Safety CCTV systems are proposed to be installed to support the environment and protection of assets
- Duress systems are proposed to be installed to support team members working within the Distribution Centre
- Intrusion detections systems are proposed to be installed for the management of the environment and assets
- Access control systems are proposed to be installed to all perimeter entry points and any restricted zones within the Distribution Centre
- Access to recorded vision and or audit logs from the access control systems are only made available to AFP or HR if there is an active investigation requirement
- WPS may request to interrogate CCTV records in the event of a safety incident in coordination with the Security Operations team

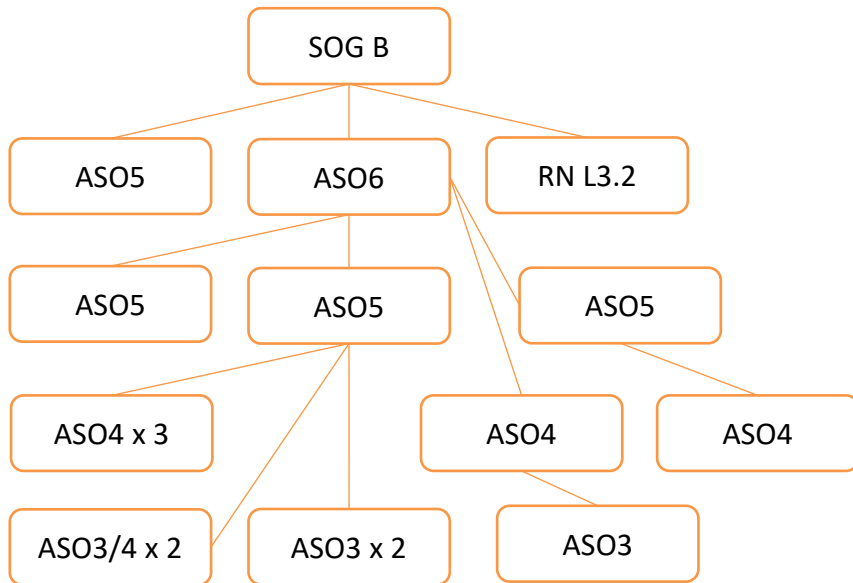
Questions



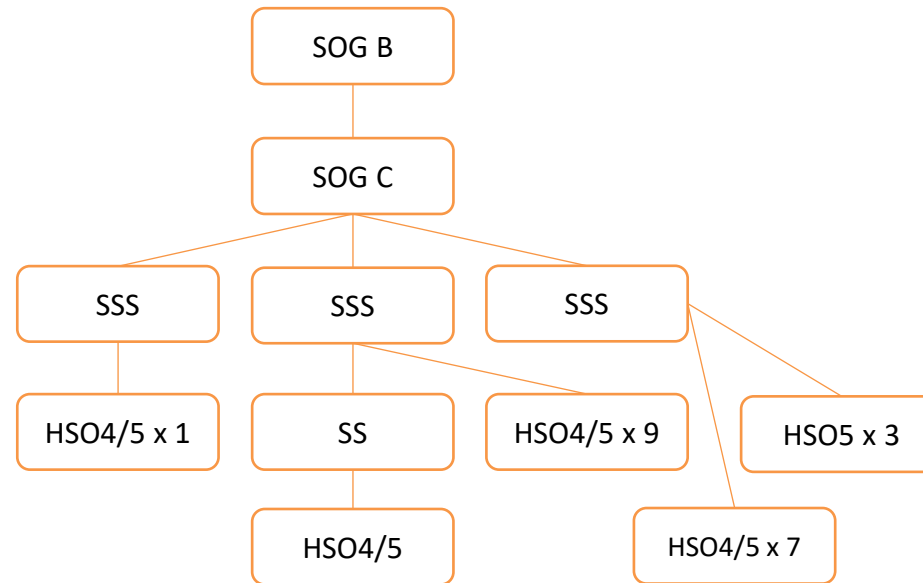
Current and Proposed Team Structure

Our Current Team Structure

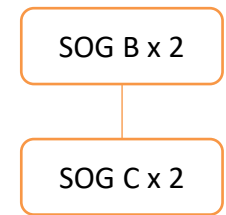
why we think it needs to change



Supply Chain
(16)



Supply Operations
(27)



Procurement
(2 streams - 4)

- × Many layers of reporting in our team structure
- × Casual positions used to manage staff leave / shortfall

- × Multiple Enterprise Agreements with different entitlements

HSO: Support Services Enterprise Agreement

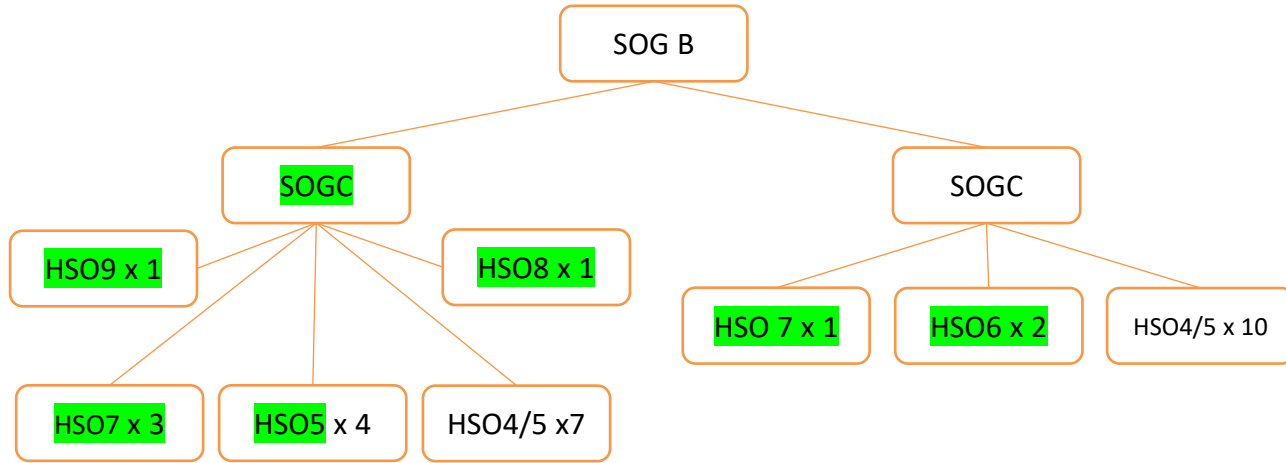
SSS and SS: Infrastructure Services Enterprise Agreement

ASO, SOGC, SOGB: Administrative and related classifications Enterprise Agreement

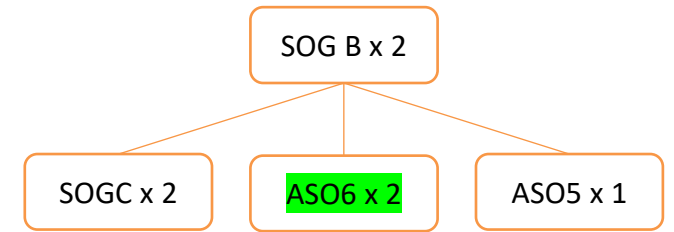
Benefits of Proposed Team Structure

- ✓ Additional permanent roles with less reliance on casuals to support operational requirements
- ✓ Improved career pathway and development plan e.g. Introduction of HSO6 – HSO9, Purchasing – Procurement pathway for ASO stream
- ✓ More effective reporting lines – reduced hierarchy
- ✓ Improved allowances for training, unplanned absences, RDO's and leave
- ✓ Consistent Enterprise Agreement / entitlements for Supply Operations

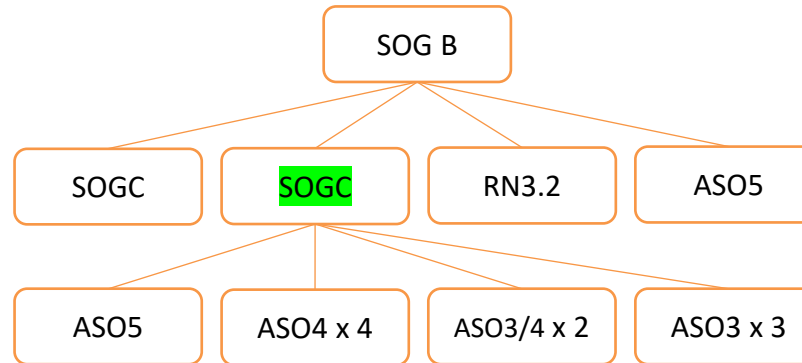
Proposed Team Structure



Supply Operations
(32)

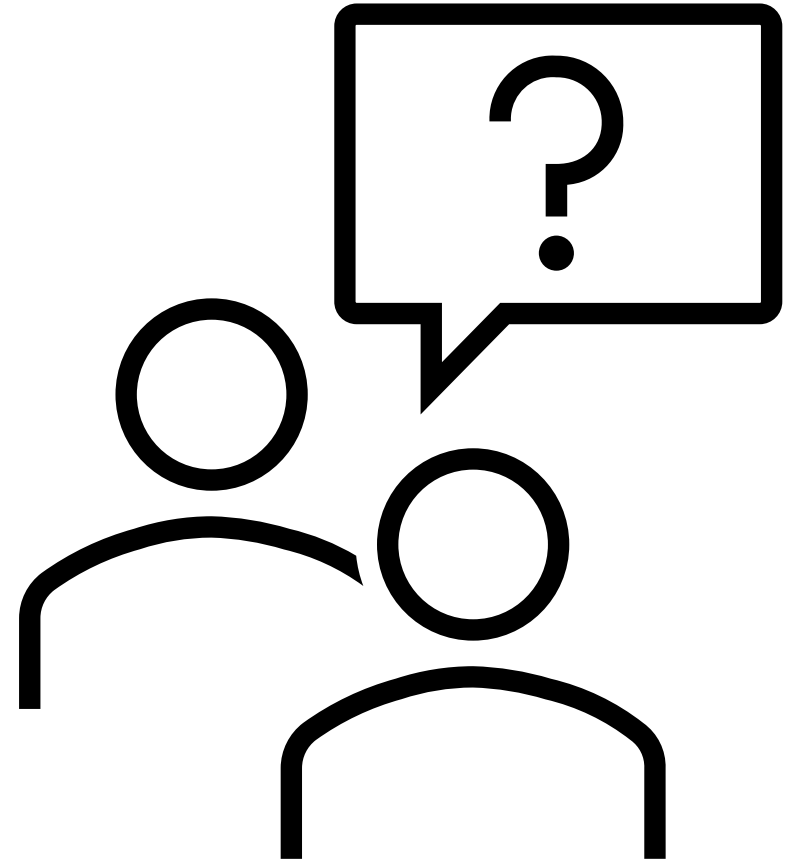


Procurement
(2 streams - 7)



Supply Chain
(15)

Questions



Leadership team commitments

- Clear and regular communication
- Greater focus on the development and regular review of FOCIS-SED plans
- Support career and professional development
- Equal opportunities across both sites for all staff – everyone will have the same opportunities
- Ensure operational safety and efficiencies
- Recognise achievements and performance
- Address behaviours not inline with CHS core values



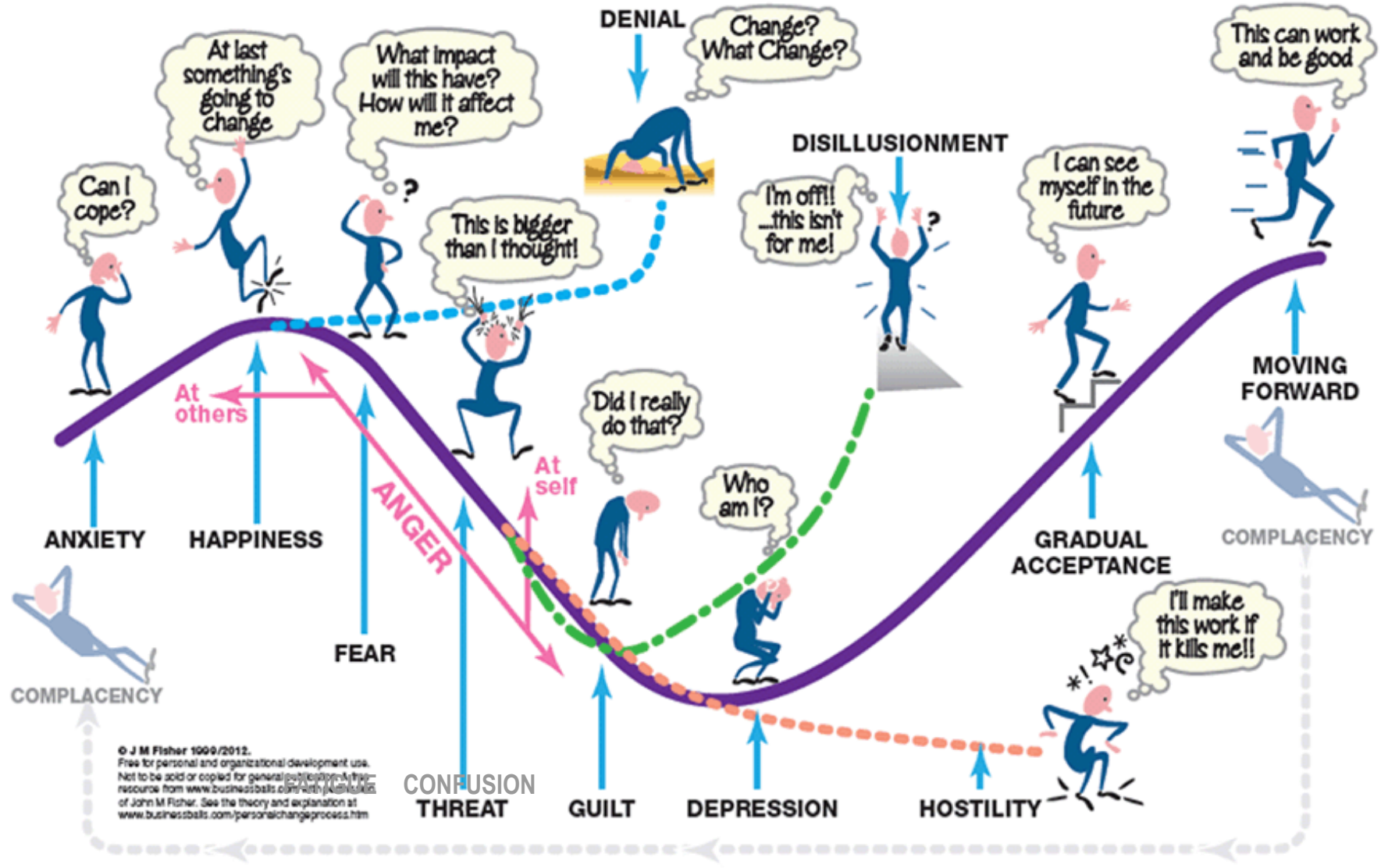
When navigating workplace change it is important to recognise that everyone responds differently to change.

Where one person can feel energised and optimistic, another person may feel nervous or frustrated.

This image shows the phases of change a person can move through as they transition.

It is important to support yourself through the change.

Talk to your manager and colleagues and take advantages of the support available to you.



What happens now?

- Take your time to review the information from today
- Think about what questions you might have
- We will have a follow up session and as further discussion as required or requested
- Feedback can be given via CHS.distributionevolution@act.gov.au, suggestion boxes, your Union representative or directly to a Director / Senior Director
- Consultation period commences 8 December and ends 18 January 2023
- If you are feeling concerned and these changes are impacting you, remember that the EAP is available to all staff and family members

Where to find further information

Sharepoint DC Team Portal – live this Friday

- Position Descriptions
- Workshop slides
- Contacts and support information

Suggestion boxes located at:

- Mitchell warehouse
- TCH team room

Project Contacts

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Thank you!

