



Canberra Health Services Procurement & Supply

Workshop 3 - March 2023



Canberra Health
Services

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

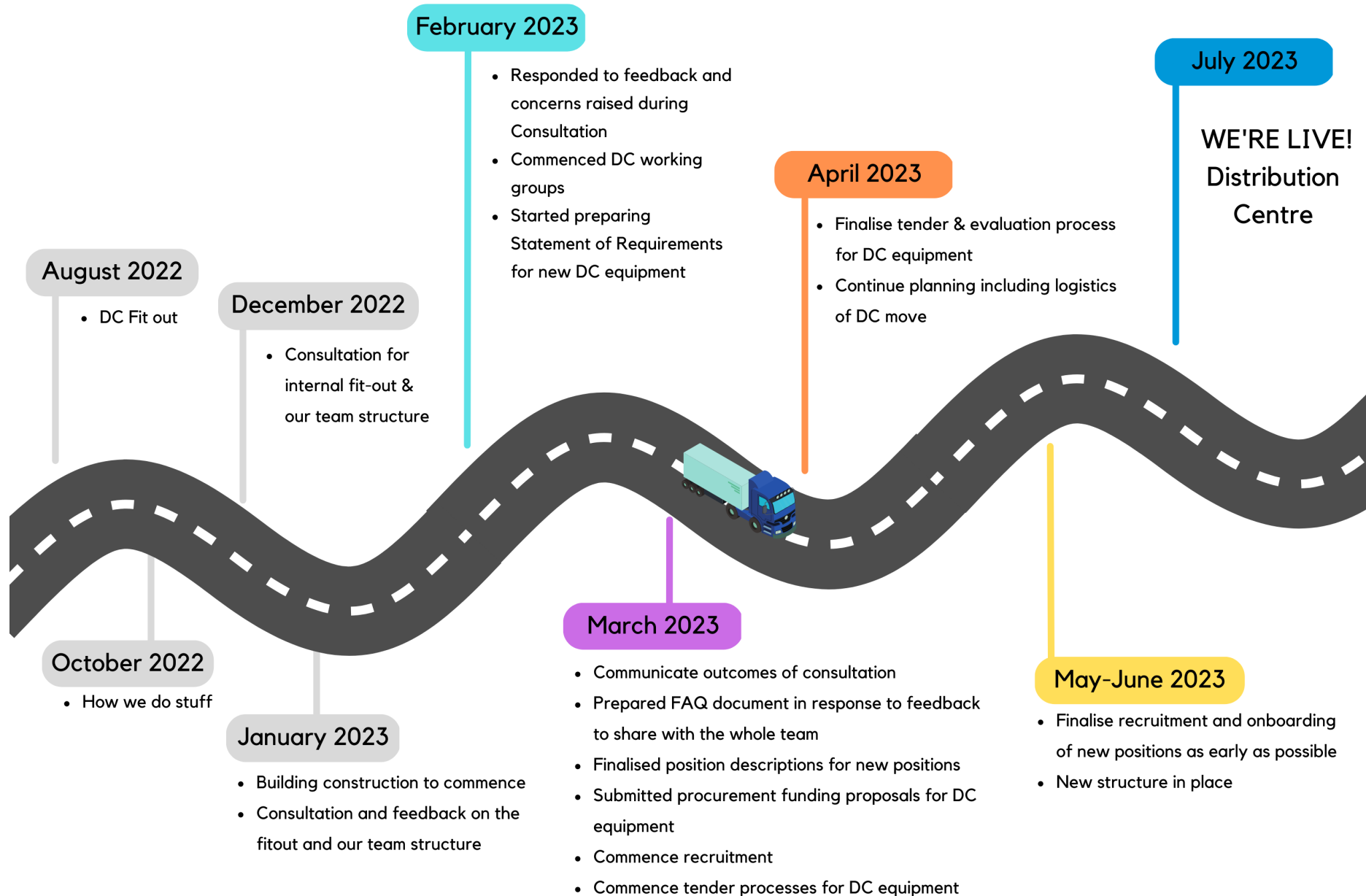
- Providing an update on the Distribution Centre
- Summary of the Workshop 2
- Providing an update to the final team structure
- Answer your questions
- Provide support and resources during our next phase

COMING
SOON

CHS
DISTRIBUTION
CENTRE



HUME 2023



What's happened since Workshop 2

- Conducted consultation process from December 2022 to February 2023
- Addressed feedback and concerns directly with those who raised them and provided time for the responses to be considered
- Finalised Position Requirements and Duties Matrix for Health Services Officers and Administrative Service Officer streams
- Set up working groups for the DC equipment, fit out and warehouse move
- Prepared an FAQ document to provide you with answers to questions raised over the consultation period
- Received delegate approval for the final team structure
- Finalised the new position descriptions

What we're doing now

- Communicate final outcome of consultation
- Publish Frequently Asked Questions (FAQ) document
- Conducting procurement exercises for new Distribution Centre equipment in consultation with the working groups



Workshop 2 Summary

Consultation & Engagement Data

Workshops

Total Workshop 2 presentations	4
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Feedback

Total in person, emails received & anonymous	31
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DC Communication Portal

Individuals who visited	42
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Times the page was visited	195
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Document Resources

Number of download/views for each document (average)	34
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Number of individuals who viewed each document (average)	13
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Support and Contacts Page

Number of individuals who visited the page	27
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Total number of visits to the page	62
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Health Service Officers

Position Requirements and Duties Matrix

Legend
Mandatory
Desirable
Regular Duties / Tasks

Position Requirements /Duties	HSO4/5	HSO5	HSO5 (Driver)	HSO6	HSO7	HSO8	HSO9
Relevant Industry Experience (minimum years)	-	2	2	3	3	4	5
Duties / Level of Direction	Under regular direction	Under direction	Under direction	Limited direction (autonomous)	Limited direction (autonomous)	Limited direction (autonomous)	Minimal direction (autonomous)
Drivers licence - unrestricted (C class)							
Forklift licence							
Rigid truck licence - unrestricted (minimum MR)							
Microsoft Office / Excel							
Excellent numeracy skills							
Cert IV Training and Assessment							
Participate in education and training							
Apply safe manual handling techniques							
Participate in unit improvement & customer service							
Apply requirements of CHS & Supply Operations policies & procedures							
Apply requirements of safe work method statements, work instructions & standard operating procedures including safe handling of chemicals, lifting, pulling, and pushing of loads							
Display behaviours that advocate CHS core values							
Scanning							
Restocking							
Distribution & delivery of goods to customers/users							
Stock picking							
Process & maintain supply documentation (including vehicle records)							
Maintain vehicles ensuring clean, hygienic state required for the medical/clinical goods being carried and maintenance of records							
Maintain continuous operational improvement initiatives (e.g. 5S/Standard 3)							
Receipts - non stock items							
Maintain safe and efficient operational area							
After hours on call availability							
Collaborate on workflow, bottlenecks & workload variation planning							
Promote behaviours that advocate CHS core values							
Receipts - stock items							
Scheduling / Despatch of stock requisitions							
Coordinate daily operational activities in receiving or despatch to accommodate efficient distribution of inventory requisitions and truck schedules ensuring resources (equipment and workforce) are fully utilised							
Monitor of stock & non-stock items for quality & compliance							
Efficient distribution of inventory requisitions & truck schedules ensuring resources (equipment & workforce) are fully utilised							
Comply with operational improvement initiatives (e.g. 5S/Standard 3)							
Maintain secondary location data integrity to ensure efficient & safe distribution centre operations							
Demonstrate & provide education on proper techniques with staff							
On the job competency assessments							
Coordinate periodic stocktakes							
Identify root cause of stock errors							
Recommend & implement strategies to improve inventory accuracy							
Recommend & implement primary & secondary location changes							
Ensure efficient & safe distribution centre operations							
Recommend & implement strategies to ensure all stock integrity is maintained while stored in the distribution centre							
Manage of returned, damaged, expired & quarantined stock							
Schedule bulk deliveries in coordination with Senior Purchasing Officer							
Embed continuous operational improvement initiatives (e.g. 5S/Standard 3)							
Coordinate daily operational activities & collaborate with the Assistant Directors to accommodate unplanned staffing & workload variations							
Coordinate preventative & reactive facility maintenance requirements							
Ensure all logistics plant & equipment are appropriately maintained & registered/certified to meet legislative & operational requirements							
Identify & rectify safety hazards & maintain required registers & licenses(e.g. dangerous substances, safety data sheets)							
Ensure workplace health & safety risk register is up to date & corrective actions are recorded & completed in a timely manner							
Draft safe work method statements, work instructions and standard operating procedures							
Undertaking staff training and assessments							
Induct, train and assess staff and subcontractors ensuring compliance to CHS and Supply Operations policies, procedures, safe work method statements, work instructions and standard operating procedures							
Conduct regular auditing of supply operations activities and processes							
Coordinate periodic mandatory training e.g. manual handling training, Fire and Emergency							
Propose & implement continuous operational improvement initiatives utilising best practice principles (e.g. 5S/Standard 3)							



Administration Services Officers

Position Requirements and Duties Matrix

Legend
Mandatory
Desirable
Regular Duties / Tasks

Position Requirements /Duties	ASO3	ASO3/4	ASO4	ASO5	ASO5 Contracts	ASO6 Procurement
Relevant Industry Experience (minimum years)	-	2	3	4	4	5
Duties / Level of Direction	Under regular supervision	Limited supervision (autonomous)	Limited supervision (autonomous)	Minimal supervision (autonomous)	Minimal supervision (autonomous)	Minimal supervision (autonomous)
Class C driver's license						
Understanding of how the National Safety and Quality Health Service (NSQHS) indicators align with the role						
Fulfill the responsibilities of this role in alignment to the CHS Exceptional Care Framework, Clinical Governance Framework, Partnering With Consumers Framework and all other related frameworks						
Excellent numeracy skills						
Microsoft Suite including Office Word and Excel skills						
Occasional weekend and after-hours work						
Computer literacy skills relevant to the role to ensure completion of required documentation and becoming a proficient user of the Digital Health Record and/or other Information Technology systems. Once proficient, maintenance to remain current with changes, updates and contingencies is required						
Certificate IV in Government Procurement and Contracting and relevant work experience or willingness to undertake in the first 12 months of service						
Diploma in Procurement and Contracting and relevant work experience						
Knowledge of ACT Government procurement legislation and processes						
Microsoft SharePoint and Microsoft Excel for Data management, communication and word processing						
Foster a positive, supportive work culture by displaying and promoting behaviours that advocate CHS core values, working collaboratively with peers to balance workloads						
Promote continuous improvement in Work Health and Safety						
Adhere to safety and quality standards, work, health and safety and the positive patient experience consistent with CHS's values of reliable, progressive, respectful and kind						
Participate and support continuous improvement initiatives utilising best practice principles (e.g. 5S / Standard 3)						
Attend to telephone enquiries and assist in unit improvements driving quality customer service						
Contribute to a high performing operational team with efficiencies, quality assurance and compliance						
Adherence with legislation, policies and practices, whilst providing equal opportunity and a safe work environment						
Communicate effectively with suppliers, trade representatives, clerical, technical and professional staff						
Participate in education and training						
Undertake simple and complex purchasing and cataloguing related tasks including Converge and Oracle in accordance with regulations, guidelines and procedures						
Process and receipt invoices on behalf of ACT Government including but not limited to order, receipt and decanting of nonstock, loan and consignment goods						
Attend to Supply Administration inbox and related reports, suggested orders, chase-ups, stock out of stock etc						
Promote and encourage team members to make a positive contribution to the efficiency and effectiveness of the work environment including promoting clear operational and behavioural expectations						
Propose recommendations for strategic and workplace changes that support continuous operational improvements						
Conduct detailed analyses of product cataloguing data as well as providing any relevant recommendations, which will ensure compliance with the purchasing policies, guidelines and National Standards						
Provide training and technical support to all Supply Chain Officers						
Apply requirements of CHS and the Procurement & Supply teams policies & procedures						
Develop CHS and Government registers as required						
Attend to Procurement inbox and telephone inquiries in relation to contract matters						
Development of procurement contract documentation						
Communicate with a range of stakeholders in a client support focussed environment to provide sound advice and excellent customer service solutions						
Deliver projects and prioritise competing demands and deadlines in a team environment						
High level oral and written communication skills, and ability to develop and review documentation						
Collaboration with business units face to face and electronically						
Develop procurement and contract documentation in line with ACT Legislation including Statement of Requirements, Request for Quotes/Tender, Tender Evaluation Plans, Procurement Risk Plans, Tender Evaluation Reports, Approval Minutes, Contract Establishment						
Coordinate procurement and/or contract reporting in accordance with CHS and ACT Government requirements						
Deliver timely outputs ensuring favourable outcomes are achieved for CHS						
Gather information from a range of data sources						
Maintain a procurement program register						
Negotiation of favourable procurement outcomes with suppliers that achieves value for money for CHS						
Procurement registrations and administration						
Provide direction, advice and a tailored procurement approach for low-risk procurements						
Providing support with procurement processes and templates						
Work with a high degree of autonomy, utilise project management skills and experience in management of workload						
Assistance to ensure the timely progression of procurement projects						

DC Construction Update

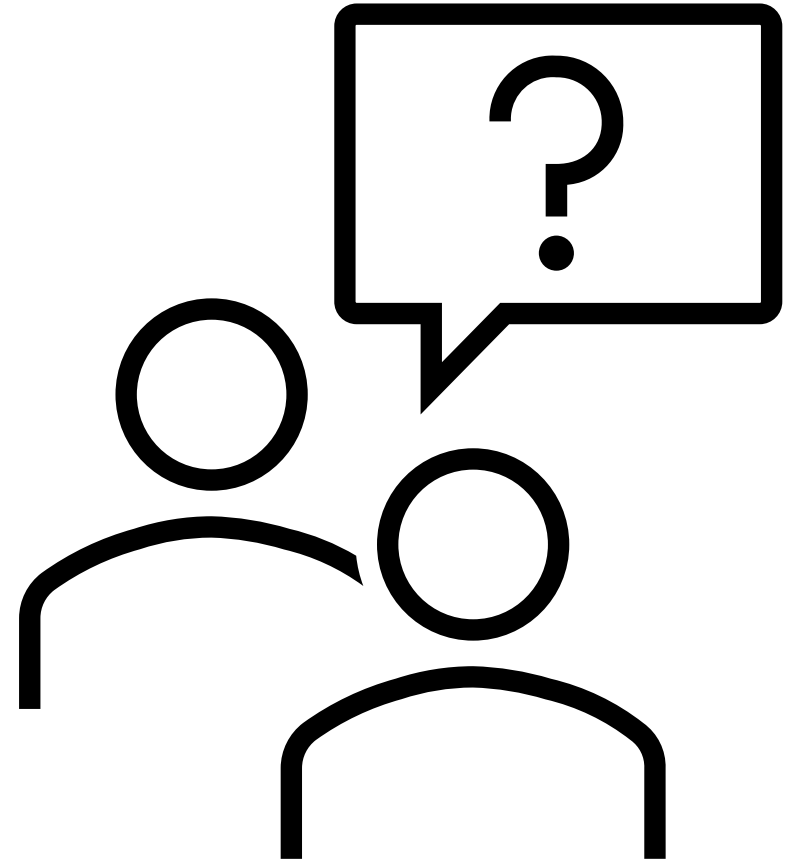


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Questions



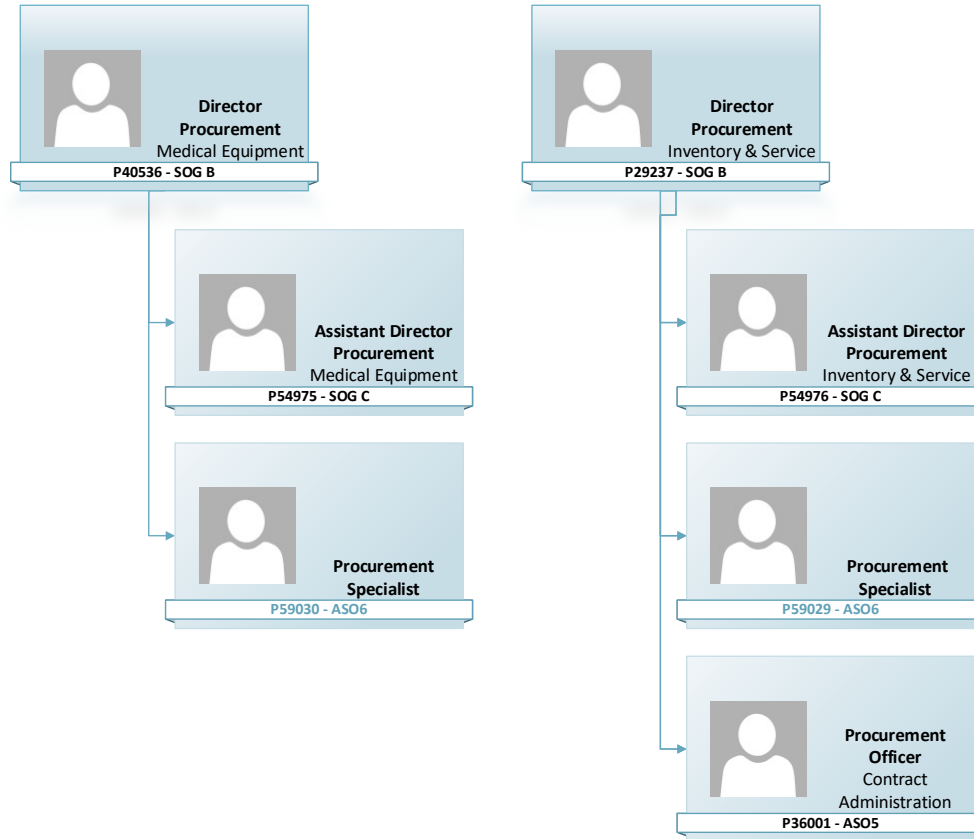
Team Structure

Recap: You asked, we listened

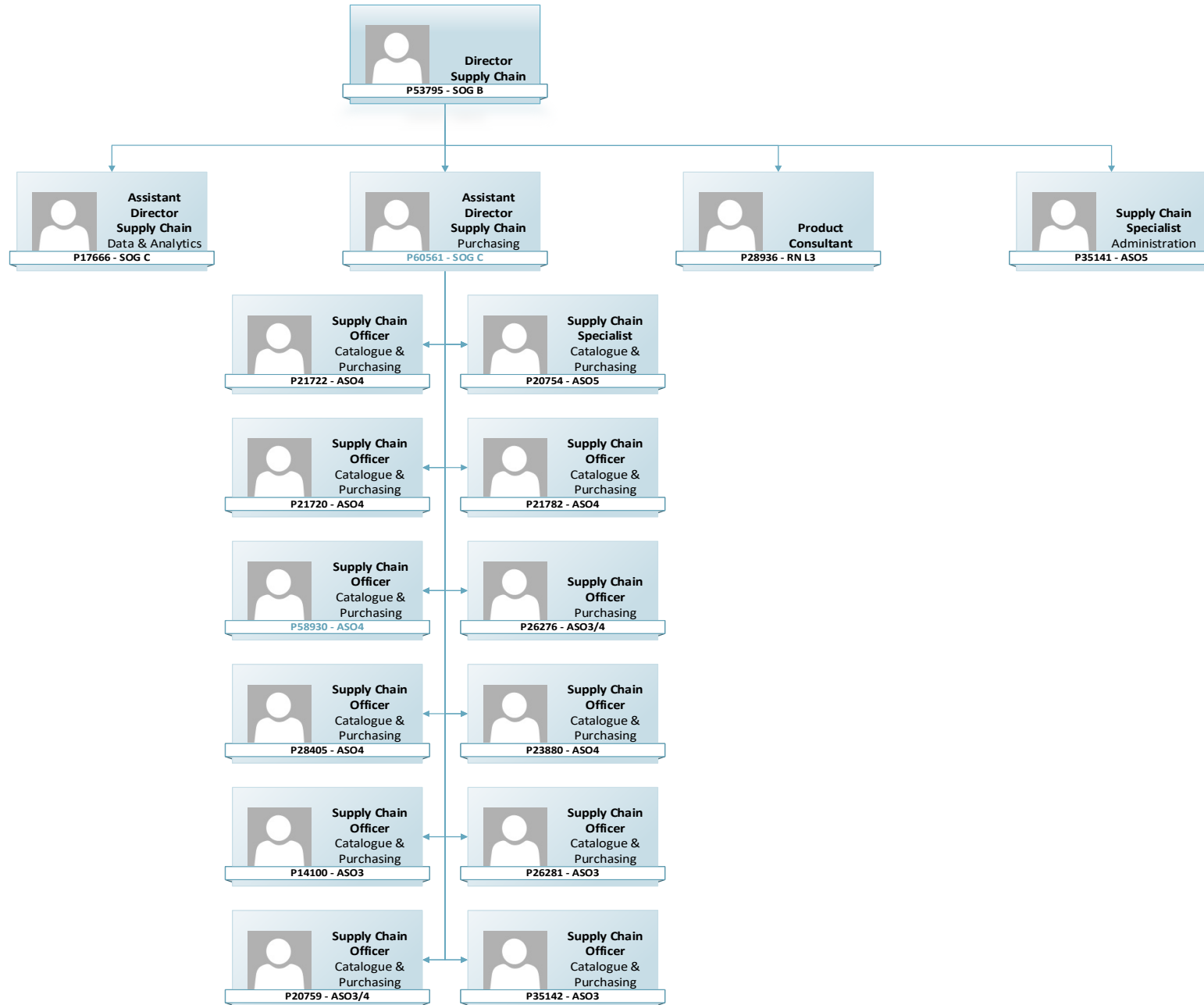
- ✓ Improve and recognise achievements and performance
- ✓ Celebrate and acknowledge behaviours that are inline with CHS core values
- ✓ Remove hierarchy so communication is clear and transparent
- ✓ Provide a clear career pathway and support development
- ✓ Open door policy is our ongoing approach
- ✓ 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

Recap: Benefits of the final team structure

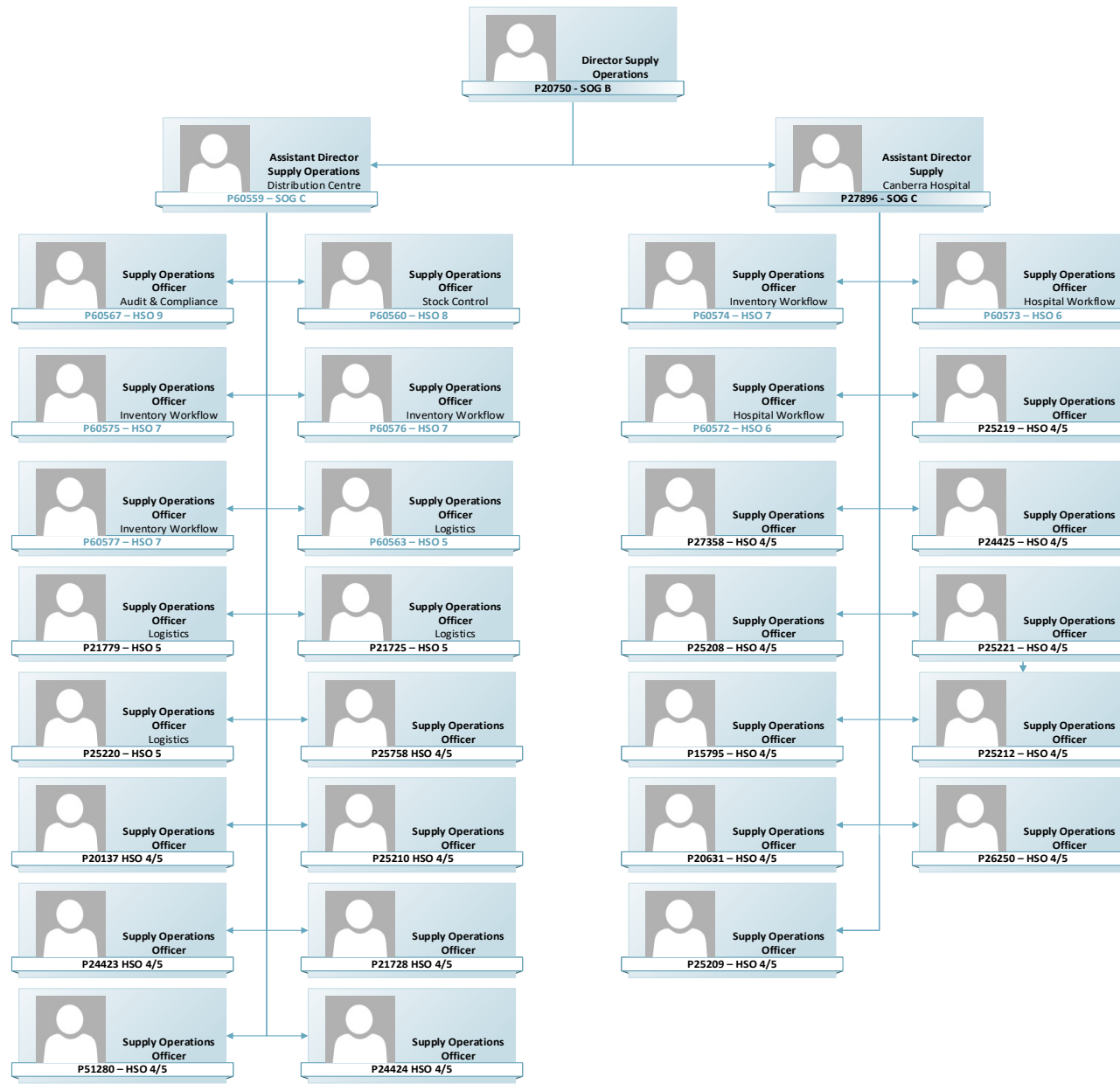
- ✓ Additional permanent roles with less reliance on casuals to support operational requirements
- ✓ Improved career pathway and development plan e.g. Introduction of HSO6 – HSO9, Purchasing – Procurement pathway for ASO stream
- ✓ More effective reporting lines – reduced hierarchy
- ✓ Improved allowances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



Procurement



Supply Chain



Supply Operations



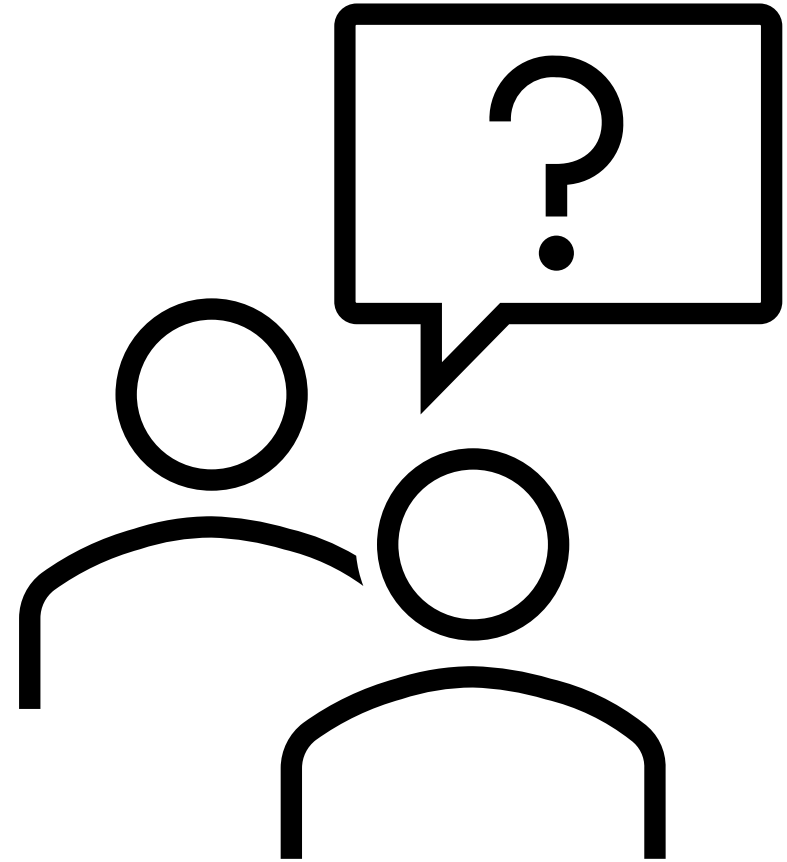
Next steps

We need to:

- Continue to provide updates on the construction progress
- Evaluating and commissioning new equipment for Distribution Centre
- Recruit new positions
- Prepare for the move to the new DC
 - Leave embargo
- Roll out FOCIS-SED plans for all operational staff
- Draft safe work method statements, work instructions and standard operating procedures



Questions



Where to find information

SharePoint Team Portal

- Workshop slides
- Position Descriptions
- Contacts
- Support information
- DC News updates

Contacts

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Thank you!

