



**Northeast Health Wangaratta**

**Environmental Sustainability Plan**

**2016-2018**

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## 1. CEO's message

Northeast Health Wangaratta (NHW) sees improving the environmental sustainability of its operations, planning processes, policy and procedural development as a key strategic and operational commitment. Implementing a formal environmental management program and an environmental management policy, along with a range of clear strategies, provides our organisation with the framework to achieve improved environmental outcomes.

The benefits that NHW has already achieved will continue through the implementation of current environmental management actions – for example, reduced operational costs, reduced energy and water consumption and effective risk management.

Meeting the challenge posed by climate change and other environmental issues is our responsibility, and it is critical that a well understood and embraced strategy must guide the growth of NHW if the challenge is to be met.

NHW is committed to the principle of continuous improvement in environmental management and this strategy provides a basis from which to build into the future. NHW recognises the links between environmental sustainability, climate change and human health.

## 2. Executive summary

NHW promotes a sound awareness of, and positive attitudes and behaviours towards the environment among all staff, patients and visitors. This will be accomplished by reducing the adverse impacts of NHW's activities on the local, national and global environments.

Supporting NHW's Environmental Plan, the following principles have been developed to provide additional direction on specific issues. NHW will employ the best practicable methods to:

- Conserve energy (produced by non renewable resources and by methods which pollute the environment).
- Conserve water resources and minimise wastewater disposal.
- Minimise and, where possible, eliminate the use of harmful substances.
- Ensure the correct and safe disposal of all substances.
- Minimise waste generation through reduction, reuse and recycling.
- Minimise pollution – noise, visual electromagnetic radiation, and odour.
- Address environmental concerns in all planning and landscaping decisions.
- Encourage procurement procedures that adhere to the principles of the environmental policy.

Empowerment and resourcing of the NHW Environmental Sustainability Committee will support the achievement of the following goals:

- Sustainable Development
- Waste Minimisation and Prevention
- Water Conservation
- Effective Energy Management Reduction Strategies
- Compliance with our Environmental Legal and Reporting Obligation
- Training and Educating our Staff on Environmental Issues.

### 3. Introduction

#### Background and Victorian Government commitments

All Victorians have a role to play in making Victoria a more sustainable state for future generations and protecting our reputation as one of the world's most livable places.

Victorian public healthcare services are subject to state and Commonwealth regulatory environmental programs: the National Greenhouse and Energy Reporting Scheme and the National Pollutant Inventory. These programs require services to have appropriate environmental management planning processes, and to publicly report on their environmental performance.

Responding to this challenge, NHW has made a commitment to reducing our environmental impacts through adopting an environment policy, setting key objectives and targets, developing an environmental management strategy to achieve our goals, and monitoring and reporting our achievements.

This strategy describes the policy, objectives, actions, communications, monitoring and review processes that we adopt to reduce our environmental impacts. The actions have been developed to:

- be simple to understand and implement
- clearly delegate responsibility
- commit to times for achievement
- integrate with our existing procedures and activities.

#### About Northeast Health Wangaratta

Northeast Health Wangaratta is a leading Victorian healthcare service committed to providing high quality care for our community. In recognition of our service excellence, Northeast Health Wangaratta was awarded the Premier's Award for Regional Health Service of the Year in the 2014 Victorian Public Healthcare Awards.

Our facility is a modern 222-bed hospital providing a range of healthcare services. The hospital is also the major referral facility for people with complex health needs from Bright, Mansfield, Beechworth, Myrtleford, Yarrawonga, Euroa and Benalla. We also provide a telehealth service to these smaller facilities, with a doctor at Northeast Health giving medical advice via video link.

The acute care hospital has a 24/7 emergency department and inpatient surgical, rehabilitation, paediatrics, critical care and obstetrics services.

Onsite diagnostic services at the hospital include:

- radiology
- pathology
- nuclear medicine.

Northeast Health Wangaratta also offers:

- home-based outpatient services – for example, district nursing, and a Hospital in the Home service
- specialty nursing services
- dental services
- allied health services
- community care group programs and clinics.

## Scope

This strategy addresses all relevant aspects of the operation of NHW across several campuses, including clinical and non clinical activities and the delivery of services, but not limited to:

- acute hospital services
- aged care facilities
- allied health and other outpatient services
- mental health services
- support services (catering, cleaning, education)
- the range of general day-to-day activities we carry out
- planning for infrastructure / development and new capital works
- facilities operations.

## Achievements 2012-2015

- A major initiative by Health Purchasing Victoria (HPV) was taking responsibility for the procurement of gas and electricity across the Health Network. This initiative provides NHW with stability in energy procurement. The new HPV electricity contract for the next 3 years was estimated to provide cost reduction of \$100,000 year 1 (2014/15), \$17,600 year 2 and \$0 year 3.
  - Based on May/June usage estimates (less usage than previous year), electricity costs are \$155,000 better than the previous year.
- The ability to run the emergency generator whilst on mains supply will ensure NHW is not subjected to a "Critical Peak Demand" penalty this summer for exceeding the directed electricity demand (upgrade of generator and switchboard).
  - We effectively achieved this through the summer peak periods, avoiding a significant penalty.
- Re-programming of the acute hospital chiller operating parameters, will produce an estimated \$10,000/annum saving in electricity in 2014/15, budget outlay one off \$2,500.
- Major projects completed which include energy saving designs are the dental/outpatients and theatre 4 procedure room and refurbishment of the existing ADU, ED and Renal areas.
- Based on May/June estimates fuel usage and cost has decreased year on year.
- Recycling of cans/bottles/plastics has increased substantially through the ongoing recycling program and year on year.
- General waste has increased year on year by 41% which is due to activity and building works.
- Clinical sharps have increased year on year due to activity.

## 4. Environmental Policy

### **Purpose:**

Before planning any environmental strategy, an environmental policy document is necessary to help guide efforts for improvement. This general policy attempts to cover all environmental concerns.

### **General Aims:**

To promote through Northeast Health Wangaratta's activities, a sound awareness of, and favourable attitudes and behaviours towards the environment among all staff, patients and visitors. Reduce the adverse impacts of Northeast Health Wangaratta's activities on the local, national and global environments.

### **Policy Outcome Statement:**

- Northeast Health Wangaratta's Environmental Policy recognises its environmental obligations, both locally and globally, to present and future generations.
- Northeast Health Wangaratta as a health service, accepts its responsibility for environmental protection.
- Northeast Health Wangaratta will operate in a manner which protects the environment, especially the health of staff, patients and visitors.
- Northeast Health Wangaratta will be aware of and monitor its environmental legislative obligations and strive for best practicable methods.
- Northeast Health Wangaratta will endeavour to ensure that visitors are made aware of the health service's environmental values and the types of behaviour which might be detrimental to those values.
- Environmental policy will establish a framework for setting and reviewing environmental goals.

### **Environmental Principles:**

To support Northeast Health Wangaratta's Environmental Policy, the following principles have been developed to provide additional direction on specific issues.

Northeast Health Wangaratta will employ the best practicable methods to:

- Conserve energy (produced by non renewable resources and by methods which pollute the environment).
- Conserve water resources and minimise wastewater disposal.
- Minimise and, where possible, eliminate the use of harmful substances.
- Ensure the correct and safe disposal of all substances.
- Minimise waste generation through reduction, reuse and recycling.
- Minimise pollution – noise, visual electromagnetic radiation, and odour.
- Address environmental concerns in all planning and landscaping decisions.
- Encourage procurement procedures that adhere to the principles of the environmental policy.

## 5. Environmental performance

### BASELINE ENVIRONMENTAL PERFORMANCE

The data for the financial year (FY) 2012-13 represents the baseline data from which performance of this plan will be measured; this is supported by further trend identification from FY 2011-12, FY 2012-13 and FY 2013-14 data.

Site	NHW Green Street, Wangaratta 3677				
Year	Data for the 2015/16 financial year				
Data	Quantity	Performance Measure	Greenhouse gas emissions (tonnes CO <sub>2</sub> -e)	Cost (\$'000)	Comments or Benchmarks
<b>Energy Consumption</b>					
Electricity (Peak and off peak)	5,387,350 kWh	76.07 kWh	7.5	258.5	
Natural gas	44,943 MJ	0.63 MJ	2,861.5	267.2	
Other fuel (all transport)	5,683,240 MJ	3.98 MJ	287.1		
Diesel	2500 L	0.035 L	0.19	3.3	Generators
<b>Water Consumption</b>					
Water consumption	70,941 kL	1 kL	N/A	78.6	
Recycled water	0kL / ML	0	N/A	0	Unmeasurable
<b>Waste Management</b>					
1. General waste					
a. General	2,268 m <sup>3</sup>	0.03 m3		30.6	
b. Sanitary	3,570 bins	0.05 bins		27.3	
2. Recyclables					
c. Comingled (cans, bottles & plastics)	414,720 L	5.86 L		4.6	
d. Clean paper	120 kg	0.002 kg		1.4	
e. Cardboard	1200 m <sup>3</sup>	0.02 m3		1.9	
f. Confidential paper	11,269 kg	0.16 kg		8.6	
Recycling rate	kg, tonnes, L, M <sup>3</sup>	% diversion rate	N/A		Unreportable due to differing units
3. Clinical waste					
g. Cytotoxic	700 kg	0.01 kg		1.3	
h. Bio	32,745 kg	0.46 kg		39.3	
i. Anatomical	2,959 kg	0.04 kg		56.2	
j. Sharpes	1104 L	0.02 L		30.1	
4. A4 copy paper purchased	6738 Reams	10.03	N/A	29.6	
<b>Total greenhouse gas emissions</b>			<b>3156.29</b>		

**Note:** For all but below the performance measure used is per patient bed days for 2015/16 = 78,722.

- Other fuels is MJ / '000 klms.
- Recycling rate is the % of recycled to all other waste.
- Paper purchase is Reams / FTE, for 2016 / 17 FTE = 794

## 6. Environmental objectives and targets

NHW key objectives and targets have been set to improve our environmental performance. The following section identifies how these targets will be met.

Objectives and targets relate to six (6) key commitments below:

**Note:** *this is dependent on the growth of NHW business activity remaining constant.*

### 6.1 Management and Communications

- 6.1.1 Continue to revise targets for improving environmental performance for waste, energy and water reduction over 5 years against the 2012-13 baseline.
- 6.1.2 Integrate environmental assessment into all NHW decision-making processes and operations.
- 6.1.3 Increase our stakeholder and client awareness of our environmental sustainability commitments.
- 6.1.4 Report on internal and external achievements every 6 months via the Environmental Sustainability Committee.

### 6.2 Energy Consumption

- 6.2.1 Lead by example through reducing greenhouse gas emissions from our operations by between 2 & 5% annually.
- 6.2.2 Reduce energy consumption from our key activities from the existing baseline continuously over the three years to 90% of 2012-13 baseline by 2018.
- 6.2.3 Consider options for obtaining electricity from renewable sources.
- 6.2.4 Ensure that at least half of all passenger vehicles in the fleet are LPG or low emission (hybrid or 4-cylinder) or diesel by June 2018.

### 6.3 Water Consumption

- 6.3.1 Reduce water consumption to 90% of 2012-13 baseline by 2018.
- 6.3.2 Continue to Increase use of harvested / reclaimed water to 10% of 2012-13 baseline by 2018.

### 6.4 Waste Generation

- 6.4.1 Increase proportion of waste recycled to 100% of 2012-13 baseline by 2018.
- 6.4.2 Schedule annual waste audits to assess contamination of waste streams ongoing.
- 6.4.3 Reduce clinical waste generation to 50% of 2012/13 baseline by 2018.

### 6.5 Purchasing

- 6.5.1 Integrate environmental specifications into purchasing policy by July 2017.
- 6.5.2 Include key environmental specifications for our procurement of and develop and implement an environmental purchasing policy.
- 6.5.3 Continue to support suppliers who will take back their products and packaging for recycling or reuse.

### 6.6 Transport

- 6.6.1 Complete Fleet operations review every two years to evaluate efficiencies.

## 7. Action plan 2016-18

7.1 - Management and communications	Timescale	Responsibility	Progress	Funding
Review environment policy targets every 2 - 3 years for: <ul style="list-style-type: none"> <li>energy consumption</li> <li>water consumption</li> <li>waste generation</li> <li>purchasing</li> <li>Reducing greenhouse emissions from energy consumption and fleet vehicles.</li> </ul>	In place	Environmental Sustainability Committee	Ongoing	
Make sure environmental sustainability issues (e.g. greenhouse gas emissions and climate change) are considered in reviews of the corporate or strategic plans.	2016-18	Executive	Established	
Communication and Education to all staff – promoting and reporting progress against key actions	2016-18	ESC	Emerging	
7.2 - Energy	Timescale	Responsibility	Progress	Funding
<b>1. Audits</b>				
Undertake an energy audit of the facility to benchmark performance and identify key opportunities for improvement in HVAC, lighting, IT and office equipment.	Reinforce	F&M Manager	Ongoing	
<b>2. Lighting</b>				
Replace lighting with more efficient technology (fittings and lamps) where appropriate (consistent with Australian Standards).	2016-18	F&M Manager	Ongoing	
Make sure replacement lamps are energy efficient and that maintenance staff understand which technologies must be used when conducting reactive maintenance.	2016-18	F&M Manager	Ongoing	
<b>3. Heating, Ventilation and Air Conditioning (HVAC)</b>		F&M Manager	Ongoing	
Continue to install timer systems to make sure HVAC are switched off after business hours across site.	2016-18	F&M Manager	Ongoing	
Adjust temperature settings to limit space heating to 20°C where possible.	2016-18	F&M Manager	Ongoing	
<b>4. IT and Office Equipment</b>				
Continue IT rollout of electronic document management system, flat screens and electronic access to information.	2016-18	Director of Information Management	Ongoing	

Make sure energy efficiency settings (i.e. energy star) are enabled on all relevant office equipment (computers, monitors, printers, photocopiers, etc.).	2016-18	Director of Information Management	Ongoing	
Conduct a printer rationalisation review with a view to maximising the efficiency of internal printing and copying services. (This should include consideration of multi-function devices.)	2016-18	Director of Information Management	Ongoing	
<b>7.3 - Water</b>	<b>Timescale</b>	<b>Responsibility</b>	<b>Progress</b>	<b>Funding</b>
<b>1. Reduce</b>				
Investigate opportunities to improve water-efficiency of cooling towers (e.g. reducing losses through evaporation and drift).	2016-18	F&M Manager	Ongoing	
Install check meters, where possible, to enable accurate monitoring. Conduct a water balance to identify major uses of water and leaks.	2016-18	F&M Manager	Ongoing	
Install and retrofit water-efficient plumbing at all facilities, including: <ul style="list-style-type: none"> <li>• flow restrictors hand basins &amp; sinks</li> <li>• low-flow shower heads</li> <li>• Dual-flush toilets.</li> </ul>	2016-18	F&M Manager	Ongoing	
Review fire equipment testing regime for potential opportunities to reduce associated water consumption.	2016-18	F&M Manager	Ongoing	
<b>2. Recycling and Reuse Opportunities</b>				
Continue to improve on existing water capture and reuse systems within buildings from dialysis R/O waste and roof water harvesting.	2016-18	F&M Manager		
Consider Open Space Irrigation and Landscaping for new developments across site.	2016-18	F&M Manager		
<b>7.4 - Waste</b>	<b>Timescale</b>	<b>Responsibility</b>	<b>Progress</b>	<b>Funding</b>
Investigate options for reducing green waste from food services.	May 2017	ESC	Emerging	
Investigate options for recycling of PVC products	May 2017	ESC	Emerging	
Explore improved segregation of landfill waste streams	June 2017	ESC		
Investigate Mobile Phone Recycling Program.	Dec 16	Environmental Services	In Progress	

Investigate options for printer cartridge recycling program.	Dec 16	Environmental Services	In Progress	
Trial options for reducing consumption of single-use or disposable materials.	March 17	Environmental Services/ Clinical Services/ Supply	Ongoing	
Develop a robust policy for end-of-life computer/electrical equipment, furniture and fittings that are still in good condition to staff, community organisations or charities, or sell at auction.	July 17	Executive	Ongoing	
Improve recycling opportunities to ensure safe disposal of light bulbs and tubes.	2016-18	F&M Manager	Ongoing	
Continue to Install recycling facilities and information programs in public access areas throughout the organisation.	2016-18	Environmental Services		
Include requirement for waste contractor to provide a monthly/quarterly/six monthly/annual breakdown of waste and recycling collected, to allow for quarterly review of progress and annual reporting of waste generation.	2016-18	Environmental Services	Ongoing	
<b>7.5 - Purchasing choices</b>	<b>Timescale</b>	<b>Responsibility</b>	<b>Progress</b>	<b>Funding</b>
Ensure that environmental specifications are incorporated into key service contracts, including cleaning.	July 16	Supply / Environmental Services	In Progress	
<b>7.6 - Transport</b>	<b>Timescale</b>	<b>Responsibility</b>	<b>Progress</b>	<b>Funding</b>
Continue to improve the fuel efficiency of the fleet (including 4-cylinder vehicles, hybrid and diesel technology).	March 17	Corporate Services	In Progress	
Continue to monitor fleet fuel consumption and regularly report on vehicle efficiency in terms of CO <sub>2</sub> -e emissions per 1,000km travelled.	Current	Finance	In Progress	

## 8. Communications plan

### 8.1 Background

NHW has been committed to sustainable environmental practices since 2004 with the inaugural formal waste and water management programs. These have developed and spread throughout NHW to include individual energy, purchasing and IT programs.

This communications plan has been prepared to promote the environmental commitment of NHW to its staff and stakeholders. The key messages of the communications plan are:

- the environmental achievements to date,
- the future environmental direction and commitment, and
- that environmental sustainability is everyone's responsibility.

The plan will be delivered by the Environmental Sustainability Committee.

### 8.2 Objectives

This plan will provide the desired outcomes from the objectives as defined in the NHW sustainability strategy:

- Conserve energy (produced by non renewable resources and by methods which pollute the environment).
- Conserve water resources and minimise wastewater disposal.
- Minimise and, where possible, eliminate the use of harmful substances.
- Ensure the correct and safe disposal of all substances.
- Minimise waste generation through reduction, reuse and recycling.
- Minimise pollution – noise, visual electromagnetic radiation, and odour.
- Address environmental concerns in all planning and landscaping decisions.
- Encourage procurement procedures that adhere to the principles of the environmental policy.

### 8.3 Target audience

It is intended that all staff patients, visitors and contractors will participate in the program.

NHW will use all means available to disseminate information including; meetings, the intranet / internet and visual aides.

### 8.4 Key messages

- Reduce, reuse, recycle.
- Let's reign in our water use. Save water.
- Play your part. Save paper.
- Shut it down whilst not around. Save energy.
- Reducing our environmental footprint.
- Walk, ride and take public transport. Travel smart.

## Communication & Implementation plan 2016 / 2017

Theme	Activities	Timing
Website & intranet	Website: Promote environment policy and achievements. Intranet: Inform staff of who's who on Environment team, positive results obtained, upcoming activities, actions they can take at work and home, and where they find more information.	Dec 2016
Waste	Waste activities: <ul style="list-style-type: none"> <li>• Amount of waste used per bed-day</li> <li>• Cost of waste per bed-day</li> <li>• Top tips for reducing waste to landfill</li> <li>• Importance of proper waste segregation</li> </ul>	November 16
Water	Water activities: <ul style="list-style-type: none"> <li>• Amount of water used per bed-day</li> <li>• Cost of water per bed-day</li> <li>• Top tips for water efficiency</li> </ul>	Dec 2016
Energy	Energy activities: <ul style="list-style-type: none"> <li>• 'Switch off' signs/Top tips for energy efficiency</li> <li>• Amount of energy used per bed-day</li> <li>• Cost of energy per bed-day</li> </ul>	November 16
Procurement	<ul style="list-style-type: none"> <li>• Switch to more green products</li> <li>• Inform staff of green purchasing options</li> </ul>	In Place

## 9. Monitoring, review and continuous improvement

What	How	How often	Records	Who
Electricity use	Invoicing	Monthly	DoH AIMS Reporting	F&M Manager
General waste	Contractor Data	Monthly	Spreadsheet	Environmental Services
Water use	Invoicing	Quarterly	DoH AIMS Reporting	F&M Manager
Paper use	Purchase records	Monthly	Reports from invoice system	Supply
Fuel use	Monthly bills and vehicle fleet log records	Monthly	Spreadsheet	Finance
Green purchasing	Recorded through purchase order forms	Monthly	Spreadsheet showing % of total purchase	Supply
Recycling	Contractor Data	Monthly	Spreadsheet	Environmental Services
Clinical waste	Contractor data	Monthly	Invoice/ report from contractor	Environmental Services
Staff culture	EPA Eco footprint survey	Annually	Eco footprint report	Chief Executive Officer
Gas consumption	Invoicing	Quarterly	DoH AIMS Reporting	F&M Manager

## 10. Data collection plan

Indicator	Frequency	Responsibility	Reports to	Status
<b>Energy Consumption</b> <ul style="list-style-type: none"> <li>• Electricity data (Peak and off peak)</li> <li>• Natural Gas</li> <li>• Diesel</li>   <li>• Other fuel (ie transport)</li> </ul>	Quarterly	F&M Manager  Supply/Finance	COO / BoM  COO / BoM	Current
<b>Water</b> <ul style="list-style-type: none"> <li>• Water consumption</li> </ul>	Quarterly	Chief Engineer	Environmental Sustainability Committee  COO / BoM	Current
<b>Waste Management</b> <ul style="list-style-type: none"> <li>• General Waste</li> <li>• Recyclables               <ul style="list-style-type: none"> <li>(a) Comingled – full (cans, bottles &amp; plastics)</li> <li>(b) Cardboard</li> <li>(c) Confidential paper</li> <li>(d) Sanitary Waste</li> </ul> </li> <li>• Clinical waste generated               <ul style="list-style-type: none"> <li>(e) Cytotoxic</li> <li>(f) Clincial</li> <li>(g) Anatomical</li> </ul> </li> <li>• Recycling rate</li> <li>• Paper Purchased</li> </ul>	Quarterly	General Services Team Leader	Environmental Sustainability Committee  COO / BoM	Current