

# Support Services Strategy 2023-2026

Employee Forum  
1<sup>st</sup> August 2024



# Support Services Scope



- Food Services
- Central Production Kitchen
- Feeding our stars
- Environmental Services
- Washroom Services
- Patient Services Assistants
- Pest Control
- Linen
- Car Parking
- Vending



# 2022 – A year in review

- 6,603,136 kgs waste
- 82,500 kgs clinical waste
- 556,800 kgs cardboard

- 8.7 million items of linen delivered and collected
- 1200 amazing team members

- 14,000 employee cars parked
- Over 580,000 visitor cars parked

- 511,000 sandwiches – Kingston sandwich room
- Largest health service CPK – 2 million+ meals
- Over 11 million food services interactions



# Support Services Strategic Plan

## Purpose

The Support Services Strategy has been developed to ensure Support Services employees relentlessly pursue excellence through driving a culture of safety, service excellence, innovation and lifetime learning



# Support Services Strategic Principles



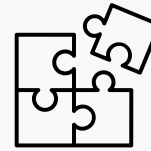
## Safety

We deliver safe services for our people, patients and community



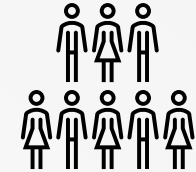
## Service Excellence

We are agile and engage with consumers and customers to deliver service excellence



## Innovation

We are future focused and innovate boldly for safety, efficiency, sustainability and to improve consumer and employee experience



## People

We work with our people to support flexibility, delivering exceptional training for their current role and actively support those seeking progression

