



engaging hearts & minds

Modernising aged care for a sustainable future

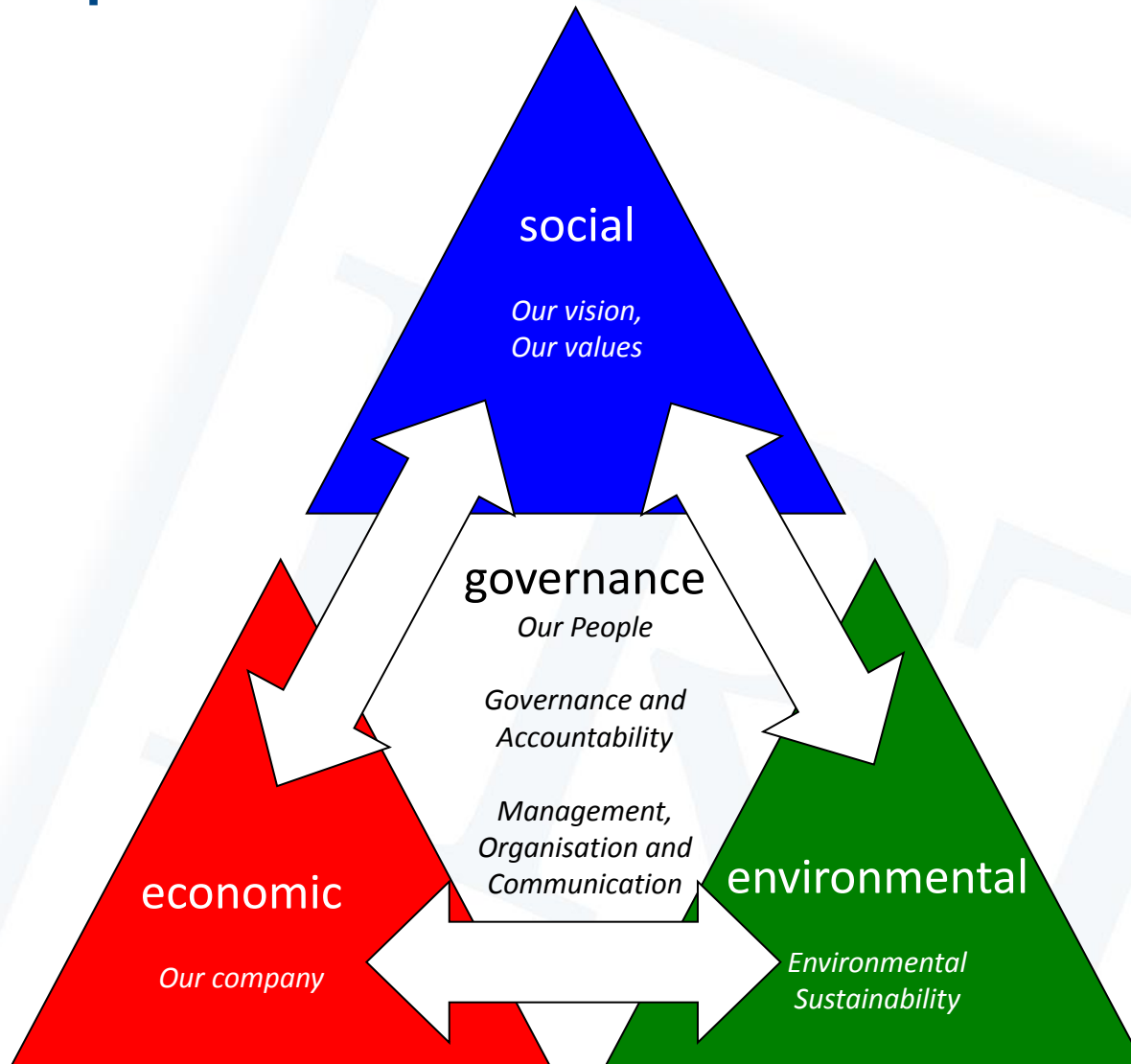
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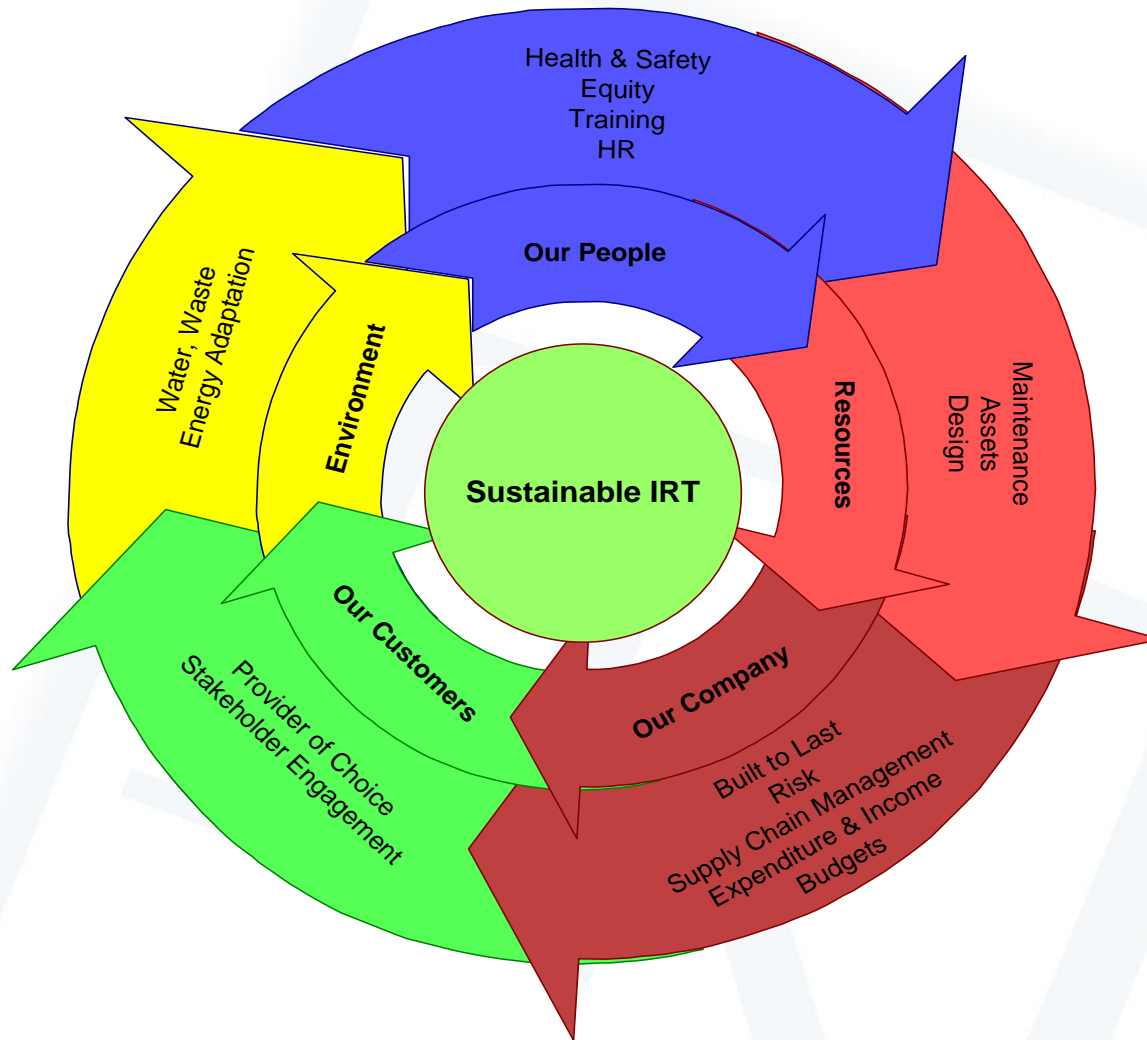
- What is it?
- Why is sustainability important – the business case?
- What does it look like for aged care – drivers and pathways
- Next steps and actions

What is it?

- ***Sustainability*** is ‘meeting the needs of the present without compromising the ability of future generations to meet their own needs’.
- ***The four pillars*** – can’t have one without the other

Quadruple bottom line





Survey 2010 ✓

- 76% believed their organisation was attempting to achieve business outcomes across TBL
- A total of 85% believed the business sector should invest in programs that benefit the community
- 64% of Directors and CEO's believed environmental credentials were critical to effective engagement with staff

So...

- *Sustainability* is NOT simply compliance, although you cannot be sustainable if you are not compliant (across all areas).
- *Sustainability* is NOT business as usual, although sustainability principles embedded into business practices will become the new improved 'business as usual'.
- Finding the balance



The business case

The opportunity

- Improve operations, performance and achieve a competitive advantage by embracing sustainability principles as a core business strategy



Survey Oct 2008 ?

- Around 15% of companies had initiated changes that contributed to reductions in electricity usage
- Just over 4.8% of companies had initiated changes that contributed to savings in gas usage
- Less than 26% of firms had initiated changes to their water use
- Less than 15% of firms had initiated changes that have contributed to savings in solid waste

The business case

A sustainable organisation can :

- **Reduce:** exposure, risks, costs, waste generation, use of finite resources, energy use, environmental footprint
- **Increase:** overall business sustainability, internal skills, community engagement and awareness, marketability, eco-efficiency



ch individual...we deliver on our promises...we are open and honest...we va



The Drivers

- Government policy
- Compliance
- Good governance
- Operational efficiency (best practice)
- Lower risk/lower costs
- Climate Change
- Employer/Provider of choice
- Market positioning



The Pathways

- Working with Government
- Grants/rebate programs
- Organisational processes/procedures
- Design
- Efficiencies
- Engagement

Drivers for Change

Growing competition within aged care sector

Community need, expectation - social responsibility

Resource Scarcity/Cost

Climate Change

ETS

Pathways to Sustainability

Engagement

Organisational Initiatives

Working with Government

Innovation

Corporate Planning

Sustainability Projects

Sustainability

Next steps

- **CREATE a sustainability vision for the organisation** - from a committed executive, and should be distributed to all employees - where do you want to be? Raise awareness
- **SET and IMPLEMENT sustainability goals** - Integrate sustainability considerations into decision making throughout. Sustainability innovation and efficiency is driven from all levels across all aspects of a company. How will we get there?

Next steps

- **ENHANCE internal awareness** - top-level support and adequate budgets. Give staff the ability to understand how their divisions can contribute towards sustainability vision and objectives. Build capacity.
- **ENGAGE with key stakeholders** - Recognise that the organisation can be held accountable, not only by regulators but also by customers (& potential), members of the public, your competitors and employees.

Checklist – Know your business

- Communicate and educate
- Commit to improvement
- Identify and manage risks
- Measure performance
- Monitor and report on progress (TBL)
- Identify opportunities to reduce costs & improve water and energy efficiency; waste management practices



Actions

- Sustainability Committee
- Policies/strategic planning
- Benchmarking (organisational QBL, resource use)
- Stakeholder engagement
- Projects & budgets – design, energy, water, waste



Commit to Act – Commit to change



The 7 most expensive words in any organisation are

‘We have always done it that way!’

Catherine DeVrye