

A.4. Environmental Responsibility Policy

1.0 INTRODUCTION/BACKGROUND

The overwhelming scientific evidence points to the need for a fundamental change in the way people and organisations use the world's resources. The Mercy Services commitment to follow the values of the Gospel and of the Sisters of Mercy means that we embrace our responsibility to nurture the environment. This responsibility is inseparable from our calling to work alongside the poor in bringing about a better world.

The *National Greenhouse and Energy Reporting Act 2007 (Aust)* requires Corporations that emit 125 kilotonnes or more of greenhouse gases to report on their emissions. Mercy Services does not emit enough emissions to be required by this law to report.

2.0 SCOPE

This policy aims to provide direction for all Mercy Services staff, sites and programs in their efforts to reduce the negative impacts on the environment and increase positive impacts on the environment as a result of the activities of Mercy Services.

3.0 POLICY STATEMENT

Mercy Services will try to minimise negative environmental consequences in the way it provides services to the aged, people with disabilities, individuals and families affected by drug/alcohol abuse, and the socially disadvantaged.

Mercy Services will consider environmental impacts in the planning, design and/or purchase of facilities, equipment and services. Any new or extensively modified facilities, equipment and services will reduce environmental impacts as much as possible.

4.0 PROCEDURES

a. Building, equipment and processes

New buildings, equipment and work processes will be assessed for their environmental impact and these factors will be key considerations in the final choice of whether/how they will be adopted.

Significant changes to Mercy Services buildings, equipment and work processes will be assessed for their environmental impact and these factors will be key considerations in the final choice of whether/how they will be adopted.

b. Measuring and reporting environmental impact

Mercy Services will measure its environmental impact water use and Greenhouse Gas Emissions. The Greenhouse Gas Emissions from direct and indirect sources will be reported.

Direct Greenhouse Gas Emissions (known as scope 1) include:

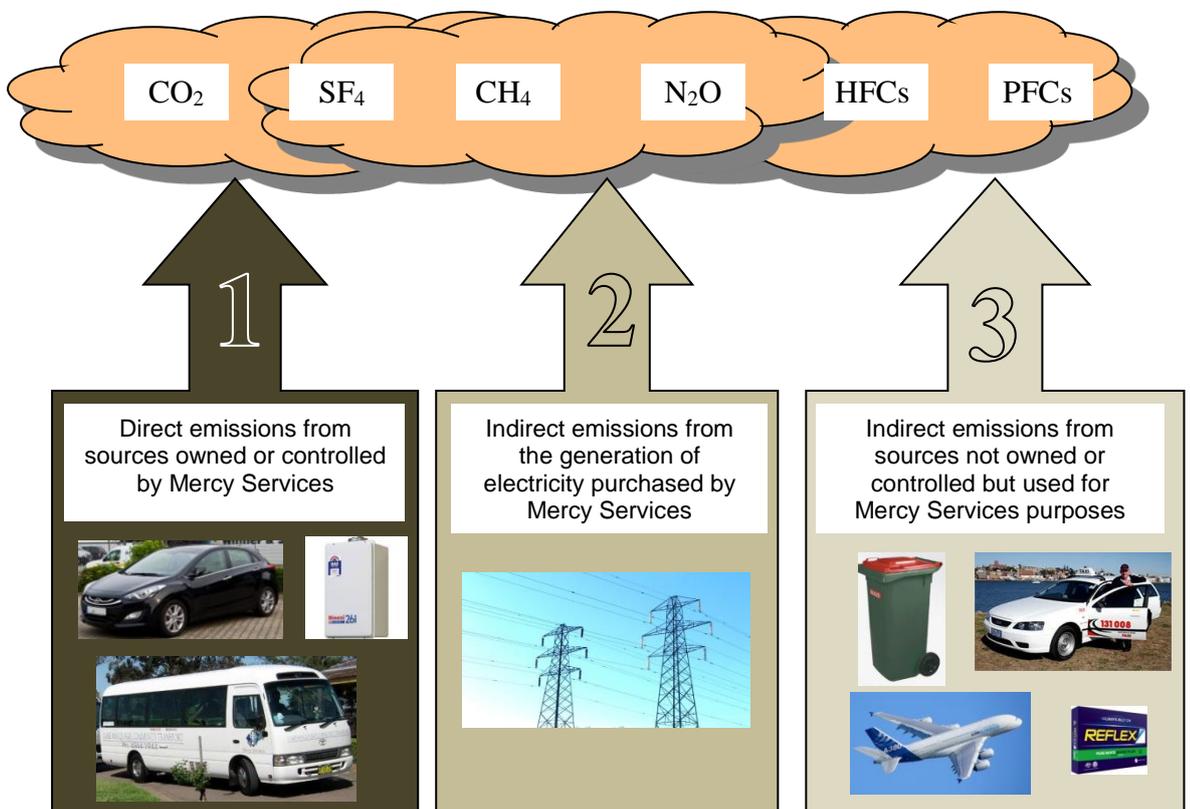
- Natural Gas used at Mercy Services sites (hot water, cooking):
- Transport fuels used by vehicles owned by Mercy Services; and
- Escaped Refrigerant Gases (mainly from site air conditioners).

Indirect Greenhouse Gas Emissions from the generation of electricity used by Mercy Services (known as scope 2).

Indirect Greenhouse Gas Emissions from source not owned or directly controlled by Mercy Services (scope 3)

- Air travel
- Waste to landfill
- Paper consumption
- Contractor owned vehicles (Taxi, hire car, other Community Transport)
- Indirect Greenhouse gases involved in extraction, production and transport of transport fuels for Mercy Services
- Indirect Greenhouse gases from the extraction, production and transport of fossil fuels involved in electricity and natural gas consumed by Mercy Services.
- Indirect Greenhouse gases involved in extraction, production and transport of water to Mercy Services

Illustration: Sources of Greenhouse Gas Emissions included in Mercy Services reporting



Each financial year an annual report will detail the results and methodology of the Mercy Services environmental impact.

c. Comprehensive annual Sustainability Action Plan

Each financial year Mercy Services will produce a Sustainability Action Plan detailing the actions, key performance indicators, timeline and person responsible.

The Sustainability Action Plan (see appendix 1) will address the following goals:

1. Ensure more efficient and sustainable use of resources by ensuring:
 - Reducing electricity use per service output by 25% by 2020 based on 2010 usage
 - Reducing transport fuel per km travelled by 20% by 2020 based on 2010 usage
 - Reducing gas use by 5% by 2020 based on 2010 usage
 - Reducing waste to landfill by 30% by 2020 based on 2010 usage
 - Reducing potable water used at each site by 10% by 2020
2. Integrate environmental sustainability into all facets of business planning and operation by ensuring:
 - Environmental responsibility is in part of annual business plans
 - Climate Change risks posed to Mercy Services are proactively addressed
 - Mercy Services Policies are aligned with and supportive of Mercy Services Environmental Goals
 - Personnel management supports Mercy Services environmental responsibility goals
 - Budgets, financial management support environmental responsibility goals
 - Procurement supports Mercy Services environmental responsibility goals
3. Promote environmental sustainability to all staff and stakeholders by ensuring:
 - Options for benchmarking with similar organisations are explored
 - Promotion of an organisational culture that values and advances environmental responsibility
 - Providing staff training to advance environmental responsibility
 - Improving environmental responsibility by external stakeholder

Mercy Services management will monitor progress towards implementing the Sustainability Action Plan. Mercy Services management will work with the responsible person to ensure success or adaptation of the Sustainability Action Plan.

d. Resourcing environmental responsibility

Mercy Services management will ensure financial and other resources are available to implement the Sustainability Action Plan.

Mercy Services management will provide the time and resources to enable key staff to participate in the Mercy Services Environmental Responsibility Workgroup (Appendix 2).

Mercy Services will maintain membership of the NSW Government's Sustainability Advantage program (or similar) as a structured and assisted process for addressing environmental sustainability.

e. Carbon offsets

Funds will be sought to purchase carbon offsets where efficiencies are insufficient to reduce greenhouse gases. For example staff who use organisation vehicles for personal use will have the option of paying non-profit organisations such as Greenfleet who can plant trees to compensate for the impact of vehicle use.

f. Training and Education

- Education on the Mercy Services Environmental Responsibility Policy will be incorporated into Orientation of new staff/volunteers
- Training and education will be provided or sourced for key Mercy Services staff/volunteers to assist them to meet the role required of them in the Sustainability Action Plan
- Regular education opportunities will be utilised to encourage environmental responsibility among staff/volunteers/clients, other services and the public e.g., items in the Mercy Matters Newsletter, sharing our experience with other services through workshops.

4.1 Compliance

Compliance with this policy is being measured by:

- a) Production of an annual report on environmental impacts
- b) Production of an annual Sustainability Action Plan

4.2 Evaluation

The performance indicators for the evaluation of this policy are:

- a) Successful attainment of reduction targets 4.0.c.1 above

5.0 REFERENCES

1. Current Issues	a) nil
1. Australian Standards	a) nil
2. Legislation	a) National Greenhouse and Energy Reporting Act, 2007 (Cth) b) National Greenhouse and Energy Reporting Regulations, 2008 (Cth)
3. Professional guidelines	a) nil
4. Codes of Practice	a) nil
5. Codes of Ethics	a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics

	<p>http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf</p> <p>c) The Nursing and Midwifery Board of Australia. Registration Requirements http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx</p> <p>d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-releases/cat_view/10-organisations/38-national-committee-for-professional-standards</p> <p>e) Mercy Services Code of Conduct</p>
6. Evidence	<p>a) Pope Francis Encyclical Letter: Laudato Si (On Care For Our Common Home) http://w2.vatican.va/content/francesco/en/encyclicals/documents/papa-francesco_20150524_enciclica-laudato-si.html</p> <p>b) Australian Catholic Bishops Conference (2002) A New Earth: The Environmental Challenge http://www.catholicearthcareoz.net/pdf/2002_new_earth_environmental_challenge.pdf</p> <p>c) Australian Catholic Bishops Conference (2005) Climate Change: Our Responsibility to Sustain God's Earth http://www.acbc.catholic.org.au/documents/2005111913.pdf</p> <p>d) Energy Smart http://www.energysmart.com.au/wes/default.asp</p> <p>e) Energy Star ® http://www.energystar.gov.au/index.html</p> <p>f) Greenfleet http://www.greenfleet.com.au/index.asp</p> <p>g) NSW Dept of Energy, Utilities and Sustainability http://www.deus.nsw.gov.au/index.asp</p> <p>h) Straine, G., and Oxley, N., (2007) For Creed and Creation: A Simple Guidebook For Running A Greener Church http://www.rcdow.org.uk/fileupload/upload/forcreedandcreationfinal1532007221129.pdf</p> <p>i) Waste reduction http://www.wrapp.nsw.gov.au/</p>
7. Mercy Services Values	a) Justice, Respect, Care, Unity, Service

6.0 OTHER RELATED POLICIES AND PROCEDURES

- A.01 Mission and Philosophy
- A.03 Code of Conduct – Staff/Volunteers
- C.01 Management Roles and Responsibilities
- C.02 Strategic Planning
- C.03 Operational Planning
- C.04 Program performance and monitoring
- C.05 Quality Improvement
- C.06 Risk management
- D.01 Budget Planning
- D.02 Fundraising
- D.03 Investment Planning
- D.04 Payments
- D.07 Asset purchase and maintenance
- D.08 Vehicle Management
- E.03 Meeting Individual Needs
- F.04 Learning and development
- F.06 Management of Poor Conduct or Performance

- G.19 Offices and Buildings WHS Management
- G.20 Safer Driving Policy
- G.21 Vehicle

7.0 RELATIONSHIP WITH STANDARDS

Aged Care Accreditation Standards	Home Care Standards	Disability Standards	EQulP Standards
1.1, 1.2, 1.3, 1.5, 1.6, 1.7, 1.8, 1.9, 4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.8	1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.2, 2.3, 2.4, 3.5	1.3, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7	3.2.2, 3.2.3

8.0 DOCUMENT CHANGES RECORD

Dates of change	Section altered	Natures of changes made
01/10/2007	all	Policy created
13/03/2009	a) Current 1.0 and 5.0 b) Current 1.0, 2.0 and 3.0 c) Current 5.0 References d) Current 6.0 e) Current 7.0	a) Information of Greenhouse Gas Emission reporting Law added b) Created from previous versions Policy Statement c) Created from previous reference section with additional information d) Updated with details of new Policy names and references e) EQulP Standards replace QMS Standards
14/03/2011	a) 4.0 a-d b) 7.0 c) Appendices 1 and 2	a. Completely rewritten b. Replace HACCP Standards and CACP Standards with Community Care Common Standards and update to EQulP 5 Standards c. Added
20/07/2012	a) 5.0 References b) Appendix 1	a) Added Current Issues b) Updated
10/10/2012	All sections	Organisation name updated.
01/07/2014	a) 4.0.b. Measuring and reporting environmental impact b) 4.1 Compliance and 4.2 Evaluation c) 5.0 References d) 7.0 Relationship to Standards e) Appendix 1 Sustainability Action Plan	a) Add details and illustration of scope 1, 2, and 3 emissions b) New sections c) Included Codes of Ethics d) Add Aged Care Standards and update Disability Standards e) Updated for 2014-15
31/10/2014	a) Appendix 2 Workgroup Terms of Reference	a) Membership now each site and frequency of meetings every six months
08/02/2016	a) 1.0 Introduction b) 2.0 Scope c) 5.0 References: Evidence d) Appendix 1 e) Appendix 2	a) Minor rewording b) Minor rewording c) Add Pope Francis' Encyclical d) Updated for 2015-16 e) Added NECC and Carrington site
25/10/2016	a) Appendix 1	a) Updated for 2016-17
Review due 20/10/2016		

Appendix 1 Mercy Services Sustainability Action Plan 2016-2017

Sustainability goal		1. Ensure more efficient and sustainable use of resources		
Project	Strategic actions	Target date	KPI	Responsible person
1.a Reducing electricity use per service output by 25% by 2020 based on 2010 usage	1. Measure electricity use at each site and report this to staff quarterly. Site information communicated to Managers for further feedback to staff/volunteers/clients.	ongoing	Data entered into excel spreadsheet Half yearly reports produced and communicated to Site Managers	Accounts and Administrative Clerk
	2. Continue replacing lights and equipment with more efficient versions as opportunities arise.	ongoing	At least meeting annual Kilowatt electricity reduction target.	Managers and Singleton Maintenance Officer
	3. Investigate the suitability of Voltage Power Optimisation at Singleton	Seek professional advice	Consultant report o the suitability of Voltage Power Optimisation at Singleton	Singleton Maintenance Officer
	4. Sustainability Advantage consultant to assist sites to meet separately and develop their own environmental project and targets	March – June 2017	Each site has its own sustainability projects	Sustainability Advantage consultant and Manager Tighes Hill
1.c. Reducing gas use by 5% by 2020 based on 2010 usage	1. Measure gas use at each site quarterly and report this to staff quarterly.	Ongoing	Data entered into excel spreadsheet Half yearly reports produced and communicated to Site Managers	Accounts and Administrative Clerk
	2. Continue replacing equipment with more efficient versions as opportunities arise.	ongoing	At least meeting annual natural gas reduction target.	Managers and Singleton Maintenance Officer

	3. Sustainability Advantage consultant to assist sites to meet separately and develop their own environmental project and targets	March – June 2017	Each site has its own sustainability projects	Sustainability Advantage consultant and Manager Tighes Hill
1.b. Reducing transport fuel per km travelled by 20% by 2020 based on 2010 usage	1. Measure monthly fuel use for each vehicle in Mercy Services fleet and email results to all drivers with Coordinators to provide feedback to staff on use of vehicles	Ongoing	Data entered into excel spreadsheet Half yearly reports produced and communicated to Site Managers	Accounts and Administrative Clerk
	2. Calculate the fuel and other savings from the vehicle option of purchase and short-term use before resale.	May 2017	Report produced showing comparison with other vehicle purchase and use options.	Finance Manager
	3. Staff educated in fuel efficient driving techniques	March 2017	Fuel efficiency education to be included in Safer driving training	Manager West Wallsend
	4. Staff/volunteers/clients reminded of fuel efficient driving techniques in newsletter article	April 2017	At least meeting annual transport fuel reduction target.	Manager Tighes Hill
	5. Sustainability Advantage consultant to assist sites to meet separately and develop their own environmental project and targets	March – June 2017	Each site has its own sustainability projects	Sustainability Advantage consultant and Manager Tighes Hill
1.d. Reducing waste to landfill by 30% by 2020 based on 2010 usage	1. Measure waste to landfill from each site quarterly and report this to staff quarterly.	Ongoing	Data entered into excel spreadsheet Half yearly reports produced and communicated to Site Managers	Accounts and Administrative Clerk
	2. Conduct an annual waste bin inspection to identify waste that can have been composted or recycled and report photos and results to all staff.	May 2017	Email sent to people at each site informing them of their sites progress in waste reduction and correct waste disposal	Manager Tighes Hill

	3. Continue making use of recycling and composting options	Ongoing	At least meeting annual waste to landfill reduction target.	Site Managers
	4. Sustainability Advantage consultant to assist sites to meet separately and develop their own environmental project and targets	March – June 2017	Each site has its own sustainability projects	Sustainability Advantage consultant and Manager Tighes Hill
1.e. Reducing potable water used at each site by 10% by 2020	1. Measure water use at each site quarterly and report to all staff.	Ongoing	Data entered into Excel spreadsheet and emailed to all sites for follow up	Accounts and Administrative Clerk
	2. Newsletter article reminding people of importance of conserving potable water	Jan 2017	At least meeting annual potable water use reduction target.	Manager Tighes Hill
	3. Work with Sugarloaf Croquet Club to reduce water use or increase water storage	Ongoing	Water usage at West Wallsend reduces	Manager West Wallsend
	4. Sustainability Advantage consultant to assist sites to meet separately and develop their own environmental project and targets	March – June 2017	Each site has its own sustainability projects	Sustainability Advantage consultant and Manager Tighes Hill

Sustainability goal		2. Integrate environmental sustainability into all facets of business planning and operation		
Project	Strategic actions	Target date	KPI	Responsible person
2.a. Environmental responsibility is part of annual business plans	1. Each program's annual Operational Plan includes environmental responsibility initiatives and targets and that these are aligned to Mercy Services strategic objectives	Ongoing	100% of program's annual Operational Plans include environmental responsibility initiatives and targets	CEO

Sustainability goal		2. Integrate environmental sustainability into all facets of business planning and operation		
Project	Strategic actions	Target date	KPI	Responsible person
	2. Regular reporting to Coordinators and Management on environmental responsibility progress	August 2016 Feb 2017	Data entered into Excel spreadsheet and emailed to all Coordinators/Managers for follow up	Accounts and Administrative Clerk
	3. Ensure all Managers are actively involved in overseeing achievement in sustainability goals and are held accountable for failures and successes.	At least at Review and Development	CEO and Managers/Director of Care to discuss Manager's progress of sustainability goals	CEO
2.b. Proactively address risks Climate Change poses to Mercy Services	1. Climate Change risks are identified and controls put in place	July 2016	Climate Change risks are included in organisational Risk Register identified climate change risks.	Manager Tighes Hill
2.c. Budgets, financial management support environmental responsibility goals	1. Ensure current information, access to sustainability consultants and networking with other sustainability focused organisations in this sector,	July 2016	Maintain membership of Sustainability Advantage	CEO
	2. Put aside funds to implement cost effective resource efficiency projects and undertake regular reviews of our procurement systems and purchasing practices against best practice criteria.	Ongoing	Addressed in regular reports to Management Team/CEO	Finance Manager
2.d. Procurement supports Mercy Services environmental responsibility goals	1. Engage with our key suppliers regarding sustainability specification, requirements and continuous improvements.	April 2017	Letter written to suppliers on Mercy Services efforts and encouragement that suppliers assess what more they can do and whether Mercy Services has any sustainability specifications/requirements that are required of them.	Finance Manager and Manager Tighes Hill

Sustainability goal		3. Promote environmental sustainability to all staff and stakeholders		
Project	Strategic actions	Target date	KPI	Responsible person
3.a. Explore options for benchmarking with similar organisations	1. Enter environmental data into the Aged & Community Services NSW & ACT, Aged Care Resource Data Management Tool	Jan 2017	Suitable benchmarks incorporated into Mercy Services Sustainability Action Plan KPIs and reporting	Accounts and Administrative Clerk
	2. Environmental Responsibility Work Group and site meetings to discuss appropriate to communicate Mercy Services corporate sustainability vision and goals to clients/customers and feedback is sought (e.g., items in 6 newsletters a year, significant dates on Mercy Services website calendar and 1 religious service, signs at each site reporting on its water/gas/electricity/gas/fuel savings)	March-June 2017	Report to Management Team details implementation of the communication plan	Manager Tighes Hill
	3. Orientation session for new staff/volunteers to include environmental responsibility	Ongoing	Orientation Powerpoint presentation includes current Environmental statistics	Manager West Wallsend
3.c. Provide staff training to advance environmental responsibility	1. Provide education to staff/volunteers regarding Mercy Services Environmental Responsibility and SWP – Waste disposal	Ongoing	100% of staff have completed this session within 12 months of commencing at Mercy Services	Manager Tighes Hill and Manager West Wallsend
	2. Consult with staff regarding their Environmental Responsibility training needs	Ongoing	Report to Management Team details consultation process and outcomes	Manager West Wallsend
	3. Staff educated in fuel efficient driving techniques	March 2017	Fuel efficiency education to be included in Safer driving training	Manager West Wallsend

Appendix 2

Mercy Services Environmental Responsibility Workgroup Terms of Reference

as at 08/02/2016

Aim:

- to ensure that Mercy Services reduces Greenhouse Gas emission, water uses and enacts other environmental improvements

Members

- Mercy Services Chief Executive Officer (CEO) (or delegate)
- A representative of each Mercy services site whose environmental impact we can measure (32 Union St, Tighes Hill; 22 Tighes Tce, Tighes Hill; 13 Brooks St, West Wallsend; Darvall St, Carrington, Laing St, Newcastle, Como Lane, Singleton; Laing St, Newcastle) (nominated by the Site Manager and chosen by the CEO)
- A representative of Community Transport service (who can also be a site representative) (nominated by the Site Manager and chosen by the CEO)

Term of Membership

- All Work Group members, except the CEO, are encouraged to step aside for potential replacements after a two year term.

Role of workgroup members

- The CEO (or delegate) will chair meetings.
- The CEO will ensure that an Agenda is circulated prior to the meeting listing items for discussion.
- Receive six monthly reports on energy and waste generation (September & March).
- Contribute ideas to the development of annual Sustainability Action Plan.
- Each Work Group member will take a leadership role for one of the Mercy Services sites. Mercy Services site environmental leadership involves:
 - Assisting to identify the source of energy/water use and waste generation at that site
 - Assisting to identify ways that energy/water use and waste can be reduced
 - Assisting Mercy Services Management and others to enact energy, water and waste reduction strategies at that Mercy Services centre
 - Providing information (informally/conversationally) to others at the Mercy Services on energy, water and waste reduction
 - Encourage a positive attitude towards environmental responsibility at the Mercy Services site

Estimated time required:

- Meetings will usually last for up to 90 minutes. The Work Group will meet every six months. Meetings will alternate between sites (usually: West Wallsend and Tighes Hill).
- Mercy Services environmental leadership is expected to require approximately 1 hour every two months in addition to meeting. This time will include conducting a site audit and assisting with compliance and implementing environmental initiatives.

Agenda of meetings:

- Business arising
- Correspondence and information sharing
- Report on energy/water use and waste to landfill
- Report on implementation of annual Sustainability Plan
- Other business

Decision making capacity:

- The Work Group is a consultative forum. The CEO is not obliged to follow the advice of the Environmental Responsibility Work Group