



Canberra Health Services (CHS)

Waste Management Plan (WMP)

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INTRODUCTION

1. Canberra Health Services (CHS) procures a Domestic and Environmental Services (D&ES) contractor to carry out a variety of facility related services e.g. cleaning, hygiene services, waste management etc, at Canberra Hospital and the specified CHS facilities. One of the requirements of the D&ES contractor is to develop and implement waste management strategies that align with this CHS Waste Management Plan (WMP).
2. The purpose of a WMP is to provide a framework for the compliant management of all wastes.
3. The D&ES contractor will ensure that waste is recovered or disposed of without endangering human health and without using processes or methods, which could harm the environment.
4. This WMP addresses the management of waste and recyclables on the Canberra Hospital campus and other specified CHS facilities. This WMP will achieve industry best-practice waste management by focusing on systems that allow for correct segregation and safe handling of all wastes/recyclables.
5. The WMP is based on the following principles:
 - a. efficient management of waste promotes best practice waste separation and disposal
 - b. source segregation: where wastes/recyclables are separated at the point of generation to minimise contamination and waste to landfill
 - c. due diligence: ensuring that waste is managed in accordance with statutory and corporate regulations.
6. This WMP will support consistent waste management practices across all CHS sites.

AIM

7. The aim of the WMP is to establish a waste management regime for all CHS sites that minimises the environmental impact of waste generation, treatment and disposal.

THE SITES COVERED BY THIS PLAN

8. This WMP includes, but is not limited to, the following CHS sites serviced by the D&ES contractor:
 - a. Canberra Hospital campus.
 - b. Specified CHS Facilities:
 - Belconnen Community Health Centre
 - Brian Hennessy Rehabilitation Centre – Bruce
 - Gawangal - Bruce
 - Dhulwa Mental Health Unit
 - Inner North Walk In Centre - Dickson
 - Gungahlin Community Health Centre
 - Weston Creek Walk in Centre
 - Lanyon Family Care Centre
 - Moore Street Health Building, 1 Moore Street – Civic
 - Ngunnawal Family Care Centre
 - Phillip Health Centre
 - Sterilising Services Mitchell
 - Supply Warehouse Mitchell

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- The Cottage – Bruce
- Tuggeranong Community Health Centre
- Village Creek Aged Care and Rehabilitation Services
- c. Any new/other sites as required by CHS where services are delivered through a CHS D&ES contractor sites as they come online; and
- d. Any other CHS sites that are not serviced by the D&ES contractor

SCOPE

9. This WMP addresses the following:
 - a. Governance
 - b. Education Program
 - c. Quality
 - d. Waste Management System
 - e. Movement and Collection of Waste
 - f. Waste Management principles
 - g. Implementation of WMP

REQUIREMENTS

Governance

D&ES Contract Management Group (CMG)

10. The CMG will provide governance over the delivery of the CHS Waste Management Plan by the D&ES contractor.

Composition of D&ES Contract Management Group

11. The composition of CMG will be:
 - a. D&ES contractor Waste Management Coordinator
 - b. D&ES contractor Key Account Manager
 - c. CHS D&ES Contract Manager
 - d. D&ES Support Officer
 - e. D&ES contractor Regional Manager
 - f. Director Contracts Management, Infrastructure Health Support Services (IHSS)

CMG Responsibilities

12. The CMG will develop a culture of environmentally responsible waste management through information sharing and education.
13. The CMG will monitor the implementation of the WMP.
14. The responsibilities of the CMG are:
 - a. monitor performance of the WMP against KPIs/targets and identified action plans
 - b. seek commitment for the implementation of various waste management actions and necessary resources (e.g. staff time and budget)
 - c. monitor staff/contractor waste management education sessions
 - d. monitor waste management initiatives against the Australian Council on Healthcare Standards (ACHS)
 - e. ensure representation at stakeholder meetings include relevant ACT Government regulatory authorities
 - f. review CHS policies, protocols and guidelines
 - g. develop and work to CMG terms of reference (TOR)

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- h. support and monitor the development and maintenance of benchmarking activities
- i. ensure records of meetings are maintained
- j. monitor education and training.

CHS Staff Responsibilities

15. CHS has a responsibility to conduct its activities in a manner that will minimise the impact on the environment and provide a safe and healthy environment for patients, staff and the community.
16. CHS will:
- a. consider the potential impact on the environment when planning any activities or procurements, and undertake strategies to minimise the impact as much as possible
 - b. develop policies and plans to manage waste according to statutory legislation and Australian standards
 - c. encourage staff and patients to have respect for, and consider the impact on the environment, when disposing of their waste
 - d. proactively implement strategies to reduce the amount of waste generated from all activities thereby reducing carbon emissions, this is achieved by:
 - reusing items rather than disposing of them via the waste stream
 - recycling when it is safe and practical to do so
 - e. conduct annual compliance checks against waste transport and treatment facilities.

D&ES Contractor Staff Responsibilities

17. D&ES contractor staff are key to ensuring the efficacy of the waste management program. It is essential that D&ES contractor staff understand the rationale for waste material segregation and play an active role in monitoring the effectiveness of segregation practices.
18. D&ES contractor will have a process in place for the lodgement of waste service requests, i.e. Help Desk.
19. D&ES contractor staff will implement specific waste reduction programs as identified and prescribed by CHS.
20. D&ES contractor staff will facilitate the removal of material left in recycling, clinical or general waste receptacles and boxes/material clearly labelled as 'rubbish to be removed'. D&ES contractor staff cannot be responsible for any paperwork or material inadvertently placed in a recycling or general waste bin.
21. D&ES contractor staff will not remove or touch any waste designated as chemical, radioactive or hazardous material.
22. The Waste Management System will be monitored by the cleaning supervisor and site management during the term of the contract.
23. In addition, D&ES contractor staff will provide feedback to CHS D&ES Contracts Manager on any non-compliance issues observed during cleaning activities. This may include contamination of recycling, non-participation in the recycling system, or missing/damaged bins. In this way, management can promptly address issues.
24. D&ES contractor will ensure that all bins/receptacles are emptied in a timely manner before

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becoming full and dispensing odours.

25. D&ES contractor will conduct waste services in accordance with contract requirements including but not limited to:
- the safe management and segregation of all wastes
 - waste education for staff
 - benchmarking and waste audits.

Food Services Staff Responsibilities

26. Food Services staff will be responsible to ensure that all food preparation areas have food waste and any other perishable materials removed into the organic waste stream.

On-Site Shops and Cafes Staff Responsibilities

27. Staff working in on-site shops and cafes will be responsible for ensuring all wastes and recyclables are segregated and managed as per the requirements of the WMP. This requirement should be included in the leasing or contractual arrangements.

Waste Management Education Program

Introduction

28. Waste management education focuses on the protection of the environment and the safety of people. Staff need to gain the appropriate knowledge and skills and evaluate their attitudes to the various work practices that lead to the generation of waste if waste minimisation is to succeed.
29. There are three streams relevant to imparting knowledge of waste in the environment:
- Education in the environment: this describes learning outside the traditional classroom.
 - Education about the environment: this provides information on the environment and environmental issues. This gives a basic understanding of problems and solutions for decision making on a daily basis.
 - Education for the environment: this develops attitudes and values, therefore enabling choices to be made which will maintain and improve the quality of the environment. By encouraging participation, people believe that their efforts have an impact on the quality of the environment.

Course

30. All waste training will reflect:
- Actsmart principles
 - The segregation of wastes
 - The safe handling of wastes
 - Compliant disposal of wastes.

Implementation

31. All D&ES contractor staff will be required to attend a waste management training session annually. Attendance records will be maintained.
32. The D&ES contractor will arrange face to face waste training for both contractor and CHS staff.
33. CHS e-Learning facility will include waste training for CHS staff.

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Quality

34. To ensure consistency is applied across all CHS sites in the management of waste, quality measures must be adhered to; to provide a reduction in waste to landfill. D&ES contractor will institute the following quality measures in its management of waste:
- staff education programs
 - waste reduction targets
 - waste streaming targets aimed at increasing recycling and reducing waste to landfill
 - a system to support waste streaming including the installation waste streaming stations
 - waste audits
 - benchmarking
 - performance measures
 - Implementation of findings to achieve continuous improvement.

Staff Education Programs

35. It is essential that all D&ES contractor staff, CHS staff, volunteers and contractors are educated in waste management principles including recycling and streaming.

Waste Continuous Improvement

36. D&ES contractor will set and review targets in accordance with CHS mandates and the D&ES contract. These targets incorporate:
- Legislative requirements
 - Government policy
 - ACT Waste Management Strategy 2011-2025
 - Actsmart requirements
 - D&ES contract specified targets for diverting waste to landfill
 - CHS reporting requirements.
37. The D&ES contractor will arrange stakeholder consultation through focus groups and other targeted waste forums to support and maintain waste practices that align with current ACT government mandates.

Waste Audits

38. Waste audits will be conducted in accordance with contract requirements.
39. Audit reporting will address continuous improvement
40. D&ES contractor will compile all the audit information into a report for CHS, which will:
- provide volumetric measures of specified wastes
 - identify streams / types of waste generated
 - identify areas where wastes are generated
 - identify waste streaming facilities in areas
 - identify type and locations of signage
 - measure achievements against specified waste streaming targets
 - identify waste streaming trends.
41. The waste audit report from D&ES contractor will include waste streaming gaps and recommendations to improve.

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Benchmarking

42. D&ES contractor will benchmark CHS's waste management against like institutions. This will provide a firm foundation on which to set goals and parameters for the management of waste across all CHS sites. Benchmarking also provides an opportunity to improve waste management by learning from experiences at other like institutions. Benchmarking will be undertaken regularly on an agreed schedule with other like facilities, with a minimum of one activity undertaken every six months.
43. Benchmarking will take into account the following:
- outputs i.e. volumes/streams/recycling
 - number of staff
 - occasions of service
 - occupied bed days.

Accreditation

44. D&ES contractor will align waste initiatives to address and comply with the relevant ACHS standards.

Performance Measures

45. D&ES contractor will report regularly against identified performance measures and as determined by CHS.
46. Key Performance measures for the CHS WMP will be reflected in an action plan. See template at Annex A

Implementation of findings to achieve continuous improvement

47. Findings that are identified through audits and benchmarking will be used to inform the action plan (template) at Annex A.

Waste Management System

Waste Management Hierarchy

48. To manage waste effectively, the following hierarchy will guide all waste initiatives:
- Reduce
 - Reuse
 - Recycle
 - Recover

Reduce

49. Reduction of waste to landfill is the most effective waste management option and forms the first aspect of the waste hierarchy. The amount of waste to landfill can be reduced by effective streaming and using recyclables, reducing the purchase (procurement) and use of non-recyclables and reusing rather than disposing of items.

Reuse

50. Reuse forms the second aspect of the waste hierarchy and requires an item that is to be disposed of, being used again either for the same or new purpose. Reuse of items reduces the environmental impact of waste disposal by reducing landfill.

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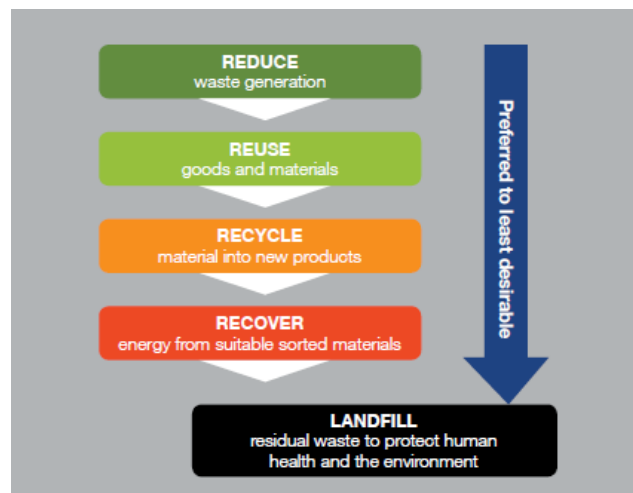


Recycle

51. Recycling is the third aspect of the waste hierarchy. Waste such as glass, paper, metal and plastics can be recycled. Recycled products reduce the environmental impact of waste disposal by reducing landfill and the depletion of natural resources.

Recover

52. Resource recovery is using wastes as an input material to create valuable products as new outputs, thereby reducing the need for landfill space, and optimising the values created from waste.



Signage

53. The success of the waste/recycling system will depend on having a clearly identified container for each type of material. This is achieved by the use of colour-coded containers, symbols and wording.

Policy and Procedure

54. Waste policies, guidelines and standard operating procedures governing waste management will be made available to staff by CHS.
55. A review of documents governing waste management will be conducted by CHS annually in August of each year.

Target

56. A reduction in landfill through the implementation of initiatives to increase waste streaming and recycling.

Waste Streams

57. The waste management system provides for all waste streams including but not limited to following waste streams:
- clinical and related wastes, including sharps
 - confidential documents
 - general waste (landfill – non recyclable)
 - food (organic waste)
 - paper

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- f. cardboard
- g. paper handtowel/soiled paper waste
- h. co-mingled recyclables
- i. construction/demolition waste
- j. other waste, including:
- k. toner cartridges
- l. e-waste
- m. office supplies
- n. fluorescent tubes
- o. batteries
- p. used cooking oil.
- q. Pallets
- r. Aluminium containers
- s. PVC tubes
- t. theatre plastics
- u. metal recycling

Movement of Waste & Waste Collection Areas

58. The D&ES contractor moves and collects all types of mobile garbage bins (MGBs) excepting confidential waste MGBs. A confidential waste contractor provides a confidential waste MGB collection/replacement service when requested by a business unit/work.

Mobile Garbage Bins

59. MGBs are designated for specific materials based on the colour and/or symbols/wording on the MGB. No MGB will be used for any material other than for which it has been designated.
60. Signage will assist to advise on the waste stream for which the bin is intended.
61. Transport of MGBs will be carried out with the lid closed. Any MGB removed from a ward or department will be cleaned at the bin-washing facility before being returned to the ward or department.
62. Waste must be moved in the mobile bins in which waste is deposited. A dedicated trolley may be used to assist in the movement of MGBs.
63. All MGBs (excepting confidential waste) containing waste are located at temporary collection stations throughout facilities. These stations facilitate the collection of waste from smaller ward and office containers.
64. All MGBs (excepting confidential waste) are moved frequently from the temporary collection areas to a designated location where wastes are removed from the facility. These areas are often the facility dock.
65. Confidential waste MGBs are serviced /changed over at the location where it is being utilised.
66. D&ES contractor staff will transport MGBs (excepting confidential waste) from across CHS facilities and between temporary collection areas.
67. D&ES contractor must not mix waste streams in bins for transport purposes.

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Ward/Office Waste Bins

68. Small bins are located throughout ward/office areas to collect recyclables and landfill. These bins are to be co-located to facilitate waste streaming. Small under-desk bins should not be used, except for non-secure paper recycling.
69. Boxes to collect recyclable paper are positioned in wards and departments across all CHS sites. These boxes are to be used for non-secure paper only. CHS staff will empty these boxes into the paper recycling MGBs.
70. D&ES contractor staff will service ward/office waste bins. Ward/office bin waste is decanted into MGBs.
71. D&ES contractor staff will not mix streams of waste from ward/office waste bins.

Maintaining Collection Areas

72. Waste collection areas may consist of MGBs or smaller ward/office waste bins.
73. The temporary collection stations located within each building will be maintained in a clean and hygienic manner in accordance with the Contract, including cleaning of any spillage that occurs.
74. All waste collection areas (including ward/office areas) will be clearly identified so that wastes/recyclables can be stored correctly. Each stream will be located in the designated bin.
75. D&ES contractor will ensure adequate number of bins are provided at all collection areas. D&ES contractor will ensure all bins supplied have no cracks, are free of marks and all parts (wheels, lids) where applicable are fully operational.
76. All small waste bins and MGBs will be cleaned regularly to minimise odour and address infection control requirements.
77. Floor, ground and wall surfaces in collection areas will be cleaned regularly and in accordance with cleaning standards.
78. Safety advices will be posted in areas as required.
79. Operating procedures and safety advices will be provided and co-located with any mechanical waste equipment such as a compactor or bin lifter.
80. Spill kits for clinical and cytotoxic waste will be located in the collection areas as required.

Waste Management Principles

Clinical and Related Wastes

81. Due to the inherent risks to humans generating and handling clinical and related wastes, the environment and the wider community, extreme care must be taken when handling, packaging, transporting and disposing of clinical waste.
82. Clinical and related waste must be:
 - a. handled by staff with appropriate training and knowledge and access to appropriate

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- personal protective equipment (PPE)
- b. transported and disposed of in accordance with all legislation and guidelines
- c. managed in accordance with the Clinical Waste Act 1990 and the Code of Practice for the Management of Clinical and Related Wastes
- d. clinical and related waste streaming bins and identifications include:
 - i. clinical waste – yellow bags/bins
 - ii. sharps – yellow reusable hard sided containers (labelled sharps)
 - iii. anatomical waste for incineration – bin colour may vary (labelled anatomical waste)
 - iv. cytotoxic waste for incineration - purple bags/bins
 - v. cytotoxic sharps for incineration - purple disposable hard-sided containers (labelled sharps)
 - vi. pharmaceutical waste for incineration - bin colour may vary (labelled pharmaceutical waste).

Recyclables

83. It is essential to ensure that all recyclables generated across CHS sites are deposited into the appropriate recycling container.
84. The benefits of recycling include:
- a. recovery of valuable resources
 - b. energy and environmental impacts are reduced including carbon emissions
 - c. reduction in the amount of waste requiring disposal to landfill
 - d. reduction in the cost of waste disposal.
85. The system that will be used for many of the recyclable materials is termed a “co-mingled” system. This means that all designated recyclables can be deposited into the one container.

General Waste

86. Landfill will remain the repository for materials that are not able to be recycled or are not classified as hazardous/liquid wastes. This material (referred to as general waste) will require:
- a. A container for wastes to be deposited for storage awaiting collection. This container must be designed so that waste cannot leak out or escape causing litter/spills, be of a suitable size for the amount of general wastes being generated (but not be so large it encourages indiscriminate disposal of other materials), and be able to be collected from CHS sites.
 - b. The D&ES contractor is responsible for safe collection of the waste and transportation to a disposal site that has been agreed to by the waste generator.
 - c. The role of landfill is to stabilise waste products in a controlled manner. In order to achieve this, it is vital that non-general waste items such as hazardous waste are excluded from the waste stream. These, if present, can affect the landfill processes and/or cause occupational health and safety risks to all waste handlers and landfill staff.
87. As landfill space is a resource to be conserved. It is essential to ensure that items that either do not need to be landfilled (e.g. recyclables) and those that have alternate management routes (e.g. organic / food waste) are excluded from the general waste stream at the point of “source segregation”.

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Implementation of Waste Management Plan

Responsibilities

88. The CMG will oversee implementation and progress of the WMP against the performance measures at annex A.
89. The D&ES contractor has responsibility to provide waste services in accordance with the performance measures at annex A of this WMP and the sites in scope under the Domestic and Environmental Services Contract.
90. Other contractor staff (apart from the D&ES contractor) have responsibility to provide waste services in accordance with requirements of this WMP including performance measures at annex A and all associated policies, guidelines and procedures.
91. All CHS staff are responsible to conduct waste practices in accordance with this WMP and all associated policies, guidelines and procedures.

Action Plan

92. The D&ES contractor must draft and implement an action plan that delivers a waste service that meets the objectives of this WMP.

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ANNEX A – WASTE ACTION PLAN TEMPLATE

Performance Measure	Indicator of Performance	Due Date	Evidence of Compliance
Waste Reporting	D&ES contractor to provide waste weight reports to CHS.		
Waste Audits	D&ES contractor develops an annual waste audit schedule.		
Benchmarking	D&ES contractor conducts waste benchmarking with other Health Facilities		
Government waste mandates	D&ES contractor has a program in place to achieve Government waste mandates across all CHS sites		
Reducing waste to landfill (Avoid / Reuse / Recycle / Recover)	D&ES contractor has a program in place that recovers waste / reduces landfill.		
Waste Management Training & Education	D&ES contractor provide CHS staff and all contractor staff training and education.		
Waste Streaming Facilities	Waste streaming facilities are accessible to all staff throughout all CHS sites.		
Build-up of waste	Collection system in place to ensure no build-up of waste		
Statutory requirements / standards	Contractor meets all licensing and insurance requirements (trucks & facilities), accreditation standards & codes of practice		

ANNEX B - GLOSSARY

Abbreviation/Term	Meaning
Additional Precautions	Precautions used for patients known or suspected to be infected or colonised by highly transmissible pathogens that can be transmitted by airborne, droplet or contact transmission. Additional precautions are designed to interrupt transmission of infection by these routes and should be used in addition to Standard Precautions when transmission of infection might not be contained by using standard precautions alone.
Anatomical Waste	Limbs, organs, placenta, pathological specimens, biopsy specimens and body tissue taken during laboratory testing, surgery or autopsy and/or resulting from investigation or treatment of a patient. It does not include corpses.
Clinical waste	Means any waste which has been defined as such in the <i>Clinical Waste Act 1990</i>
CH	Canberra Hospital
CHS	Canberra Health Service
CMG	Contract Management Group
Co-mingled collection	Collection of mixed recyclables.
Compactor	Mechanical equipment which compresses materials and reduces its volume.
Container	This refers to any rigid walled receptacle designed for clinical and related waste (or other wastes) to be deposited into it. Retractable syringes are not considered as sharps container in their own right.
Contamination	Any item not designated under the contract as a recyclable.
Cytotoxic Waste	Cytotoxic waste is material that is, or may be, contaminated with a cytotoxic drug during the preparation, transport or administration of chemotherapy. Cytotoxic drugs are toxic compounds known to have carcinogenic, mutagenic and/or teratogenic potential.
General Waste	Assorted waste materials put into the recycling stream, usually characterised by being contained in plastic "garbage" bags. There may or may not be recyclable materials in the bag.
Hazardous waste	Component of the waste stream which poses a danger to humans, the environment, equipment and physical structures.
KPI	Key Performance Indicator.
Landfill	Land used for the burial of waste.
MGB	Mobile Garbage Bin.
Non-recyclable	Material that is not recyclable.
Organic waste	Component of the waste stream derived from living organisms.
Package/packaging	Material or item that is used to protect or contain a product during transport, storage, marketing or use

Abbreviation/Term	Meaning
Pharmaceutical Waste	Consists of pharmaceutical (drug, remedy/medicinal substance) or other chemical substance specified in the Poisons List under the <i>Poisons and Therapeutic Goods Act 1996</i> . Pharmaceutical waste, excluding cytotoxics, may arise from expired or discarded pharmaceuticals, those no longer required by patients or departments and waste materials/substances generated during the manufacture and administration of pharmaceuticals.
PPE	Personal Protective Equipment.
Recycled materials	Materials recovered and manufactured into new products of the same general type (which may be manufactured from virgin recycled materials).
Recycle/recycling	Set of processes (including biological) for converting recovered materials that would otherwise be disposed of as wastes, into useful materials and or products.
Waste	Materials and energy which have no further use and are released to the environment as a means of disposal.
Waste generator	Any person or organisation that consumes goods and services resulting in contributing to the waste stream.
Waste management	Entire process of monitoring process of monitoring, collecting, sorting, storing and transporting for processing and reclamation of materials and energy resources and disposal of waste.
WMP	Waste Management Plan