

### **Serco signs contract to deliver essential services at Fiona Stanley Hospital**

Serco Australia has signed a contract with the Western Australian Department of Health to provide Facilities Management and Support Services at the new Fiona Stanley Hospital. The 783-bed hospital will open in 2014 and will employ over 3000 people.

Serco is the lead services integrator providing non-clinical services under the contract, which commences shortly. It is valued at \$1.3bn to Serco over 10 years, with two five year extension options.

Serco Australia Chief Executive David Campbell welcomed the Government's announcement.

"It's a privilege to take on this vital role in helping to care for people in Western Australia. Fiona Stanley Hospital will be the State's flagship health facility and we want to help make it one of the best in the country.

"We will work in partnership with the government to achieve their aim of providing the best possible care for patients. We want to ensure that we create a world-class experience for them, for visitors and for staff.

"Our local knowledge and global experience mean that we have the expertise to support the government as they set a new benchmark for high quality, modern and innovative healthcare.

"This is both a great opportunity and a great responsibility. It is an exciting new development in Serco's proud 16-year history of delivering essential services here in Western Australia."

Fiona Stanley will be the major tertiary hospital in the south metropolitan area, providing health care to communities south of Perth and across the State. It will offer a full range of acute medical and surgical services including emergency care, a major trauma centre, comprehensive cancer services, a mental health unit, a burns service, maternity and paediatric care, as well as medical research and education facilities.

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Under the Facilities Management Services Contract, Serco will integrate non-clinical services through state-of-the-art technology to ensure the smooth running of the whole hospital. Our management system will help to provide patients with a world-class experience. We will design and deliver the technology solution to support the optimum use of resources, in order to significantly improve efficiency and the quality of care for patients.

Within the overall management and integration, Serco will be responsible for 30 service lines, including: procurement for the fit-out of the hospital; management and maintenance of hospital assets including medical equipment; estate and property management; recruitment and HR processes for all clinical staff; safety management; reception, helpdesk and communications services; design and provision of integrated bedside information and patient entertainment systems; the management of patient electronic medical records; and a full range of other support services. When fully operational, Serco will directly employ over 1,000 people to provide these extensive services.

Serco has a proven global track record of providing quality non-clinical services at major hospitals that look after millions of people.

In the United Kingdom, Serco provides services in partnership with the National Health Service (NHS) and other health and social care organisations in a range of primary and community settings. For example, for Fiona Stanley Hospital, Serco will draw on its healthcare expertise in operation at Norfolk and Norwich University Hospitals NHS Foundation Trust, NHS Forth Valley Acute Hospital, Wishaw General Hospital, and Guy's and St Thomas' Hospital NHS Foundation Trust.

In Australia, Serco's non-clinical health experience includes management of the Australian Defence Force medical equipment fleet repair, maintenance and calibration, as well as the pharmaceuticals and medical consumables supply chain. Serco supports all major Australian

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Defence Force hospitals, larger area health facilities, Royal Australian ships, and approximately 450 other customers. Serco has held this contract for over 10 years.

In Western Australia, Serco also provides holistic primary healthcare, allied and non-clinical services to prisoners at Acacia Prison, the State's first prison to achieve an Australian General Practitioners Accreditation Licence. A recent report by the Office of the Inspector of Custodial Services concluded that Acacia presented the best prison health service in Western Australia. Serco also provides health services at Borallon Correctional Centre in Queensland.

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### **Serco's Global Healthcare achievements**

- Health Services Journal Award Winner: Serco's healthcare service at Yarl's Wood was chosen as one of the top Healthcare places to work in the UK.
- Serco has won 8 consecutive gold awards for safety at Wishaw General Hospital, the last 3 years being also awarded the prestigious gold medal.
- Recognised as "Outstanding" by the regulator OFSTED reviewing Serco's Hassockfield Health service.
- Recipient of prestigious Royal Society for the Prevention of Accidents (RoSPA) awards within Occupational Health services.
- Serco's innovative joint venture, GSTS Pathology, is an exemplar of public private partnership in the health sector. Teaming Serco with Guy's and St Thomas' and King's College Hospital NHS Foundation Trusts, it is the UK's leading independent provider of Pathology Services.
- Serco led and directed changes in waste segregation at Norfolk and Norwich University hospital, increasing recycling tonnage by over 30 percent in a 3 month period.
- Serco staff developed the 'e-porter programme', enabling hospitals to actively and

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efficiently manage bed occupancy and patient flow.

- Delivering critical front line services to more than two million patients across the UK, directly employing over 300 nurses and doctors.

### **Serco in Western Australia**

Serco has been operating in Western Australia for more than 16 years providing services in transport, justice, defence, and immigration.

Since 1999 Serco has owned and operated Great Southern rail, including the transformation of the iconic Indian-Pacific trans-continental train that travels to and from Perth twice a week. For the second year running Great Southern Rail was awarded “Best Luxury Rail Journey” in the Luxury Travel Magazine’s Gold List Awards in March 2011, beating the Orient Express, the Rocky Mountaineer and the Blue Train.

Since 1995, Serco has provided transport information and ticketing services for Transperth. In 2010, the service responded to more than one million calls from public transport users across Perth with Serco’s people described by callers as “a strong team of quality people” who are “going above and beyond the call of duty to help”.

Serco has transformed services at Acacia Prison since 2006 and is committed to ensuring prisoners rejoin society as improved citizens. Serco also provides health, allied and non-clinical services to prisoners at Acacia Prison, the first Western Australian prison to achieve an Australian General Practitioners Accreditation Licence. This nationally recognised medical qualification has rigorous and demanding criteria for achievement.

Since 1997, Serco has provided maritime support to the Navy at HMAS Stirling, through its joint venture DMS Maritime – Australia’s largest maritime services provider. We provide a variety of specialist maritime support services and oversee the management and operation of over 550 offshore support vessels and harbour support craft.

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### **About Serco**

Serco is a FTSE 100 international service company, which combines commercial know-how with a deep public service ethos. We improve services by managing people, processes, technology and assets more effectively. Our strategic advice comes from hands-on experience. We advise policy makers, design innovative solutions, integrate systems and – most of all – deliver front-line services that make a positive difference to customers and communities.

Serco has been delivering mission critical public services for more than 40 years. We support governments, agencies and companies in 30 countries who seek a trusted partner with a solid track record of providing assured service excellence. Globally our 100,000 employees deliver operational, management and consulting expertise in defence, science, technology, justice, immigration, transport, health, education, aviation and business process outsourcing.

Our 7,000 people in the Asia Pacific business operate in Australia, Hong Kong and New Zealand. Our customers have the dual benefits of global scale and local autonomy. One of our strengths is that we live locally, think locally, act locally, and are supported globally.

In Asia Pacific, Serco supports the Australian Defence Force through the provision of garrison and port services, rehabilitates offenders in our prisons, cares for people in immigration detention, helps to make the roads safer in Victoria through our traffic camera services, provides travellers in Perth, Brisbane and New South Wales with timely and helpful public transport advice, keeps Melbourne's parks and gardens green, operates tunnels in Hong Kong helping 76.8 million commuters each year and provides an unparalleled, award winning rail tourism experience on the Ghan, Indian Pacific and Overland.

More information can be found at [www.serco-ap.com.au](http://www.serco-ap.com.au)