

# Case Study Outsourcing of Print, Warehousing & Courier Services

– Sydney –

Organisations:  
Flagstaff Group  
& Flourish Australia

Client:  
NSW Family and  
Community  
Services



This 4 year contract which commenced in October 2013 incorporates the outsourcing of Printing, Warehousing and Courier Services; work previously performed in-house by NSW Family and Community Services (FACS).

The Contract was awarded to **BuyAbility Procurement** under the provisions of the "Public Works and Procurement Regulation 2014, and particularly Clause 5.

Clause 5 gives an exemption for government agencies to engage disability employment organisations without having to go through a competitive tender. **BuyAbility Procurement** arranged and managed a competitive bidding process on behalf of FACS.

The **BuyAbility Procurement** proposal was assessed by FACS under the NSW Government "Value for Money" guidelines and presented the opportunity to reduce the overall cost of the services for FACS.

Over 10 disability employment organisations were involved in the bidding process and two were successful – The Flagstaff Group for Printing and Flourish Australia for Courier and Warehousing services.

Over 20 Supported Employees (people with disability) are engaged in this contract.

The contract splits into two specific areas:

- **PRINTING**
- **COURIER SERVICES AND WAREHOUSING**

## COURIER SERVICES

This service is carried out on behalf of FACS and includes delivery and pick up of printed documents and forms, internal mail and smaller assets (like laptops, printers etc.) to and from FACS offices across the Sydney Metropolitan Area.

This service requires a team of 3 including Supported Employees trained to drive the courier vans and also assist with back-up support, 5 days a week.

## WAREHOUSING

Responsibilities include stock management and storage of bulk printed materials (generally standard forms and brochures).

Requests for material are picked and despatched directly to FACS customers from Flourish Australia's warehouse at Marrickville. Supported Employees receipt the incoming stock, pick it and prepare it for despatch.

## PRINTING

All printed material, including business cards ordered by FACS, are printed by the Flagstaff Group at their premises just south of Wollongong.

An online portal was designed and set up by Flagstaff for FACS in September 2014 to facilitate a fast and user friendly ordering process. The portal manages both large and small volumes of varying complexity and graphic design including ad hoc printing requests.

Supported Employees assist in the printing and packing of the printed stock and perform graphic design work when required.

## FACS Business Services Executive Director Albert Olley commented on the services...

"We have maintained a valuable partnership with Flagstaff for print services since 2009 and Flourish Australia for warehouse and courier services since 2014. The partnership has proven to provide a cost effective way of meeting our requirements in these areas.

The recent introduction of the Printing Services Portal is an innovative use of technology and enables an efficient method of requesting and tracking orders. Its ease of use has seen it already achieve a strong take up by users, one we are working with our internal customers to further increase.

For the volume of work, the outsourced service agreements have proven to be more efficient and cost efficient than doing it in-house. We look forward to continuing to work with the staff at Flagstaff and Flourish Australia into the future and thank you for your commitment to service excellence."

"...Printing Services Portal is an innovative use of technology and enables an efficient method of requesting and tracking orders."



## Flourish Australia's Senior Manager Community Businesses James Herbertson says...

"This project has created the opportunity for Flourish Australia to expand into new areas of meaningful employment for people with a lived experience of a mental health issue through our Community Businesses. The roles created by this project in areas such as courier driving, pick-packing and dispatch have given our employees the means to participate in a work environment that closely resembles open employment. We believe this will help our employees develop skills that will ultimately allow them to move into the open labour market while creating other benefits such as social inclusion, economic gain and furthering a sense of purpose. Flourish Australia values the partnerships developed with FACS, Flagstaff and **BuyAbility Procurement** in creating opportunities such as this for the people who access our services."



## The Flagstaff Group CEO Roy Rogers says...

"We'd like to sincerely thank the NSW Government and **BuyAbility Procurement** for supporting social procurement and actively working with us on this project. This project directly provides meaningful employment to people with disability and is a positive step forward in demonstrating how Disability Enterprises can provide quality goods and services to Government."

Employment and the dignity of work for our people not only helps them gain skills and economic independence, but also an increased sense of self-worth. It provides an opportunity for people with a disability to contribute to society and builds a sense of belonging and inclusion in our community."

"...provides meaningful employment to people with a disability and is a positive step forward in demonstrating how Disability Enterprises can provide quality goods and services to Government."



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Formerly 'Disability Enterprise Procurement', **BuyAbility** is NDS's government endorsed service with the purpose of reducing the high rates of unemployment and underemployment of people with disability through socially responsible procurement opportunities in both the public and private sectors.

**NDS** National Disability Services