

# Tasmanian Industry Participation Plan

## DOH-6023 - Supply of Consultancy Services (Audit, Tax, Clinical Expertise)

The Tasmanian Government is committed to maximising opportunities for local suppliers to compete for and win Government procurements. Suppliers/proponents are requested to prepare a Tasmanian Industry Participation Plan (TIPP):

- for all procurements with a value exceeding \$5 million;
- for nominated procurements (at the discretion of the procuring Government entity) greater than \$2 million and up to (and including) \$5 million; and
- for private sector projects valued at over \$5 million that receive support, including in-kind support, valued at or greater than \$500 000 from the Government.

*Guidance information (can be deleted):*

- *Information provided in the Economic and Social Benefits Statement can be used as a basis for a TIPP.*
- *Where determined appropriate by the procuring entity, the supplier's obligations under a TIPP are to be captured in the contract and monitored as part of the contract performance.*
- *This template was specifically developed for procurement. Where a TIPP is required for a private sector project, the template should be adapted to suit the specific circumstances of the project.*

### Procurement details

<b>Procurement ID</b>	DOH-6023
<b>Procurement title</b>	Supply of Consultancy Services (Audit, Tax, Clinical Expertise)
<b>Name of Responsible Agency/Entity</b>	Tasmanian Health Service

### Supplier details

<b>Name of supplier</b>	ACHS
<b>Contact details for supplier</b>	5 Macarthur St Ultimo, NSW 2007  Dr Karen Luxford, CEO Email: kluxford@achs.org.au

## Are you a Tasmanian SME\*? Do you employ Tasmanians?

The ACHS is located in Sydney NSW, it employs approximately 56 full time equivalent staff in Sydney and one full time equivalent in Perth and utilises approximately 170 contracted paid and volunteer Assessors and Consultants around Australia and internationally. Whilst ACHS is not a Tasmanian SME (as per the definition), it has one active Assessor based in Tasmania, as well as consultants, assessors and faculty who provide services to healthcare organisations in Tasmania. The ACHS is a company limited by guarantee, and a not-for-profit organisation registered with the Australian Charities and Not-for-profits Commission (ACNC).

*Guidance information (can be deleted): Below are some examples you may consider including in response to this question:*

- *Are you a Tasmanian SME?*
- *How many Tasmanian jobs will be supported by this procurement activity?*
- *How many people do you employ in Tasmania?*
- *Provide an estimate of the number of labour hours worked by Tasmanian-based employees versus other employees.*
- *Would any new Tasmanian jobs be created by the proposed contract - how many?*
- *If you are not a Tasmanian SME, will you be setting up a local Tasmanian office and employing local staff?*

## Where are the goods or services to be used in the contract sourced from?

ACHS consultants and staff are located across Australia, most are based in Sydney.

ACHS has drawn on its extensive experience in accreditation and consulting services to be flexible, seek to continuously improve and be innovative.

There is currently one ACHS active Assessor based in Tasmania. If it is deemed they have suitable skills to meet the RFT requirements for the panel and there is no conflict of interest the Tasmanian Assessor may be considered.

*Guidance information (can be deleted): Below are some examples you may consider including in response to this question:*

- *Does your business provide all the goods and services identified in your submission?*
- *If not, will the goods or services identified in your submission be provided by or sourced from Tasmanian SMEs? If possible, provide a list.*
- *Provide an estimate of the value of locally sourced goods and services versus imported.*

- *Outline how your submission will incorporate local products, services and capabilities.*

### **Opportunity for Tasmanian SME\* involvement**

There is currently one ACHS active Assessor based in Tasmania. If it is deemed they have suitable skills to meet the RFT requirements for the panel and there is no conflict of interest the Tasmanian Assessor may be considered.

ACHS's procurement policy are based on the following principles, value for money, open and fair competition, accountability, risk management and transparency.

*Guidance information (can be deleted): Below are some examples you may consider including in response to this question:*

- *Will you source components of your offer from other Tasmanian SMEs or sub-contractors? If possible, provide details.*
- *How will you identify and engage with sub-contractors or other Tasmanian SMEs to deliver the contract? Will you use existing supply chains or advertise sub-contracting or supply opportunities? Will you liaise with local industry groups?*
- *How will you ensure that Tasmanian SMEs are not disadvantaged when competing with other suppliers to provide goods or services to be used as part of this contract?*
- *Are there opportunities to transfer skills to a Tasmanian SME or sub-contractor?*

### **Broader social and economic opportunities**

Accreditation is public recognition by a health care accreditation body of the achievement of accreditation standards by a health care organisation, demonstrated through an independent external peer assessment of that organisation's level of performance in relation to the standards.

Accreditation systems are considered to comprise five key elements:

1. Governance or stewardship function
2. A standards-setting process
3. A process of external evaluation of compliance against those standards
4. A remediation or improvement process following the review
5. Promotion of continuous quality improvement.

Principles of all ACHS programs

The principles upon which all ACHS programs are developed reflect the characteristics displayed by an improving organisation. These principles can be applied to all aspects of service within an organisation.

Understanding the needs and expectation of present and potential consumers / patients

Ensuring consumers / patients are the priority

Evaluating the service from the consumer / patient perspective

Effective leadership demonstrates responsibility and commitment to excellence in care provision, quality improvement and performance by:

Providing direction for the organisation / health service

Pursuing the ongoing, development of strategies, systems and methods for achieving excellence

Inspiring and motivating the workforce and encouraging employees to contribute, develop and learn

Considering proposals that are innovative and creative

Continuous improvement - management and staff demonstrate how they continually strive to improve the quality of care. Continuous improvement assists the organisation / health service through:

Looking for ways to improve as an essential of everyday practice

Consistently achieving and maintaining quality care that meets consumer / patient needs

Monitoring outcomes in consumer / patient care and seeking opportunities to improve both the care and its results.

Evidence of outcomes - organisations depend on the measurement and analysis of performance. Indicators of good care processes or, wherever possible, outcomes of care, demonstrate a commitment to maintaining quality and striving for ongoing improvement by:

Providing critical data and information about key processes, outputs and results

Reflecting those factors that lead to improved health and/or quality of life for consumers / patients or to better operational performance.

Striving for best practice - the organisation compares its performance with, or learns from, others and applies best-practice principles. Organisations might demonstrate their efforts through:

Discovering new techniques and technologies, and using them to achieve world-class performance

Learning from others to increase the efficiency and effectiveness of processes

Improving consumer / patient satisfaction and outcomes. consumer focus in care provision is demonstrated by:

Are there any other benefits that your organisation or this specific contract will provide to the Tasmanian economy?

Broader economic benefits, to hotels, transport, hospitality and other supporting businesses, may be experienced through Assessors extending their time in Tasmania for tourism purposes who may also be accompanied by family members.

Will this contract lead to new skills or expertise being developed within Tasmania?

Opportunities for improvement and recommendations (if required) will be delivered by the expert consultants will work with member organisations to assist in realising these improvements as well as providing education, training and clinical indicator support to realise and demonstrate gains in quality and safety.

Will trainees or apprentices be appointed? If yes, how many and in which profession?

There is an opportunity for high level staff, such as clinicians service organisations, to become ACHS Assessors and to partner with ACHS as peer reviewers. Successful Assessor applicants undergo a comprehensive three day complimentary Assessor Competency Training program with the opportunity to become an ACHS Assessor.

Does your organisation provide opportunities for pathways to employment for disadvantaged Tasmanians?

Open Expression of Interest for new Assessors – merit based.

*Guidance information (can be deleted): Below are some examples you may consider including in response to this question:*

- *Are there any other benefits that your organisation or this specific contract will provide to the Tasmanian economy?*
- *Will this contract lead to new skills or expertise being developed within Tasmania?*
- *Will trainees or apprentices be appointed? If yes, how many and in which profession?*
- *Does your organisation provide opportunities for pathways to employment for disadvantaged Tasmanians?*
- *Do you support the Tasmanian community, for example through formal support, sponsorship, volunteering or in-kind support?*

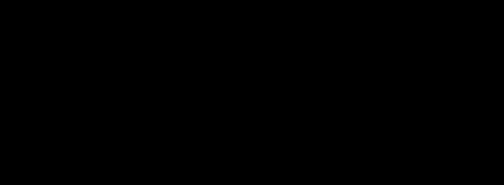
## **Local innovative solutions**

To deliver innovation to our members, ACHS provides the knowledge, tools, insights, perspectives, and experience to assist you to create an environment of safety and quality

to deliver the best outcomes for your patients, staff, and community. ACHS continually reviews feedback and in response develops new products and services to share with you in support of provision of safe, high quality care for your community.

*Guidance information (can be deleted): Below are some examples you may consider including in response to this question:*

- *Does your submission involve adding value to imported goods or services through local development or innovation?*
- *Is your organisation developing strategies to provide goods or services to the Tasmanian economy that have historically been imported from interstate or overseas?*
- *Does your organisation offer any innovative solutions that might benefit the broader Tasmanian community and economy? Provide details.*

<b>Completed and endorsed</b>	<p>.....Dr Karen Luxford, CEO..... (Name and position – print)</p> <p>.....ACHS..... (Supplier name)</p>  <p>(Signature)</p> <p>05/09/2023 (Date)</p>
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\*A Tasmanian SME is a Tasmanian business employing less than 200 people