

# Tasmanian Industry Participation Plan

## DOH-5971 Panel of Private Providers of Non-Emergency Patient Transport

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.

### Procurement details

<b>Procurement ID</b>	13468
<b>Procurement title</b>	Panel of Private Providers for Non-Emergency Patient Transport
<b>Name of Responsible Agency/Entity</b>	Tasmanian Health Service

### Supplier details

<b>Name of supplier</b>	St John Ambulance Australia – Tasmania (Inc)
<b>Contact details for supplier</b>	Andrew Paynter Chief Executive Offer <a href="mailto:Andrew.Paynter@stjohntas.org.au">Andrew.Paynter@stjohntas.org.au</a> (03) 6271 0333

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

First Aid saves lives and that's what St John Ambulance has been doing for over 130 years.

St John Ambulance Australia (Tasmania) Inc. is incorporated in Tasmania as a stand alone entity under the Associations Incorporation Act. It is part of the federation of St John Ambulance Australia which operates in every State in Australia and in many countries internationally.

St John Ambulance Tasmania has an experienced and engaged Board of directors guided by our Chair, MAJGEN Steve Smith (ex Department of Health) and eight directors:

- Alex Schouten (Deputy Chair, Department of Communities)
- Darren Hine (Police Commissioner)
- Teresa Banman (Integrity Commission)
- Han-Wei Lee (Ambulance Tasmania)
- Catherine Graham (THS, Sexual Assault/Domestic Violence)
- David Hughes (Deputy Official Secretary, Government House)
- Ian Brooksbank (Hydro)
- Erica Larke-Ewing (Cancer Council)

St John in Tasmania has employed staff of 121 (44 Full time; 26 Part time and 44 Casuals). In addition we have a trained volunteer base of over 250 people in our Event Health Services and the Community Care teams.

Our Patient Transport division has three Full/Part time staff and 22 casual PTOs:

- 17 are NEPT Certificate III qualified; and
- 5 are currently undertaking their training

We are committed to providing training to our Patient Transport staff to ensure they are qualified, current and provide caring transport in compliance with the requirements of the Department of Health. As a Registered Training Organisation we will provide the NEPT Certificate III to all St John Ambulance Patient Transport staff and will look to at least conduct one course per annum that will also be available to Ambulance Tasmania staff and the general public.

Depending on the volume of transports allocated to us we will look to expand our transport capability by employing at least five more PTOs and expanding our fleet by two vehicles in 2022 and three more in 2023.

We currently have committed 13 of our 30+ ambulance type vehicles to patient transport. These are permanently located – 2 in Launceston; 4 in Hobart; 2 in the North West and 5 that are based in Hobart but are allocated according to demand.

Our ability to respond to AT requests for patient transport is restricted by the crews and vehicles available. In recent months with AT's request to support them with COVID transport we have found that with this commitment at times we had no crews or vehicles available for general NEPT transport as they were already undertaking COVID transports. We have extended our recruitment to cover such shortages.

COVID-19 significantly impacted on our ability to serve the Tasmanian community over the last two years and we have had to adapt our services and repurpose some of our volunteers. During 2021 the following services/commitments were made:

- We committed 7,596 hours to the community with our Event Health Services team
- We provided 10,370 hours of service through our Community Care teams
- We attended 548 events and treated 1,149 patients. This was down

significantly due to COVID cancellations - in 2020 we attended 643 events and in 2019 we attended 878 events

- Our very successful First Aid In Schools program trained near 13,000 children for the calendar year 2021
- The value of our volunteering hours to the Tasmanian community has been valued at \$949,548 (2020 - \$1,583,412 and 2019 - \$2,665,889 )
- Our training division trained 17,946 people in first aid, well down on prior years due to COVID restrictions - (2020 - 23,435: 2019 - 48,710)

In addition we have supported the Tasmanian community and government services with the following activities:

- Temperature testing at two of Tasmania's most important call centres
- COVID transport for AT
- Decanting of patients from the North West General hospital at very short notice when the hospital had a COVID outbreak in 2020

St John Tasmania have been one of the major suppliers of PPE to government, business and the general community. Very early in the pandemic St John established three key principles of supply:

1. Only TGA approved goods (where applicable)
2. NO price gouging – we sell at the same prices and margins that applied in February 2019
3. Quality procurement from approved suppliers with guaranteed supply times for large orders

St John Ambulance continues to supply the Departments of Health, Education and State Growth with a high volume of goods and also many government GBEs and other Departments and the business community. We also continue to have available PPE for the community across the State including supplies of RAT kits when no one else could procure them.

*In summary, St John Ambulance Tasmania has a strong commitment to the Tasmanian community. Any surplus from our commercial activities is channelled back into our community support. Whilst our patient transport business has delivered a surplus over time there have been periods when volumes have been so low that our Board has challenged the losses and the very high investment we have in vehicles, equipment and people. Any prices we put forward for patient transport is based on compliance with the requirements of the Department of Health and their tender requirements – staffing levels, award wages, qualified and trained staff and quality vehicles.*

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

St John Ambulance operates six business units (see below for further expansion of these). The patient transport business operates as follows:

- **Staff.** St John employs local staff and concentrates on students who are studying Paramedicine or Nursing. We also look to employ those who have had a career in paramedicine or nursing who may have sought to slow down in their career. We also take on staff those who are keen to expand their knowledge or experience prior to applying to be a paramedic or enter a nursing career.
- **Vehicles.** We use ambulance vehicles sourced from St John Western Australia which come to us direct from their ambulance service and fully equipped. We have recently acquired second hand ambulance vehicles from

- South Australia and Queensland, again fully equipped.
- **Medical Supplies.** We source our medical supplies from our own Supplies business which in turn sources most of these from our National Product Supplies Unit (NPSU) in Sydney. Most medical and first aid supplies are manufactured overseas with only limited items manufactured in Australia.
  - **Fuel and Services.** We use Tasmanian owned Bennett's Petroleum for fuel supply and use local mechanics in each region to service and repair our vehicles.

As at 31 January 2022 St John employed 121 Tasmanians across the State and paid out \$6,523,326 to Tasmanians in wages and for goods and services. Just on \$7m was paid to our National Product Sourcing Unit (NPSU) and to overseas suppliers of first aid and PPE products.

In the last six months we have paid to local Hobart builder Bennett's Constructions in excess of \$450,000 for renovations to our Moonah premises and have recently committed to a further \$650,000 for further renovations.

In September 2021 we acquired a building in Mowbray for \$1.8m and have committed to local Launceston builders, BD Constructions, for a further 1.2m in renovations.

We continue to search for premises in Devenport.

***We are truly committed to Tasmania and source local people, goods and services wherever possible. We are also committed to improving the standard of patient transport people by offering the NEPT Certificate III to the industry.***

## Opportunity for Tasmanian SME\* involvement

St John Ambulance already have qualified and trained staff to undertake this contract.

We undertake to expand our staffing using locally sourced people who we undertake to train. As an RTO we can offer **NEPT** Certificate III qualification to our staff which we will undertake to offer to Ambulance Tasmania and also the general public thus improving the standards within the patient transport industry.

Our intentions are to at least add a further 5 PTOs in 2022 and depending on demand, a further 5 in 2023. With the acquisition of our new Mowbray premises we intend to develop a purpose built transport depot.

## Broader social and economic opportunities

St John Ambulance Tasmania operates through six business units. Each unit has a commercial plus a community focus. All profits from our commercial operations, including patient transport, are reinvested back into the community.

1. **Training.** St John Ambulance are the largest by far first aid training organisation in Tasmania. We offer training in Hobart, Launceston and Devenport at our training centres but also travel widely across the State to deliver training at business premises like the mines on the West coast through to public and private courses all across the north-west and east coast and the Huon and central highlands. We pride ourselves on innovative training and were able to keep this vital service open

during the pandemic albeit on a reduced basis. We will soon introduce a virtual training option across the State which will make this training available to many businesses, organisations and individuals which otherwise may have missed the opportunity. In 2021 we trained 17,946 people in first aid across the State under COVID conditions down from the 2019 pre-COVID level of 48,710 people.

2. **Supplies.** St John Ambulance is a major supplier of first aid and PPE to government, commerce and individuals. We were able to supply large quantities of vital PPE to the Department of Health, Department of Education and State Growth during the early stages of the pandemic and continue today to supply these Departments. We also supply significant quantities of first aid and PPE to many other government agencies and Departments. We have been able to procure and supply goods when many suppliers have not been able to do so. This is mainly due to our national and worldwide connections. In recent months we have been able to procure and supply RAT Kits to government and commerce but also make these available to the public when others have not been able to do so. We supply, store and manage Tasmania's strategic reserve of PPE.
3. **Assistive Technology.** During 2020 we observed the need for better support to those who have a disability or mobility issues. We acquired the business of Scooters & Mobility and operate this from our premises at IO Fleet Street, Moonah. We have contracts to support the Royal Hobart Hospital with rental equipment. Our philosophy with this business is to change the way mobility products are sourced and supplied. We have sourced some innovative manufacturers and plan to totally revamp the offerings to the public in the near future. We also intend to open a retail shop in our new premises in Mowbray later in 2022.
4. **Patient Transport.** We employ 22 Casual PTOs and three Full/Part time coordinators and service staff. We have 13 ambulances dedicated to patient transport. As well as offering services to AT through the NEPT arrangements we offer transport to private patients and private hospitals.
5. **Event Health Services.** COVID-19 has had a huge impact on the number of events held in the State. Pre COVID St John attended large events such as the Falls Festival where we operated effectively a small hospital services with six doctors, 13 nurses and a large number of first responders and first aiders (IO in all) to the local community events at schools or in communities. Most of this service has been offered using our 200+ highly trained volunteers.
6. **Community Care.** We offer community transport services plus gardening and support services. We recently formed a partnership with the Cancer Council to support those in need of transport to treatment - we do this for free. We also will soon be accredited by DVA for transport of veterans. We have invested in a fleet of 12 cars which have all been upgraded in the last two years based around Toyota RAV4s and Toyota Camry vehicles. These vehicles have been procured on the second hand market or new through local operator Co-operative Motors.

***St John Ambulance Tasmania exists to support the Tasmanian community through all our Business Units. Each unit has a commercial as well as a community focus. During the last twelve months we have:***

- ***Invested heavily in property and property development across the State***
- ***Invested heavily in the acquisition of 16 cars and ambulances sourced in Tasmania***
- ***Supported government, business and the public in the provision of large***

*quantities of quality, realistically priced PPE to enable them to deal with the pandemic*

- *Continued to train business in the vital first aid qualifications needed for their compliance with regulations plus training in infection control, dealing with the symptoms of COVID and CPR – vital to the saving of lives*
- *Provided staff to ensure temperature testing could be provided*
- *Provided support to AT so that those suffering from COVID-19 or requiring timely testing could be transported*
- *Provided support to the elderly and disabled through continuing to provide community transport and realistically priced assistive technology; and*
- *Provided support to events either at no cost or at realistic cost so that struggling events could go ahead.*

## Local innovative solutions

St John Ambulance is a leader in innovation within the first aid industry. St John Tasmania has been involved in a number of innovative strategies to support communities which will soon become available in Tasmania:

1. **NEPTA Software.** St John TAS has developed with Ambulance Tasmania our own version of the NEPTA Software package whereby AT lodge direct into our operations software all the details of the patient and their transport – thus negating the need to re-enter saving time but more importantly, negating any vital patient errors in the transfer of data.
2. **Virtual Training.** A number of innovative training options will soon be released. Spurred on by the COVID-19 pandemic virtual first aid training will provide those who are isolated – for whatever reason – **will** be able to undertake first aid training and gain qualifications, wherever they are.
3. **NEPT Certificate III.** St John Tasmania has already conducted Certificate Courses and will make these available to the general public in 2023.
4. **Learner Driver First Aid.** St John Ambulance will soon commence a program to advocate for first aid training for all learner drivers.
5. **Public Access Defibrillator Program (PAD).** St John Tasmania has commenced the early stages of the introduction of our very successful PAD program – making available Defibrillators to communities and communities isolated from timely ambulance service and/or other medical services.