

Tasmanian Industry Participation Plan

DOH-6040 - Provision of Services for the Supply of Agency Nurses and Midwives

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

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|------------------------------------------|--------------------------------------------------------------------|
| Procurement ID | DOH-6040 |
| Procurement title | Provision of Services for the Supply of Agency Nurses and Midwives |
| Name of Responsible Agency/Entity | Department of Health |

Supplier details

| | |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| Name of supplier | First Choice Care |
| Contact details for supplier | PO BOX 4716 Eight Mile Plains Fortitude Valley QLD 4113 natalie@firstchoicecare.com.au |

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

First Choice Care is based in Brisbane, Queensland and though we are not a Tasmanian SME, we have been servicing THS/DOH sites as an off tender supplier, when the preferred suppliers were unable to deliver the nursing resources. FCC have already provided over 8000 hours of nursing workforce delivery to such THS sites as North West Regional Hospital, Rosebery Community Health Centre, Royal Hobart Hospital, St Marys Community Health Centre, and West Coast District Hospital with a pool of approximately 35 local Tasmanian nurses as well as a pool of interstate employees who have genuine long-term interest in Tasmania's work opportunities through agency contracts.

If deemed successful as a preferred supplier to THS/DOH, we will be provided a more consistent workflow that will allow First Choice Care to invest in local resources to deliver an even more effective service to Tasmania. Leveraging off our newly formed brand awareness through our nursing pool in Tasmania, First Choice Care commits to:

- Hiring local recruitment consultants and contract specialists
- Hiring local nursing and midwifery employees
- Establishing a physical presence in Tasmania, using the existing physical footprint of our partnership with national powerhouse, PeopleIN.
- Bring interstate migration to Tasmania and provide economic benefits to the state through increased jobs and spending.

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

First Choice Care has a 2000 employee strong database of both clinically competent and diverse nurses and midwives to draw from, with operations running along the entire East Coast of Australia. While this workforce provides us with a strong offering and the ability to meet high volume requirements, it is our intention to support workforce offering with a local cohort of candidates that can respond to adhoc and short-term contract requirements in a timely and efficient manner. This increase in workforce capability will generate a positive benefit to the Tasmanian economy, with both local and interstate workers needing to inject capital into local businesses for their relevant goods and services.

First Choice Care holds an On-hire Labour Hire Agreement, allowing us to sponsor international nurses and placing highly skilled healthcare professionals into fulltime roles including permanent opportunities that our clients may have available.

Opportunity for Tasmanian SME* involvement

There is a significant opportunity for engagement with Tasmanian SMEs, with our organisation needing to engage with local businesses and suppliers to further embed ourselves in the region. While we have taken great pride in the service that we have been providing to Tasmanian healthcare facilities, we are acutely aware that to increase our level of support to the region we will need to increase our utilisation of local resources. This increase will include, but not be limited to, the following:

- Partnering with local recruitment agencies to assist with the recruitment of local candidates.
- Utilising local providers to source and supply candidate uniforms.
- Engaging with local accommodation providers for any candidates that would be engaged to support facilities in a regional or remote area.
- Sourcing office space and property to accommodate internal talent team, recruitment consultants and shift/contract allocators for the region.

In addition to this, we greatly look forward to having the opportunity to work closely with local healthcare professionals to both share the knowledge and experience our candidates have gained through their extensive service history, while also acknowledging the benefits that our candidates will receive from working alongside a cohort of permanent locally based professionals with site specific knowledge.

Broader social and economic opportunities

Our organisation has made a significant contribution towards the training and upskilling of healthcare professionals, with a culture of education and professional development underpinned by the substantial facilitation offering we have provided to both university and TAFE level education providers.

This focus on education and professional development has provided a significant benefit to the regions we service, with the Registered Nurses and Enrolled Nurses that participated in this engagement being able to either enter the workforce or seek to increase the scope of their existing role. In addition to the economic benefits that this service generates for the region, it also provides a tremendous benefit to the local community who can be assured that they will receive a high level of care with a large and well-trained workforce available to support them. While it is difficult to place a dollar value on the benefits this initiative has generated, when consideration is given to the additional revenue driven into healthcare facilities due to a full complement of staff being available, the additional salaries being generated with that income being circulated back into the local region, it is reasonable to estimate the financial value has been in the hundreds of thousands.

First Choice Care are new to the Tasmanian state and while we have not yet engaged in any community projects, we can share other recent initiatives we have brought to other states recently that will hopefully provide insight into what FCC has to offer:

- Provision of hundreds of flip-flops (thongs) to assist rural Indigenous families transiting via commercial flights meet dress requirements in rural Queensland.
- Donation of pushbikes to Primary Healthcare Centres to assist locum clinical staff from all agencies to access the broader community whilst on placement in Queensland and NSW, encouraging engagement, participation and community spirit across all nursing agencies and visitors to the towns.
- Distribution of thousands of “overnight bag filled with personal need supplies” to Rural Hospitals across Queensland and NSW to assist nurses and doctors who arrive late at night unable to access shops/stores.
- Regular collection drives of food, clothing, school supplies and Christmas hamper items for local Brisbane based charity – Night Ninjas – who provide support, resources, food, clothing, personal hygiene products and bedding to people living on the streets or on/below the poverty line.
- Ongoing sponsorship of the Brisbane Hustlers Football team. The Hustlers are an all-inclusive Rugby Union club where no member is turned away, judged or discriminated against for being who they are. Given the health industry holds a high representation of LGBTQ+ people, the clubs expansion into women’s teams and modified teams (for kids living with disability) goes hand in hand with the other historically marginalised groups we work with in healthcare. FCC aren’t just supporting a footy club, rather a community of people who prioritise inclusivity regardless of gender, sexual orientation and mental or physical ability.

First Choice Care continues to donate to multiple initiatives with the Mater Foundation, QLD Health and Uniting Care and would love the opportunity to work with the local Tasmanian community as well.

Local innovative solutions

As mentioned above, we are greatly looking forward to the opportunity to increase the sharing of knowledge between our existing candidate pool and permanent members of the healthcare facilities we are seeking to support.

In addition to this, our organisation would also welcome the opportunity to work closely with our client to assist in the operational planning and forecasting of upcoming workforce requirements in both the short and long term. As an established healthcare provider with over two decades of proven industry experience, we are well positioned to provide consultancy services that will assist the Tasmanian Government with strategy development that will ensure that not only is suitable support available to assist the local community, but that it can be provided in the most economical way possible.

Completed and endorsed

Natalie Morris - Business Operations Manager
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(Name and position – print)

First Choice Care
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(Supplier name)


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(Signature)

.15.../04...../2024
(Date)

*A Tasmanian SME is a Tasmanian business employing less than 200 people