

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

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	Mediserve Pty Ltd
Contact details for supplier	1/109 Royal Street East Perth WA 6004 nitin@mediserve.com.au

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

Whether Mediserve is a Tasmanian SME

Mediserve is not a Tasmanian SME but has nevertheless been supplying specialist and general nurses to Tasmanian Health Service facilities since 2004. These staff provide an essential service to the health care facilities for which they work and in turn for the health of the public of Tasmania. They also have a large impact in the local community both socially and economically.

In addition to our longstanding supply of staff to healthcare facilities in Tasmania Mediserve was in 2021 then also selected by the Tasmanian Government as one of the preferred suppliers of agency nurses to Tasmanian Health Services/ Department of Health facilities from June 2021. We strongly believe our selection was based on our ability to source Tasmanian and interstate nurses for Tasmanian healthcare facilities and because of our commitment to Tasmania over almost 20 years.

Mediserve established offices in Tasmania in 2021, immediately after we were selected as one of the preferred suppliers of agency nurses, and our current office in Launceston has recruited many nurses and care workers and encouraged all Tasmanian staff to work in Tasmania rather than relocate interstate to look for work.

Tasmanian jobs that will be supported by this procurement activity

Whilst Mediserve is a national company we have nevertheless always had a “Buy Local” policy in all our operations. This includes sourcing staff locally and trying to support local businesses and organisations wherever possible.

The number of Tasmanian jobs that would be supported if we were selected in this tender process would be approximately 240 Nurses and Care Worker jobs, 2 Office Staff positions and many other positions in the local economy as result of local expenditure by the company and our workforce.

Please see below information on the types of jobs that will be supported.

(i) Administration Staff Jobs:

Mediserve has had an office in Tasmania since June 2021. Initially we had offices in both Hobart and Launceston, but we have found it more efficient to now maintain only one office in Launceston. At this office we currently employ 2 staff and share reception facilities with other offices in the business centre where we are located. With our business increasing substantially over the past 3 years we are looking at engaging an additional FT staff member and one PT staff in the near future.

(ii) Nursing and Care Worker Staff Jobs:

Since our selection as one of the preferred suppliers of agency nurses in Tasmania, in 2021, Mediserve has invested in promoting and recruiting staff for Tasmania, sourcing both local and interstate nurses, and this is evidenced by the large increase in annual hours of service by our nursing staff over the past 3 years.

This commitment to supplying staff in Tasmania has resulted in the following:

- Service to Tasmanian Health Service/ Department of Health facilities

From 2008 – 2018 our nurses provided approximately 10,000 hours of service annually to Tasmanian Health Service/ Department of Health healthcare facilities. This then

decreased to approximately 9,000 hours of service annually up to the COVID pandemic in mid - 2021.

Following our selection as one of the preferred suppliers of agency nursing staff in mid - 2021 we significantly increased the supply of staff in Tasmania to THS facilities resulting in approximately 27,000 hours of service from Jul 2021 – Jun 2022, and 43,000 hours from Jul 2022 – Jun 2023. Furthermore, we anticipate a further increase to 55,000 hours of service from Jul 2023 – Jun 2024.

- Service to Private Healthcare Facilities

In addition to the increasing numbers of hours of service we have provided to THS/ DOH facilities since 2021 we have found that since we established a fully staffed office in Launceston this has also had the added effect of an increase in demand from private facilities. This has predominantly been in the aged care sector, and some private hospital placements, with staff who are keen to work in both these areas joining the company.

The number of hours of service provided in the private sector was just over 11,000 hours in the period Jul 2021 – Jun 2022 and this increased to 22,000 hours in the year Jul 2022 – Jun 2023 and we expect a further increase to 25 – 30,000 hours in 23/24. Of the staff provided to the private facilities approximately 55% were Registered Nurses and the majority of the remainder being Assistants in Nursing (Care workers). The staff we have working in Private facilities are now proving to be an excellent source of staffing in THS facilities and we are very confident of continuing to increase our nursing and care worker staff numbers.

Our database and pool of working nurses and care workers continues to grow in Tasmania. We also recruit nursing staff locally using all means available including:

- Sourcing staff from our database and referrals from existing staff
- Advertising in local media
- Online through various job portals and from our website
- Attendance at nursing events
- Collaboration with other agencies

The increase in the hours worked by our staff has resulted very significantly from local Tasmanian nurses and care workers whom we employ and support to stay and work in Tasmania. As we are a preferred supplier of nurses in Tasmania to THS facilities and also have access to positions in the Aged Care and private hospital sector we are now able to always offer local jobs to our Tasmanian staff.

In addition, we also source interstate nurses to work in Tasmania. These nurses are often specialist nurses and many work for long periods in Tasmania and some have even settled in Tasmania. We encourage all nurses who are keen to stay on in Tasmania and do all we can to source staff for urgent vacancies by advertising all Tasmanian vacancies for specialist nurses on our very large national database.

(iii) Other Tasmanian jobs for local SMEs that would be supported if we are selected would include Jobs related to:

a) Office related jobs.

Mediserve has an office in Launceston where we employ 2 staff and also share some additional staff and facilities with other businesses. We also have always used local businesses for all office supplies – including computer hardware and software, stationery, printers etc – hence supporting jobs related to this including several office product businesses in Launceston, Australia Post and local cleaning companies.

b) Accommodation Related Jobs

Mediserve has spent approximately \$130,000 over the past 2 and a half years on accommodation for our local and interstate nurses in Tasmania. This expenditure has been spent on Apartments, Hotels, Hospital arranged Accommodation and on private houses that are leased through Tasmanian real estate agents. There are many accommodation related jobs that flow on from this including those in Real Estate, Serviced Apartment and Hotel Staff, Cleaners, Local Tradesmen etc.

As we also have a large number of local Tasmanian nurses and care workers that work for the company, they also contribute greatly to the local economy through living expenses, groceries, utility bills, entertainment, hospitality etc.

c) Travel agents and local transport company Jobs

Including buses, car hire, regional airlines and ferries. We already utilise the services of local Tasmanian SME travel companies to get our nurses to and from hospital positions and would continue to ensure this is done wherever possible.

d) Jobs related to Mediserve staff living and working locally - entertainment, hospitality, groceries, transport, utilities etc.

Mediserve employed 242 nursing and care worker staff in Tasmania in the 2022/23 financial year. Of these 130 staff were local Tasmanians and the rest were interstate nursing staff working in Tasmania.

The impact of our nurses and care workers can be seen from the following - if there were even only 150 nursing and care worker staff living in Tasmania at any one time and assuming each one spent \$350/ week on entertainment, hospitality, groceries, transport, utilities etc then this would have an impact on the local economy where they lived and worked of over \$2.7 million. Added to this is the huge social impact they provide directly as healthcare providers and through their interaction with local persons.

The number of people Mediserve employs in Tasmania

Mediserve employs and places nurses and care workers in hospitals and aged care facilities throughout Tasmania. We generally place General and Specialty Registered and Enrolled Nurses and Midwives in Public Hospitals – THS/ DOH facilities. In addition to this we also place Registered Nurses, Enrolled Nurses and Care workers in Tasmanian Private facilities. These are generally Aged Care facilities and a few Private Hospitals.

The numbers of staff we have employed and placed in both Public and Private facilities from Jul 2020 – Nov 2023 are shown in the table below. We have also indicated the numbers of nurses who reside in Tasmania and those from interstate for the 2 different types of facilities. Please note that we provide a large number of specialist nurses to public hospitals on longer term contracts and also that many of the nurses and care workers we employ in Private facilities generally work much fewer shifts.

	PUBLIC HOSPITAL - NUMBERS OF RNs and ENs			PRIVATE FACILITIES - NUMBERS OF RN/ ENs/ Carers		
	Tasmanian Staff	Inter State Staff	Total Staff	Tasmanian Staff	Inter State Staff	Total Staff
2020/2021	8	24	32	2	13	15
2021/2022	28	56	84	41	22	63
2022/2023	35	78	113	95	34	129
Jul - Nov 23	16	43	59	63	15	78

Hence during the period Jul 2022 - Jun 23 Mediserve employed 242 specialty and general nurses and care workers in Tasmania. We also employed 2 office staff to oversee our Launceston Office.

Estimate of the number of labour hours worked by Tasmanian-based employees versus other employees

The table below shows the number of labour hours worked by Tasmanian-based nursing and care worker employees versus interstate employees in Public and Private Healthcare

facilities in Tasmania. Please note that in addition to these hours there are also approximately 4,000 hours worked by our office staff.

	PUBLIC HOSPITAL HOURS WORKED BY NURSING STAFF			PRIVATE FACILITIES HOURS WORKED BY NURSING STAFF		
	Tasmanian Staff	Inter State Staff	Total Hours	Tasmanian Staff	Inter State Staff	Total Hours
2020/2021	1258	8112	9369	620	4563	5183
2021/2022	6343	20481	26824	5316	5872	11188
2022/2023	9262	33772	43034	15615	6570	22185
Jul - Nov 23	4713	14535	19248	7992	2108	10100

New Tasmanian jobs that would be created by the proposed contract – and how many

We would anticipate the following new Tasmanian jobs would be created if Mediserve is successful in the proposed tender contract:

Administration roles – 1.5 full time jobs in the very near future at our Launceston Office to oversee our expanding workforce and increased demand from local hospitals and aged care facilities.

Nursing roles – In the financial year 2022/23 Mediserve employed 130 local Tasmanian nurses and care workers. In the first 21 weeks of the 2023/24 financial year Mediserve has employed 79 local Tasmanian nurses and care workers. We would therefore be confident of employing in the region of 180 – 200 such staff in the full FY 2023/24.

This amounts to 50 – 70 additional nurses and care workers.

Jobs created due to Mediserve expenditure – we anticipate that through the company's direct expenditure in Tasmania we will directly spend approximately \$150,000 - \$200,000 annually. This expenditure should result in 2 – 3 jobs being created.

Jobs related to expenditure by Nursing staff – as previously stated we anticipate that Mediserve nursing staff will incur expenses and spend money on entertainment and other activities of approximately \$2.7 million annually. We anticipate that this will indirectly result in > 10 - 15 jobs being created.

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

Essentially Mediserve will try and source all goods and services required in this contract from local Tasmanian companies. The only exceptions will be some general and specialist nurses and midwives that we will have to source from interstate, and the transport required to get our nurses to Tasmania.

Goods and Services provided by Mediserve and those sourced from SMEs and Incorporating local products, services and capabilities.

Nursing Services

The provision of Nursing Services is our main function to our healthcare clients and the communities they serve.

As can be seen from the earlier tables Mediserve sources approximately 30 – 35% of our general and specialist nurses for THS/ DOH clients from Tasmania and over 70% for our

private healthcare clients. In the financial year 2021/22 Mediserve employed 69 local Tasmanian nurses and care workers, this then increased to 130 in 2022/23 and we anticipate this will rise further to over 180 staff in the 2023/24 FY.

Mediserve is hence totally committed to promoting and utilising the services of local staff wherever possible and are recruiting more staff daily to meet the increasing demand of Tasmanian healthcare facilities. We always try and fill vacancies from local staff before utilising the services of our large pool of interstate staff.

With regard to working with local SMEs to recruit nursing staff Mediserve had some preliminary discussions with nursing companies in Tasmania 2 years ago but did not feel comfortable engaging sub-contractors as we were unable to manage the on boarding process. It is vital for us that all nursing staff meet all mandatory compliance requirements before being placed with clients and we therefore need to control this. We shall, however, continue to try and work with local companies in this regard.

To meet our obligations to our clients Mediserve has invested in increasing recruitment activities and all nursing staff we provide are all employed by Mediserve.

Administration Staff and Office Functions

Mediserve is very adept at recruiting and training staff for senior administration roles. In Tasmania all staff are engaged by our General Manager who is based in Melbourne and makes frequent trips to Tasmania. These administration staff in turn ensure all nursing and care worker staff always meet the mandatory requirements of our healthcare clients.

Accommodation

Mediserve sources all of its accommodation requirements for its nursing staff from Tasmanian SME's and other local providers. These include local hotels, apartments, accommodation from THS facilities and utilising the services of local real estate agents to lease properties for us. These have specifically included Hobart City Apartments, Accommodation arranged by THS and the North West Regional Hospital and Harcourts Signature Group in Hobart to whom we have collectively paid approximately \$130,000 in the past 2 years.

Transport

Mediserve utilises a mix of Tasmanian and National companies to meet the transport requirements of our nursing staff. The airlines we utilise to get our nurses to Tasmania include Qantas, Jetstar, Virgin and Rex Airlines.

The local companies we utilise include the Spirit of Tasmania to transport our staff from Melbourne to Devonport and Redline coaches and Sharp Aviation to transport our staff

within Tasmania. An example of our expenditure is that we have spent over \$36,000 on the Spirit of Tasmania on its own.

Office Rental

Mediserve has also established offices in Tasmania from mid 2021. Whilst we initially had offices in both Hobart and Launceston we now operate an office in the City Mill Business Centre, Launceston. The office in Hobart which we operated for several months was located in the Servcorp offices in Macquarie Street. We have spent just under \$50,000 in rental and office expenses.

Estimate of the value of locally sourced goods and services versus imported

As stated in responses above apart from sourcing some of our interstate nursing staff almost all other services and goods are sourced locally. The cost of these are comparable to those in interstate capital cities and therefore it also makes economic and environmental sense to source them locally.

The dollar value of our local spend has also been indicated above and includes the following which are all (100%) sourced locally:

- Accommodation: \$130,000
- Office Rental: \$50,000
- Transport: \$45,000
- Office Equipment & Expenses: \$5,000

In terms of the value of local nursing staff please note the table below which shows the wages Mediserve has paid in Tasmania and of the percentage (%) of total hours worked by Tasmanian staff for the past 3 financial years and for the period Jul – Nov 2023.

	Tasmanian & Interstate staff - wages paid in Tasmania	% of total hours worked by Tasmanian staff
2020-2021	\$1,237,346.39	13%
2021-2022	\$2,586,717.44	31%
2022-2023	\$3,738,819.45	38%
Jul 23 - Nov 23	\$1,887,793.00	43%

Please note that on the basis of the percentage of hours worked by our nursing and carer staff who are from Tasmania this has increased from 13% in 2020/21 to 43% for the 5 month period Jul – Nov 2023.

Whilst our records do provide the amount of wages paid in Tasmania, but not the exact data on wages paid to Tasmanian nurses as compared to that paid to interstate nurses, we can get an estimate of this from the above table based on the percentage of hours worked.

Therefore in 2022 – 23 the approximate wages paid to Tasmanian nurses would be 38% of \$3,738,819.45 = \$1,420,751.39

Opportunity for Tasmanian SME* involvement

Sourcing components of our offer from other Tasmanian SMEs or sub-contractors.

Mediserve has always supported local economies wherever it has established offices and supplied staff. Apart from the nursing and care worker staff we are not able to source locally, all our staffing, office related requirements, accommodation, entertainment, transport and advertising is sourced from Tasmanian SMEs and other local companies - and we will continue to do so if we are successful in this tender process.

Wherever possible all activities relating to the sourcing and supply of nurses for Tasmanian healthcare facilities is done in Tasmania. In the event that we cannot obtain nurses with the required skills for a particular placement in Tasmania then these staff are sourced and relocated from interstate. However, once these staff are in Tasmania they live close to the healthcare facilities and spend locally and we also encourage them to stay on in Tasmania.

With regards to subcontractors we have tried collaborating with local companies to source staff. However, we have always deemed it vital that we oversee all compliance requirements of staff and manage the full onboarding process of the staff we place. We

will continue to try and work with local companies in this regard whilst ensuring our standards are maintained.

Travel and accommodation arrangements are always done locally. In addition, internal charter flights are used where possible and we encourage all staff to utilise local transport means.

Identifying and engaging with sub-contractors or other Tasmanian SMEs, using existing supply chains and advertising sub-contracting or supply opportunities. Liaising with local industry groups.

Mediserve essentially provides agency nurses to healthcare facilities in Tasmania. We are confident of providing these staff from our existing database of local and interstate nurses. We also have very well established recruitment strategies and methods to recruit specific types of additional specialty staff as required.

Should we be reselected in this tender process then we shall further engage with the nursing providers that are in Tasmania as discussed above but realistically we have found that we are most confident sourcing staff ourselves. The growth in our supply of staff in Tasmania further verifies our ability in this regard.

Our Office staff have local experience and we encourage them to reach out to local businesses and the community. As discussed previously we source almost all our goods and services locally and we ensure we research the companies we deal with prior to engaging with them. We also endeavour to deal with companies that are not part of national chains but specifically Tasmanian.

We are a very ethical company and we try and work in a collaborative fashion with local suppliers as much as possible. As we currently have many local contacts we are always increasing these as our nursing and care worker workforce is expanding substantially.

Mediserve is a member of various business associations including the Chamber of Commerce and Industry and utilise our contacts through such organisations.

Opportunities to transfer skills to a Tasmanian SME or sub-contractor

Mediserve prides itself on having paid for the full or major cost of all training and professional development undertaken by our nursing and administration staff. We have a large skilled nursing workforce and their skills will be transferrable to other employers and their colleagues.

Our General Manager, who regularly visits Tasmania, has an MBA from the University of Melbourne and has vast skills and experience in management of companies. He engages with our office and support staff and passes his knowledge on to our staff.

Broader social and economic opportunities

Benefits that Mediserve or this specific contract will provide to the Tasmanian economy

Mediserve has consistently provided nursing and care worker staff to healthcare facilities in Tasmania for almost 20 years. We are also providing these staff in ever increasing numbers since our selection as one of the preferred suppliers of agency nursing staff in mid 2021.

The company employed 242 nursing and care worker staff in Tasmania in the 2022/23 financial year. Of these 130 staff were local Tasmanians and the rest were interstate nursing staff working in Tasmania. Based on our figures for the period Jul – Nov 2023 we anticipate we will further employ 300 staff in the 2023/24 financial year.

We also have an office in Launceston that we are expanding and we hope to increase the staff members from 2 to 4 in the next few months.

We also strongly promote the use of local nursing staff and this is exemplified by the increase in percentage of total hours worked by Tasmanian staff (as a percentage of all staff working in Tasmania) for the past 3 and a half years from 13% to 43%.

Mediserve is hence committed to Tasmania and is employing more Tasmanians annually. In addition to the obvious impact healthcare staff make on the health of a local community there is also a large economic and social benefit from the staff we supply.

As stated earlier even if there were even only 150 Mediserve nursing and care worker staff living in Tasmania at any one time and assuming each one spent \$350/ week on entertainment, tourism, hospitality, groceries, transport, utilities etc then this would have an impact on the local economy where they lived and worked of over \$2.7 million. As we are expecting 300 staff this financial year then the impact will be proportionately much greater.

Many nurses that we have placed in facilities in small and remote towns have greatly contributed to the social fabric of the communities where they work. Some have even relocated to these areas, bought houses here and completely settled into the local community.

Added to this is the ever increasing expenditure by the company on accommodation, travel and other expenses that boosts the Tasmanian economy.

Furthermore, Mediserve has a very large workforce and a database of over 30,000 nursing and care worker staff nationally. When positions are required to be filled by interstate nurses we advertise strongly to our staff and promote Tasmania as a destination. Many of our interstate staff whom we place in Tasmania also frequently stay on and have a short holiday in Tasmania at the end of their placements. Others bring their partners and families over and also promote Tasmania as a holiday destination to their friends.

New skills or expertise being developed within Tasmania

Other benefits to the Tasmanian economy would be from the flow on effects of our commitment to staff training and professional education. Mediserve is totally committed to this for all our nursing and administration staff and are proud of our record of paying for the major or total cost of all training and courses undertaken by our employees. We therefore incur expenses in Tasmania to educate our staff who would in turn provide a better service through their knowledge and would also hopefully inspire others.

Trainees and Apprentices

Mediserve employs a large number of nursing students as Assistants in Nursing throughout Australia. We do so similarly in Tasmania and also employ students who have a Certificate III in Healthcare in Aged Care facilities as Care workers. The number of AINs we are able to employ is dependent on job opportunities we can offer them in either THS or private facilities in Tasmania.

We are also considering taking on trainees willing to work in administrative roles in our office in Tasmania.

Opportunities for pathways to employment for disadvantaged Tasmanians

Mediserve is an ethical and community minded company. We donate funds to many charitable causes annually and have also established 6 Indigenous Nursing Scholarships in Perth, Darwin, Brisbane and Sydney. Through these scholarships Mediserve pays for the full or major cost of the University fees of an Indigenous student who is willing to undertake a course in nursing. Copies of letters from Universities are attached as **Appendix A**. We would also certainly be open to establishing a similar scholarship in Tasmania to assist disadvantaged Indigenous students.

Support for the Tasmanian community

As stated above Mediserve supports several charities annually. We are committed to giving back to the community. We donate to a large number of charities in Australia and overseas. We would also donate to local Tasmanian charitable organisations if reselected and will try and raise awareness of social issues.

Local innovative solutions

Adding value to imported goods or services through local development or innovation and developing strategies to provide goods or services to the Tasmanian economy that have historically been imported from interstate or overseas

Mediserve anticipates that the only imported goods or service will be the provision of nurses from interstate, where we are unable to fill shifts locally, and travel to and from Tasmania.

As stated previously Mediserve does all that is possible to source Tasmanian based nurses through utilisation of our database of local nurses, increased recruitment locally and collaboration with local organisations. We also upskill all local nurses so as to increase our ability to fulfil the maximum number of vacancies with local staff. We will also encourage all Tasmanian nurses working for us interstate to return to work locally.

Innovative solutions that might benefit the broader Tasmanian community and economy

Online booking systems and Nurse Booking App:

We are able to organise an online booking system for THS clients. We already currently have this system in place for certain of our hospitals. This will allow hospitals to advise of vacancies they are trying to fill and book and confirm staff online thereby saving time

and cost. They can also advise of planned vacancies in the future and we can pre-book staff accordingly.

Our nurses are also supplied with an online App whereby they can be immediately advised of nursing vacancies, can advise of their availabilities and book shifts. This App has proven to be very useful and allows us to rapidly contact and book staff.

Training Activities:

Mediserve works closely with training organisations to offer continual professional development courses for our staff. We would consider providing regular Training Courses in Tasmania using accredited trainers for specific courses – such as Advanced Life Support, Remote Area Nursing etc and permit THS staff to attend these courses for either no cost or a highly subsidised cost.

Accommodation:

Mediserve is aware of accommodation issues at some healthcare sites. Where possible we have leased houses and paid for staff in serviced apartments. This has involved working closely with local accommodation providers and real estate agents. We always work to minimise the strain on the hospitals wherever possible.

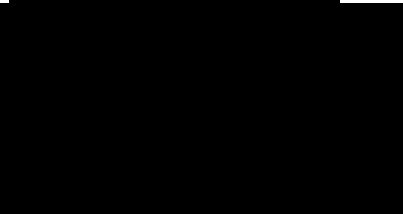
Completed and endorsed

Nitin Chavda - Accounts and Contracts Manager

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(Name and position – print)

Mediserve Pty Ltd

.....
(Supplier name)


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(Signature)

12/04/2024

(Date)

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