

Tasmanian Industry Participation Plan

DOH-5905 – Agency Nurses

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-5905
Procurement title	Agency Nurses
Name of Responsible Agency/Entity	Tasmanian Health Service

Supplier details

Name of supplier	Mediserve Pty Ltd
Contact details for supplier	Address: 1/109 Royal Street EAST PERTH WA 6004 Telephone: 08 9325 1332 Email: vijay@mediserve.com.au Attention: Vijay Chhabra

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

Mediserve is not a Tasmanian SME but has nevertheless been supplying specialist and general nurses to THS facilities since 2004.

Our nurses provided an average of over 10,000 hours of service annually during the period 2006 – 2017. In the last 2 financial years, July 2018 – June 2020, despite not being the preferred supplier of Agency nursing staff our nurses have provided approximately 4,000 hours of service annually. The numbers of staff we have supplied since July 2020 has now further increased and this is illustrated by the fact that from mid-October to the end of November 2020 we shall have between 9 and 10 FTE specialist and general nurses working between 342 and 380 hours per week in THS facilities.

Whilst we do not currently have an office in Tasmania, we have 7 interstate offices in Adelaide, Brisbane, Canberra, Darwin, Melbourne, Perth and Sydney. Should we be successful in this tender process we will similarly immediately establish an office in Tasmania.

Tasmanian jobs that will be supported by this procurement activity

Mediserve has always had a “Buy Local” policy in all its operations and we try and support local businesses and organisations wherever possible. The Tasmanian jobs that would be supported if we were selected in this tender process would be as indicated in the areas below:

(i) Administration Staff: On establishing an office in Tasmania, we would engage an Office Manager and support staff. At this stage we envisage this would involve 2.5 -3 FTE staff, or more depending on the workload.

(ii) Nursing Staff: On the basis of the estimate of demand provided by the THS in the tender document there are approximately 67,600 hours of Agency Nursing work to be filled annually. This equates to about 34 FTE of Nursing Staff.

Mediserve would attempt to source as many of the nurses locally in Tasmania if successful in this tender. We have a large database of nurses and over 40 of our nurses currently reside in Tasmania.

In addition, we would 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 local nursing agencies

Utilising these strategies, we would hope to cover 50–60 % of the requirement for nurses locally. Unfortunately, up to the present (pre-COVID) if we did not have positions for our Tasmanian nurses in THS facilities we placed these staff interstate. Naturally if we are successful in this tender then we would place these nurses locally, and in the COVID environment this is what most nurses would prefer in any case.

Additional specialist and general nurses would then be sourced from interstate. Some of these interstate staff that we placed in Tasmania have subsequently settled in Tasmania and this is likely to recur.

(iii) Other jobs

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

- Establishment of a local office – utilising the following local Tasmanian SMEs and persons - Real Estate agents, Office fit out personnel and supplies companies (including furniture, printing and stationery), IT specialists for local support and computer hardware and software, Cleaners and local tradesmen as required.
- Education and Training – courses for nurses – utilising local training providers.
- Travel agents and local transport companies – including buses, car hire and ferries. We already utilise the services of local Tasmanian SME travel companies and would ensure this is done wherever possible.
- Accommodation for staff – in hotels, motels and private homes. Mediserve will also try and achieve cost efficiencies by renting long term accommodation in locations where there is regular work. We have done this in several cities in the past, including Canberra, Darwin and Alice Springs with great success. This would create job opportunities for local SMEs in the real estate, utility, local tradesmen and cleaning sectors. Please note that in Darwin we have further shown our commitment to spending locally by actually purchasing 2 properties close to the main hospital to house our nurses.
- Staff living and working in Tasmania - All the local and interstate staff who live and work in Tasmania will probably in turn contribute about \$350 per week to the economy through living expenses, groceries, utility bills, entertainment and also vitally contribute to the social aspects of where ever they work. The effect on Tasmanian jobs of meeting the THS requirement of 34 FTE nursing staff we anticipate will require about 50 – 60 nurses (as some work part time) and if each spends \$350 per week then their overall impact would result in living expenses of \$1 million per year (before accommodation and travel costs).
- Advertising and Marketing – we would utilise services of a local SME company

The number of people Mediserve employs in Tasmania

During the period Jul 2008 - Jun 2018 Mediserve employed 323 specialty and general nurses in Tasmania. In the subsequent period – Jul 2018 – Sept 2020 Mediserve employed

37 nurses in Tasmania. This number is due to increase from Oct – Nov 2020 as from 12th October we have 9 – 10 nurses working weekly in THS facilities every week.

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

During the 2008-18 period we have assessed a 4 year period to ascertain the hours worked by Tasmanian based nurses and found that approximately 16% of the shifts worked in Tasmania were completed by Tasmanian based nurses. This equates to 1,696 hours of the approximate annual average of 10,600 hours worked.

During the period 2018 – 2020, however, as we are not a current preferred supplier to THS facilities, we now only receive notification of a small proportion of the vacancies that occur. We are therefore unable to provide regular work to our Tasmanian based nurses who then usually seek work interstate. Conversely, we are then then compelled to utilise our large database of interstate nurses to fill vacancies in Tasmania when a position arises.

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 – In the new Tasmanian office – 3 full time jobs

Nursing roles – 20 - 30 Full time and 20 - 30 Part time jobs. These numbers will be dependent upon demand from the hospitals.

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 \$1 million annually. We anticipate that this will indirectly result in > 5 jobs being created.

Setting up a local Tasmanian office and employing local staff

As stated earlier, Mediserve would immediately establish a Tasmanian office if we are successful in this tender process. We will also engage an Office Manager and 2 support staff. All staff will be fully trained and supported throughout their employment.

Mediserve currently has 7 interstate offices and is therefore experienced and adept at establishing an office and providing training for its staff. Our General Manager is based in Melbourne and will ensure he visits the office on a very regular basis to meet with staff and our hospital clients.

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 nurses that we will 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

In regard to Nursing Services - if given the opportunity we are confident of providing most of the nursing staff in the numbers specified in this tender document. Currently we have over 40 nursing staff who reside in Tasmania and we will certainly endeavour to place all these staff locally in addition to other Tasmanian based staff we hope to recruit through various recruitment strategies as outlined previously.

At the outset we would hope to provide 50% - 60% of all the THS requirements from locally sourced Tasmanian based nursing staff. This would comprise approximately 40% from existing Mediserve staff, 10 % from local recruitment and 5 - 10% in collaboration with local SME Nursing agencies. The remaining 35% – 40% of nursing staff would be sourced from our interstate nurses.

If given the opportunity, and a short period of time (4 weeks) to ascertain and prepare for the detailed specific requirements of all THS facilities, we are confident of our ability to meet our obligations as required. To date in over 20 years of operations we have not had to engage sub-contractors to provide Nursing staff. We have, however, worked closely with some nursing agencies and engaged their staff onto our books in a collaborative manner. We would aim to work similarly with Tasmanian SME Nursing agencies. As stated in our main tender response have communicated with 3 nursing agencies in Hobart and Launceston and one is keen to collaborate with Mediserve, the second is open to discussions if we are successful and the third will await the outcome of the tender.

Administration Staff

We shall recruit an Office Manager and Support Staff from Tasmania. If required, we shall utilise the service of local SME recruitment companies that specialise in staff with previous managerial and recruitment/ booking/ allocation experience.

Accommodation

This would be sourced completely from Tasmanian SMEs and would involve house and room rentals, motel and hotel accommodation. Currently we place our nurses in accommodation organised by the hospitals and we have utilised some local hotels. 3 Launceston hotels where our staff underwent quarantine include the Art Hotel on York, Grand Hotel and the Auldington Hotel.

We have also consulted with some Real Estate agents in Tasmania, including Knight Frank, regarding longer term house rentals for our nurses. We shall definitely undertake this once we have a better idea regarding regularity of work at different sites.

Training Courses

Mediserve has sourced 3 SME companies in Tasmania that are able to provide some of the training courses we require. These include First Aid Pro in Launceston, and Carers Tas Australia and WHSE Training and Consulting in Hobart. We shall also endeavour to engage our own dedicated nursing trainer in Tasmania on a part time basis if possible. Some additional training courses are available online and will help supplement the practical training courses.

Transport

Mediserve will utilise 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 are the Spirit of Tasmania to transport our staff from Melbourne to Devonport and Redline coaches to transport our staff within Tasmania.

Informational Technology

Mediserve utilises its own computerised database and booking system that was developed by programmers in Perth. For this contract we shall utilise the services of a SME IT company in Hobart to source the hardware, software and backup support for the new office. We have had discussions and communication with a company in Hobart called Datawise in this regard.

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

Essentially Mediserve will only be importing nurses from interstate and utilising national airline carriers to fly in the approximately 35% – 40% of nursing staff from interstate we estimate we shall require.

The cost of sourcing and transporting staff from interstate is dependent on location of the nurse. The cost of flying staff from Melbourne is approximately \$200 - \$300 one way and about \$300 - \$350 from Brisbane and Sydney.

Hence locally sourced staff would result in a significant material saving.

In regard to all other services and goods these will all be sourced locally. The cost of these are comparable to those in interstate capital cities and therefore makes economic and environmental sense to source them locally.

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. We will be sourcing all administration staff and materials locally. There is minimal material that is sent between our offices and we do not envisage any change in this in Tasmania.

Mediserve will be establishing a new office in Tasmania and will source all infrastructure (office equipment, communication equipment, printing and stationery) for the office from local SMEs. In addition, all advertising and marketing will be done locally.

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

We will collaborate with local nursing agencies to source staff. However, we have always deemed it vital that we oversee all compliance requirements of staff and manage the staff we place. Therefore, we will require any staff from other agencies to be employed by Mediserve prior to placement. We have made preliminary contact with 3 companies in Tasmania that are based in Hobart and Launceston and will discuss this further if selected in this tender process.

Travel arrangements will all be done locally where possible. In addition, internal charter flights will be used in Tasmania where possible. The number of flights to Bass Strait Islands is dependent on demand and where possible we shall 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 will essentially be providing 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 successful in this tender process then we shall engage with the nursing agencies that are in Tasmania as discussed above.

We shall also engage an Office Manager who will have local experience and encourage her to reach out to local businesses and the community. As discussed previously we shall be sourcing almost all our goods and services locally and will ensure we research the companies we deal with prior to engaging with them. We shall endeavour to deal with companies that are not part of national chains but specifically Tasmanian.

We are a very ethical company and we would try and work in a collaborative fashion with local suppliers as much as possible. As we currently have a few local contacts we would expand our contacts in Tasmania further through engagement and discussion with our current Tasmanian resident nursing staff and through direct meetings by our Senior

Management who would be keen to fly to Tasmania and meet with suppliers (COVID permitting) or discuss options on line through teleconferencing and online communication.

Mediserve is a member of various business associations including the Chamber of Commerce and Industry. We would similarly engage with the local and state Chambers of Commerce in Tasmania to identify and assist us in buying locally

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 shall act similarly in Tasmania and hope to create a skilled workforce whose skills will be transferrable to other employers.

In regard to transferring skills to a Tasmanian SME or Sub Contractor our General Manager who will regularly be visiting Tasmania has a MBA from the University of Melbourne and vast skills and experience in management of companies. He would also be available to provide his advice and knowledge to local companies we engage with.

Broader social and economic opportunities

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

Mediserve has a very large workforce and a database of over 30,000 nursing and care worker staff. Should we be successful in this tender process then we would immediately advise all of the staff on our database of this through our company's internet site and online presence. We would also regularly highlight all the many positive aspects of Tasmania including its natural beauty and tourist highlights. This would inevitably encourage members on our database to visit Tasmania. Our senior management, who have visited THS facilities in the past, would also make regular visits to Tasmania and encourage others to do so similarly.

Our nurses working in Tasmania would be encouraged to provide positive feedback on their experiences in Tasmania and this would be relayed to other staff members on our database and would likely provide a further stimulus for others to visit Tasmania.

In addition, as previously mentioned our nurses will also not only be living and paying for their day to day living expenses in Tasmania but they also inevitably utilise their days off travelling across the island and spending money on tourism and entertainment.

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.

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 would 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.

In some cities we have also established training centres whereby we offer free or subsidised training for nursing and care worker staff. We would similarly consider this in Tasmania if the demand was forthcoming.

Trainees and Apprentices

Mediserve employs a large number of nursing students as Assistants in Nursing throughout Australia. We would similarly be keen to offer nursing students at the University of Tasmania in Hobart an opportunity to work as AINs. The number of AINs we would be willing to employ will be totally dependent on job opportunities we can offer them in either THS or private facilities in Tasmania.

We are also willing to take on trainees willing to work in administrative roles in our office in Tasmania which we would establish. We have had several students undertaking internship and work experience roles in our Perth, Melbourne and Sydney offices and would offer a similar role in the Tasmanian office.

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 N. 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 selected 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 will do all that is possible to source Tasmanian based nurses through utilisation of our database of local nurses, increased recruitment locally or collaboration with local nursing agencies and to 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 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 will also be 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 proved 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 would consider renting long – term accommodation to minimise the strain on the hospital. We have done this in several cities in the past and this has been quite successful and appreciated by the hospitals

Completed and endorsed

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(Name and position – print)

.....
(Supplier name)

.....
(Signature)

...../...../.....
(Date)

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