



**St Vincent's &
Holy Spirit Health**

Continuing the Mission of the Sisters of Charity
and Holy Spirit Missionary Sisters

APPROVED VENDOR REQUEST Information Guide

MAY 2007

VERSION NO. 3.1

DOCUMENT STATUS

For Distribution
May 2007

GROUP MATERIALS & CONTRACT MANAGEMENT SERVICE

CONTACT

Jennifer O'Neill
Contracts Administrator

F. 07 3326 3420
contracts@gss.org.au

P.O. Box 555 SPRING HILL Q 4000

www.svhshealth.org.au

INDEX

1	Scope	3
2	The Process	3
3	Levels of Approval	4
4	Mission, Values & Social Accountability	5
5	Environment	5
6	Workplace Health & Safety	6
7	Confidentiality & Privacy Principles	7
8	Supply Chains	7
9	Payment	7
10	Licenses	8
11	Certifications	8
12	Insurance	8
13	Qualifications	9
14	Policies	9
15	Procedures	9
16	Inductions	9
17	Facility Contact Schedule & ABN's	11
18	Vendor Approval Advice	13

IMPORTANT:

This information Guide is to be read in conjunction with and prior to completion of the St Vincent's and Holy Spirit Health's (SVHSH) Approved Vendor Request Application Form (March 2007).

All parts of this subsequent form are to be completed to the Vendor's best ability and should be supplemented with sufficient evidence to support the statements being made.

When complete, the Application can be returned to SVHSH via facsimile, email (preferred) or through the general post with a covering letter. SVHSH contact and mailing details are provided on the front cover of this document.

Applications will be assessed on merit of content provided, independent ABN searches, Work Cover Queensland verifications and any other necessary means to assure the SVHSH and their members that the Vendor is an appropriately licensed, accredited and credible supplier to SVHSH member facilities.

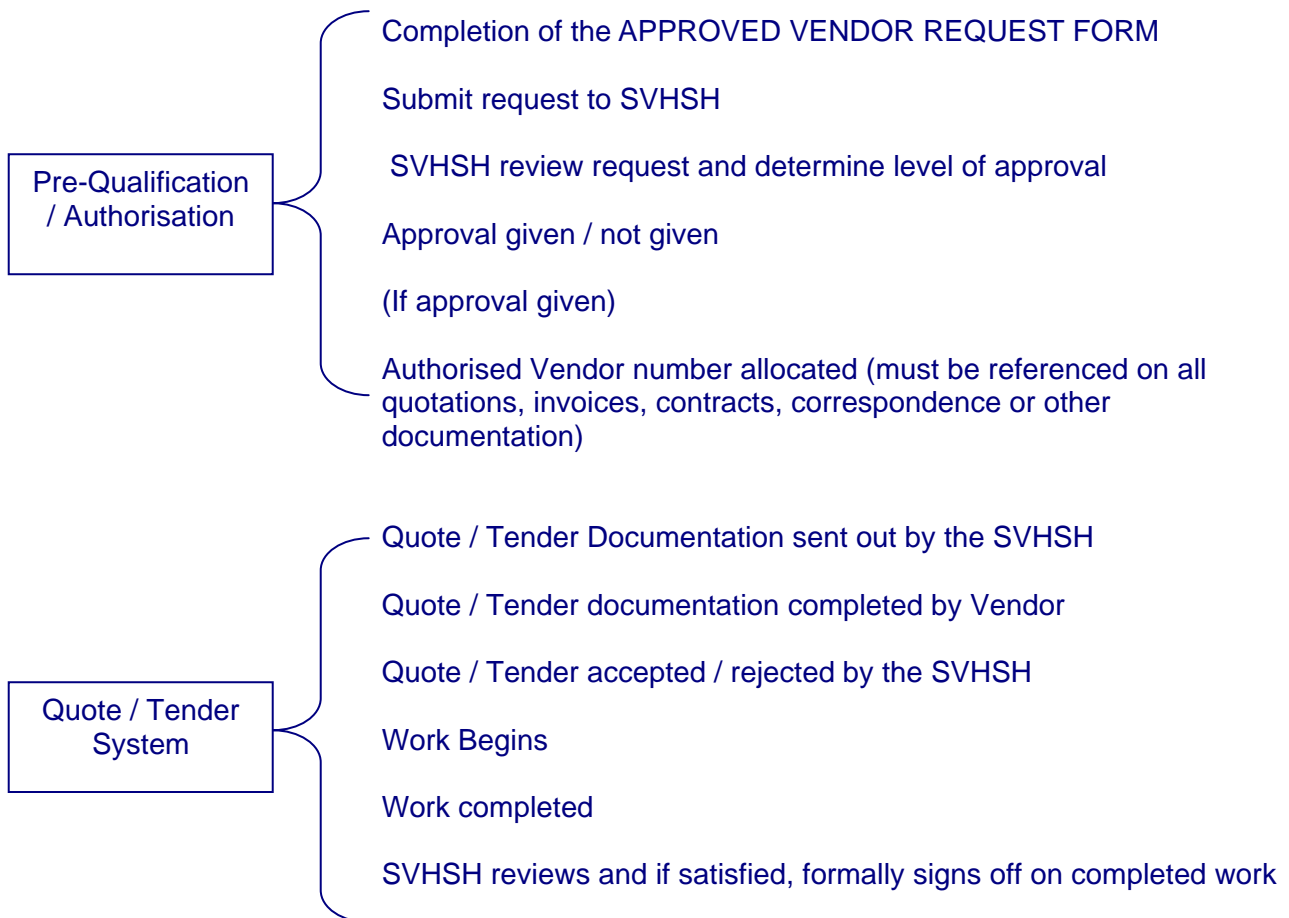
This Approved Vendor Request Form is not an exhaustive review and the SVHSH may either now or in the future, seek further information, data, statements, evidence and/or documents for their continued requirements and satisfaction.

SVHSH always reserves the right to review further the approval status of or given to the Vendor and/or terminate or change the approval status without notice to the Vendor at anytime.

1 Scope

- ❖ The following is the outline of information required from Vendors who are seeking approval to supply a service or product the SVHSH and its member facilities.
- ❖ Approval must be sought in this form for all Vendors with the exception of Courier Drivers and Taxi Companies.
- ❖ All information supplied to the SVHSH will be stored in a secured location and will be treated in confidence.
- ❖ Copies of documents supplied to SVHSH by companies that do not meet SVHSH approval, will be returned to them on request.
- ❖ Approval is given to a company and its immediate employees only. This approval does not extend to or approve the use of a company sub-contracted by the Approved Vendor.
- ❖ Approval will be valid for the period nominated on the SVHSH annual certificate (valid until the expiry of the Approved Vendor's insurance policy), unless removed by SVHSH.
- ❖ Approved Vendors must resubmit a request each year and/or other insurance renewal period to continue currency of approved status. Please contact SVHSH directly to seek what is required for renewal purposes.

2 The Process



3 Levels of Approval

❖ Level One – High Risk

- Work on a system / service that affects a facility
- Tasks that may have a high level of safety and or environmental risk, e.g. work at heights, confined space work, hot work (welding) and other legislated high-risk activities.
- Structural building changes
- Tasks that may have a high impact on clinical care / quality / security
- Regulatory reportable services, eg. Radiation services, waste management.

❖ Level Two –Projects

- Installation / removal of machinery
- Automation involving shutdowns
- Tasks involving the restriction of access to areas
- Site Cleaning
- Engineering Work not involved in projects

❖ Level Three – Minor Projects & Personnel / Product Supply

- Audits
- Testing
- Software installation
- Labour Hire
- Product delivery / Promotion

- ❖ The above list is not exhaustive and SVHSH reserves the right to alter these classifications at anytime without notice.

4 Mission, Values & Social Accountability

The Mission of the SVHSH is to bring the healing ministry of Christ to all we serve. The Values of the SVHSH are:

Compassion

Accepting people as they are, bringing to each the love and tenderness of Christ.

Dignity

Respecting the uniqueness of each person created in the image and likeness of God.

Justice

Acting with integrity and respecting the rights of all.

Unity

Creating a community characterised by harmony and collaboration.

- ❖ These Values extend throughout each of the facilities of SVHSH's Health Service and are the key elements in the strategic planning of the Health Services as well as the strategic planning of each facility. The Values are demonstrated through the provision of every service and through the actions of each SVHSH staff member.
- ❖ SVHSH believe that it is essential for SVHSH to seek business relationships with those Vendors who uphold ethical and socially responsible values, principles and practices. It is therefore important for SVHSH to understand your company's mission and goals and how they are translated into the services of your company and the performance of your staff.
- ❖ SVHSH invite you to provide information on your company's mission and values and the integration of them throughout your policies and practices in regard to your stakeholders, your management, your staff, your customers, the healthcare community and the general community.

5 Environment

- ❖ SVHSH is committed to sustainable development. Environment, Health, Safety and Community responsibilities are integral to the way SVHSH do business.
- ❖ SVHSH's focus is on the quality of care and continual improvement to performance. SVHSH aims to ensure that environmentally responsible behaviour is embraced as integral to SVHSH's service delivery and in particular, SVHSH specifically undertake to:
 - Ensure that environmental considerations are included in all aspects of SVHSH business planning and operations, consistent with sound business management practices and SVHSH's responsibilities as a good corporate citizen;
 - Comply with all relevant environmental legislation, regulations and licences and the principles of this policy and associated procedures;

- Identify, assess and manage all business-related risks to the environment;
 - Set, achieve and monitor environmental objectives and targets that include strategies for pollution reduction and prevention;
 - Ensure that SVHSH staff and Vendors are aware of this policy and its application; and
 - Educate SVHSH staff and Vendors to create awareness of environmental issues, ensuring environmental responsibilities are integrated into current work practices, training and decision making and are included in performance assessment.
- ❖ All employees are encouraged to become pro-actively involved in the continual improvement of the organisation's environmental management system, by identifying environmental issues in the workplace and actively working with the organisation to provide suggestions for their management.
 - ❖ One of SVHSH's values is 'Justice'. SVHSH's participation in new projects and new technologies is focused on ensuring we fulfil our commitment to be responsible and caring neighbours in all the communities in which we operate.
 - ❖ SVHSH invite you to provide information on your company's Environmental Policy & supporting activities.

6 Workplace Health & Safety

- ❖ SVHSH and its member facilities view the safety of its employees, Vendors, visitors, patients and the surrounding environment as a responsibility essential to SVHSH values of '*compassion*', '*dignity*', '*justice*' and '*unity*'. It is also considered to be essential to SVHSH long-term success.
- ❖ SVHSH is committed to fulfil corporate and legal health, safety and environment responsibilities by implementing and maintaining policies, procedures and practices in all of SVHSH workplaces.
- ❖ SVHSH and its member facilities will pursue this commitment to safety and environmental best practice through consultation and co-operation with SVHSH employees, medical officers, Vendors and stake holders.
- ❖ SVHSH Executives are responsible and accountable for compliance with the Workplace Health and Safety (WH&S) legislation. Accountability should be demonstrated through developing and administering a comprehensive health and safety program and initiating and supporting action for the development of organisational strategies to control risk exposures.
- ❖ Unit and Service Managers are accountable for their business units' WH&S and environmental performance.
- ❖ All employees, medical officers and Vendors are accountable for complying with WH&S and Environmental policies and identifying, assessing and reporting workplace and environmental hazards in their area of responsibility.

- ❖ Provision of information, education and training to all employees, medical officers and Vendors from time to time will be undertaken to enable them to meet these WH&S responsibilities.

7 Confidentiality & Privacy Principles

- ❖ SVHSH and associated facilities are committed to honouring the dignity of SVHSH patients. We treat all patient information with care, and observe confidentiality. The SVHSH observes the Code of Ethical Standards for Catholic Health and Aged Care Services in Australia First Edition (as amended from time to time) and the *Privacy Amendment (Private Sector) Act 2000 (Cth)* in all its practices.
- ❖ All employees, medical officers and Vendors are accountable for complying with the confidentiality statement as follows:
 - Shall not discuss patients or hospital business matters with any other person except in the context of the an official capacity;
 - All requests for information by the media are to be directed to the Marketing manager. No direct discussion with media representatives should be entered into;
 - Information to legal authorities and police is only to be released on the authorisation of the one of the following persons Executive Officer or Director of Nursing or Director of Medical Services;
 - Personal information must not be used for teaching, research or quality procedures without patients consent. All requests for access to personal information are to be directed to the Medical Records department;
 - It is the responsibility of each staff member to ensure the confidentiality of patient information is maintained at all times. This includes any information that is written, verbal or overheard concerning patients or their care;
 - It is expected that the confidentiality of patients will continue to be observed outside of the clinical environment.

8 Supply Chains

- ❖ SVHSH and its member facilities now seek to understand and know of all of participants in SVHSH Supply Chains. SVHSH also seek to ensure that all of those participants are credible and quality providers of either the goods or services SVHSH require.
- ❖ It will be a future condition of supply to SVHSH that Vendors provide detailed Supply Chain Maps, outlining the companies and individuals participating in the provision of goods and services to SVHSH group and its member facilities, however informally or indirect.

9 Payment

- ❖ SVHSH only pay accounts on correctly Approved Facility Purchase Order and subsequent fully costed Invoices supplied with the Goods and/or Service at the time of delivery.

- ❖ If you seek to become a new Vendor, please supply to us a “Trade Credit Application” and the necessary Bank Account information for creation of a SVHSH Creditors Account.
- ❖ All invoices must be identified as “Tax Invoice” and have the ABN number stated clearly on them. ABN searches will be performed periodically on a sample basis to ensure the credibility and reliability of this information.
- ❖ The GST component (if applicable) must be clearly and separately stated on the invoice.
- ❖ SVHSH holds no liability for non-payment due to incorrect invoicing.
- ❖ All SVHSH member facility Accounts Payable invoices are processed at SVHSH Shared Service Centre, after they have been received and approved by facility staff on-site at the respective location.
- ❖ **Please Note** that a SVHSH creditors trading account will only be set up for Approved Vendors.

10 Licenses

- ❖ Applicable licenses such as waste removal, waste disposal, asbestos removal, asbestos disposal, etc. must be provided to SVHSH at the time of Application for Approved Vendor or anytime thereafter on demand of SVHSH or its officers.
- ❖ Individual licenses, such as electrical licenses, gas fitting licenses, building licenses etc, will also be required for those persons undertaking this form of work on SVHSH member facilities’ sites.
- ❖ Copies of these licenses must be provided to SVHSH for retention.
- ❖ It remains the responsibility of the Vendor to ensure current copies of and current statuses of these licenses are forwarded to SVHSH as renewed, varied and/or revoked.

11 Certifications

- ❖ SVHSH encourages companies to be certified in areas of safety, quality and environment through systems such as ISO 9000, AS 4801 and ISO 14001.
- ❖ Copies of these certifications are encouraged to be provided to SVHSH, upon your application.

12 Therapeutic Goods Administration (TGA)

- ❖ Where a Vendor provides products that require TGA Certification, the Vendor must provide copies of these certifications to SVHSH upon application of Approved Vendor Status.

13 Insurance

- ❖ It is compulsory for all Vendors to supply proof of the following current insurances:

- Public and or Professional Liability (not less than \$10 million Australian dollars)
- Work Cover in respective State jurisdiction; and
- *Where products are supplied to SVHSH*; Product Liability (not less than \$10 million Australian dollars)

14 Qualifications

- ❖ Persons carrying out work under a qualification such as Engineers, Fitter and Turners, Electricians etc., or a prescribed occupation under WH&S regulations, must supply copies of that qualification, which will be retained by SVHSH.
- ❖ It remains the responsibility of the Vendor to ensure current copies of and current statuses of these Qualifications are forwarded to SVHSH as renewed, varied and/or revoked.
- ❖ No unqualified persons, such as apprentices, may carry out work that SVHSH, officers, employees or one of its member facilities has directed a qualified person to complete.
- ❖ Apprentices must always work supervised by an approved qualified person.

14 Policies

- ❖ SVHSH requires companies to have a safety, environmental and quality policy in place and requires a copy of each of these; and
- ❖ Any other policies related to the activity or service you are performing you may feel are significant.

16 Procedures

- ❖ SVHSH requires companies to provide proof that they have existing safety procedures in place.
- ❖ Copies of these procedures are not required by SVHSH, unless they relate directly to high-risk activities (Code red approval level)

17 Inductions

- ❖ SVHSH requires proof that the Vendor has inducted all the Vendor's employees and ensured all its employees have a full understanding of safe work practices and environmental awareness.
- ❖ SVHSH does not require copies of these inductions. Appropriate attendance records and competency checks for individuals who work on SVHSH's sites should be available at SVHSH's request.

- ❖ These inductions do not take the place of the SVHSH orientation that will be given to the approved Vendor's employees that intend to enter and/or perform work on SVHSH's sites.
- ❖ Please provide a statement of proof that the employees of the Vendor have been inducted and have a full understanding of safe work practices and environmental awareness.

18 Facility Contact Schedule & ABN's

a.

St Vincent's and Holy Spirit Health

Acute & Sub-Acute Hospitals			
Facilities	Address	Phone	Facsimile
MOUNT OLIVET COMMUNITY SERVICES LIMITED ABN 50 055 210 378 trading as Mount Olivet Hospital	411 Main St, Kangaroo Point, Qld 4169	07 3240 1111	07 3393 1983
ST VINCENT'S HOSPITAL TOOWOOMBA LIMITED ABN 26 055 196 533	Scott Street, Toowoomba Qld 4350	07 4690 4116	07 4690 4001
THE HOLY SPIRIT NORTHSIDE PRIVATE HOSPITAL LIMITED ABN 41 082 189 035	627 Rode Road, Chermside, Qld 4032	07 3326 3911	07 3326 3466
Age Care Campuses - Trading under MOUNT OLIVET COMMUNITY SERVICES LIMITED ABN 50 055 210 378			
Facilities	Address	Phone	Facsimile
<u>Gympie Campus</u> St Patrick's Villa	Cnr Carlton Hill Road and Bligh Street Gympie, Queensland 4570	07 5482 9144	07 5482 9114
<u>Kangaroo Point Campus</u> Marycrest Retirement Centre Lilian Cooper Nursing Home	411 Main St, Kangaroo Point, Qld 4169	07 3240 1202	07 3391 3449
<u>Mitchelton Campus</u> Oxford Park Retirement Community St Joseph's Villa Madonna Villa Nursing Home	46 Church Road Mitchelton, Queensland 4053	07 3355 8103	07 3355 3418
<u>Rainworth Campus</u> St Paul's Villa Magdalene Court Retirement Community	59 Main Avenue Rainworth, Queensland 4065	07 3371 8933	07 3371 7110
<u>Enoggera Campus</u> St John the Baptist Retirement Community	133 South Pine Road Enoggera, Queensland 404051	07 3855 2252	07 3855 2317

19 Vendor Approval Advice

- ❖ SVHSH will provide successful Vendors with a Certificate of Approval for the Level of Supply they have applied. This Certificate will be for a specified period / date range unless otherwise removed by SVHSH. On renewal of the Approved Status each annum and/or other insurance period, a new Certificate of Approval will be provided to the Vendor, providing they meet any new or existing review requirements SVHSH may have.
- ❖ The Approved Vendor Request Form is not an exhaustive review and SVHSH may either now or in the future, seek further information, data, statements, evidence and/or documents for their continued requirements, satisfaction and approval.
- ❖ SVHSH always reserves the right to review further the approval status of or given to the Vendor and/or terminate or change the approval status without notice to the Vendor at anytime.
- ❖ SVHSH will write to unsuccessful Vendors notifying them they have been unsuccessful in their application. SVHSH is not required to and may chose not to advise as to why any application has been deemed unsuccessful. In these instances, all papers submitted by the Vendor in support of their Application will be returned, only at the Vendor's written request.
- ❖ Vendors are required to communicate to SVHSH any matter, change or significant event (including, but not limited to the expiration, cessation, revocation or suspension of insurance polices) that may effect or have cause to affect the ongoing business relationship and/or Approval Status with SVHSH and/or its member facilities at anytime.
- ❖ Contacts

Name	Position	Facsimile	Email
Jennifer O'Neill	Contracts Administrator	07 3326 3420	Jennifer.O'Neill@gss.org.au
Contract Management Team		07 3326 3420	contracts@gss.org.au