

Supplier information sheet

Health Support Queensland



Health Support Queensland (HSQ) delivers a broad range of highly specialised health support services to enable the delivery of frontline healthcare in Queensland, including:

- **Supply Chain Services**—purchasing, inventory management, contracts management, transport management, clinical advisory, warehousing and distribution services to Queensland Health for all products used in a healthcare setting (except pharmaceuticals and property).
- **Strategic Procurement**—procurement planning and contracting for a range of goods and services, covering medical consumables, prosthetics, pharmaceuticals, health technology and specialist health services.

HSQ is making changes to enhance the delivery of customer-centred services and improve our relationship with suppliers. These changes include:

- a new supplier guide providing key information for suppliers doing business with HSQ
- updated 'go-to-market' templates for suppliers to use for significant procurement activities
- minor changes to purchase orders.

Supplier guide

Supply Chain Services is developing a supplier guide to enhance our working relationships with suppliers throughout the supply chain.

Purpose of the guide

The guide:

- will cover the minimum requirements expected of suppliers for how in-bound and outbound goods and equipment are packaged, presented and delivered to HSQ
- advises suppliers of current HSQ supply chain standards and requirements in addition to the *Queensland Government Supplier Code of Conduct*
- communicates Supply Chain Services requirements including, the *National Heavy Vehicle Law Act 2012*, Australian standards for pallets (AS 4068-1993), and the *Work Health and Safety Act 2011*.

Enhancing performance, quality and safety

The guide provides suppliers and customers with performance, quality and safety expectations when dealing with Supply Chain Services, including:

- order delivery and timeslots
- driver and vehicle safety
- pallet and logistics units (packaging, barcodes and delivery)
- cartons and trade units
- products life management
- reporting and rejection
- invoicing and payments
- chain of responsibility
- complaints management.

Contact

For enquiries regarding the guide, or any other supply chain matters, contact Supply Chain Services:

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07 3096 2354
HSQ-Supply@health.qld.gov.au

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Go-to-market templates

It is important that we continue to ensure procurement activities deliver value for money for Queenslanders.

We look for opportunities to continuously improve our procurement methods and practices. As part of this approach we're developing new go-to-market templates. These templates will be used from July 2019 and will not affect open tenders released before this date.

The go-to-market templates will:

- streamline and simplify our approach to market in line with whole-of-government strategies and templates tailored for Queensland Health and medical category needs
- improve consistency in procurement-related documentation and guidance
- enable Queensland Health to work better with suppliers, to improve procurement outcomes and to empower better and more efficient decision-making
- strengthen compliance including, safety, packaging and delivery requirements
- give suppliers confidence in their dealings with Queensland Health, through a mutual understanding of engagement and performance expectations to achieve shared goals and outcomes.

Online information

- **About Strategic Procurement and Supply Chain Services**
<https://www.health.qld.gov.au/healthsupport/businesses/strategic-procurement-and-supply/about-strategic-procurement-and-supply>
- **Doing business with us**
<https://www.health.qld.gov.au/healthsupport/businesses/strategic-procurement-and-supply/doing-business-with-sps>
- **GS1 Australia**
<https://www.gs1au.org/>
- **Queensland Government Supplier Code of Conduct**
<https://www.forgov.qld.gov.au/supplier-code-conduct>
- **Standards Australia**
<https://www.standards.org.au/>

Contact

For enquiries regarding the go-to-market templates, contact Strategic Procurement Governance and Contracting:

07 3096 2292
sps-gov@health.qld.gov.au

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