



Policy and Procedure: Compliance is mandatory

DRAFT

TITLE Consumer, Carer and Community Engagement Framework

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SUMMARY This document supports consumers, carer's and communities to be actively involved in the development, planning, delivery and evaluation of Health Services

EXECUTIVE SPONSOR Director, Mental Health Drug Alcohol Service
AUTHOR Manager Community Engagement

**FUNCTIONAL
SUB GROUP**

☐ Clinical ☐ Corporate

☐ New ☒ Replaces FW_PD2015_038

NEXT REVIEW DATE June 2023

APPLIES TO Health Councillors, Consumers, Carers, Communities and Far West LHD Staff

NATIONAL STANDARD THAT THIS PROCEDURE APPLIES TO: National Standard 2

APPROVED BY : CHIEF EXECUTIVE

SIGN:

DATE:

19/6/2020

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2.0			
3.0			

Table of Contents

1. Background	3
1.1 About this document	3
1.2 Key definitions	3
1.3 Legal and legislative framework	4
2. Policy Statement and Procedure	Error! Bookmark not defined.
2.1 Far West LHD Consumer, Carer and Community CORE Values	4
2.2 Policy Details	5
2.2.1 Consumer and Carer Engagement	5
2.2.2 Role of Consumers, Carers, and Communities Attending Meetings	5
2.2.3 Health Councils	5
2.2.4 Role of Health Council Meetings	5
2.2.5 Equality of Membership	6
2.2.6 Consumer and Carer Link Person and Communication	6
2.2.7 Creating an Environment Which Supports Participation in Meetings	6
2.2.8 Aboriginal Engagement	7
2.2.9 Engaging Underrepresented Groups	7
2.2.10 Training for Consumer, Carer and Staff	8
2.2.11 Consumer and Carer Payment Guidelines	8
2.2.12 Travel	8
2.2.13 Process for Reimbursement	8
3. Performance Measures	9
3.1 National Safety and Quality Health Service Standards	9
3.2 Monitoring	9
4. Document Retention	9
5. Reference and Links	9
6. Consultation Undertaken	9
7. ATTACHMENTS / APPENDICES	10

Consumer, Carer and Community Engagement Framework

1. Background

1.1 About this document

The Far West Local Health District strives to provide excellent consumer, carer, and community-focused service delivery. It is our responsibility to ensure that the voice of all consumers, carers and communities are heard by our service and that everyone has an opportunity to participate through a variety of avenues.

The National Safety and Quality Standard 2 require that consumers, carers, and communities are actively involved in the development, planning, delivery and evaluation of services. Consumers, carers and communities have the right to have their needs and feedback taken into account in the planning, delivery and evaluation of services.

1.2 Key definitions

Carer	A person whose life is affected by virtue of close relationship with a consumer or who has a chosen caring role with a consumer.
Community	Refers to groups of people or organisations. This can be consumers, their families and carers, as well as members of organisations that support or represent community groups and the wider community itself.
Consumer	A person who is currently using, or has previously used, or is a potential user of Health Services together with family and carers of healthcare recipients and clients
Consumer or Carer Advocate	A person or organisation appointed to speak or act on behalf of a consumer or carer or group of consumers or carers.
Consumer or Carer Representative	A consumer or carer appointed to a formal structure or other process to represent consumers or carers interests
Engagement	The involvement of consumer and/or carer and/or community in decision making about health care and treatment, health policy and planning, and the wellbeing of themselves and the community.
Partnerships	The process where joint decision making, planning, accountability and responsibility occur between the community and the Health Service.

1.3 Legal and Legislative Framework

Consumers, Carer and Community members are required to be compliant with the following health policies and requirements: Work Health & Safety, Risk Management, Infection Control and Control Principles for Non-Clinical Staff, Fire and Evacuation, Security Awareness.

All staff, including volunteers, are required to comply with the *Health Records and Information Privacy Act 2002* (HRIP Act) to protect the privacy of health information in NSW. Staff, including volunteers, are also required to comply with the *Privacy and Personal Information Protection Act 1998* (PPIP Act) which covers all other personal information, such as employee records and identity details

2. Far West LHD Consumer, Carer and Community CORE Values

We strive to reflect NSW Health CORE values for meaningful consumer, carer and community engagement in Far West LHD:

Collaboration

- We are an organisation that believes in its people and is people centred
- Our leaders are role models for our core values and they are accountable
- We willingly work in teams to provide excellent levels of care
- Our teams are strong and successful because we all contribute and always seek ways to improve
- We encourage and recognise outstanding performance.

Openness

- We want our community to have confidence in their local health services
- We foster greater confidence and cooperation through open communication
- Our performance is open to public scrutiny through patient, carer, community and employee surveys
- We welcome and use feedback as a tool to do better
- We encourage those around us to speak up and voice their ideas, as well as their concerns by making it clear that speaking up is worthwhile and valued
- We communicate clearly and with integrity

Respect

- We never lose sight of our patients', carers and communities fundamental right to be treated with dignity, compassion and respect
- We listen to patients, carers, the community and each other
- We welcome new ideas and ways of doing things to improve patient care and the services we provide
- We treat our colleagues and patients with dignity and respect, and care about those around us
- Each of us is responsible for workplace culture and performance.
- We have zero tolerance for bullying and no-one, no matter how senior, is exempt

Empowerment

- We encourage and support local decision making and innovation
- We accept that with local decision making comes responsibility and accountability
- We make best use of resources and experience to meet patient and community expectations
- While we seek direction from our leaders, we believe that everyone is empowered to make a difference in our workplace
- As individuals, we can improve our workplace culture and performance by addressing issues that hold us back
- We strive for individual excellence on behalf of our patients and our teams, and to deliver the best possible care and services

2.2 Policy Details

2.2.1 Consumer and Carer Engagement

Far West LHD aims to maximise engagement with consumers, carers, and communities at every level of operation to ensure patients and community needs are represented and actioned. This happens at an individual level by partnering with consumers, carers, and communities regarding their own healthcare. At a facility/service level by partnering with consumers, carers, and communities regarding how programs, services or facilities are delivered, structured, evaluated and improved and at a district level by partnering with consumers, carers, and communities to focus on health policy, reform and legislation across the district.

2.2.2 Role of Consumers, Carers, and Communities Attending Meetings

The role of consumers, carers, and communities in meetings should be made explicit to the consumers, carers, and communities involved and the other members of the meeting. These roles will vary depending on the nature of the meetings but will usually include bringing a consumer and carer perspective to the issues discussed; and/or passing on information to other consumers as requested and bringing any feedback from consumers, carers, and communities to future meetings.

2.2.3 Health Councils

Health Councils and Health Councillors have the responsibility to represent the interests of the community and consumer on health issues. The Health Council will work with the Health Service to advocate for the community and positively influence health decision-making that is responsive to the health needs of their community. Further the Health Council will consult with and inform the community on health issues and services.

2.2.4 Role of Health Council Meetings

The Health Council will bring local health needs and issues to the attention of the Health Service, participate in the planning, development, delivery, and evaluation of health services and promote and improve the health of the local community in partnership with others.

2.2.5 Equality of Membership

Consumers, carers, and communities will be treated as equal members of committees and meetings and receive the same documentation and recognition, and have the same responsibilities, as other members. Consumers, carers, and communities will receive appropriate training to enable maximum engagement.

2.2.6 Consumer and Carer Link Person and Communication

Consumers, carers, and communities who participate in Health Councils and other meetings will be formally linked with the Directors, General Managers, Health Service Manager or their delegate. This allows opportunities to discuss ideas, develop strategies, review the meeting etc.

The link person will talk with the consumer at the beginning and end of each meeting and will ensure minutes and other information is sent to the consumer and/or carer and is available between meetings to discuss any issues that arise.

2.2.7 Creating an Environment Which Supports Participation in Meetings

Consumers, carers, and communities should be actively recruited to Far West Local Health District's working parties. Each working group will provide Terms of Reference, passed minutes and orientation to the consumer and/or carer representative. The Chair will meet with the consumer and/or carer representative before their first meeting to provide further support and orientation.

Consideration should be given to:

- using plain English and explaining any terminology or jargon;
- building into the agenda opportunities for consumers/carers to seek clarification of issues, decisions and terminology;
- managing any conflict or differences in opinion in the meeting in a positive and constructive way;
- providing consumers/carers with a variety of ways to contribute to the issues discussed, for example, encouraging consumers/carers to contribute in writing if they prefer; and
- offering appropriate supports/options to cater for the individual needs of the consumer/carer, this may include language, cultural or illness related needs.

2.2.8 Development and Approval of Consumer Information Literature and Materials

Partnering with consumers to promote patient centred care and ensure safety and quality in health service delivery is a high priority for the Far West Local Health District. Many health service consumers have difficulty with the literacy tasks of everyday life, such as reading and understanding the dosage instructions on a medicine label. The Far West LHD recognises that information is central to the overall safety and quality of each consumer's experience of the Far West Local Health District.

One of the principles of National Safety and Quality Health Service Standard 2, is the consultation on consumer information by the organisation and incorporating consumer feedback into publications prepared by the health service organisation for distribution to consumers.

All consultations for the development and approval of consumer resources should be in line with FW_PD2017_15 Development and Approval of Far West LHD Consumer Information Literature and Materials policy.

2.2.9 Aboriginal Engagement

The Far West LHD welcomes the NSW Aboriginal Health Plan 2013-2023 and endorses the NSW Ministry of Health vision of 'Health Equity for Aboriginal people with strong, respected Aboriginal communities in NSW, whose families and individual enjoy good health and wellbeing'.

NSW Ministry of Health and the Far West LHD share the same goal 'To work in partnership with Aboriginal people to achieve the highest level of health possible for individuals, families and communities'. Far West LHD believes to achieve this goal the communities in the far west must be engaged at all levels.

Levels of community engagement to be undertaken in the Far West LHD include:

Inform: Provide the community with information about Health Service Plans, services, activities or decisions.

Consult: Seek community feedback on existing policies, programs activities or health services decisions.

Involve: Provide opportunities for the community to raise concerns or identify their aspirations.

Collaborate: Provide opportunities for the community to actively help identify and evaluate health service program or service options or solutions to problems.

Empower: Provide opportunities for the community to choose the best option or solution for health service policy, program or service.

Far West LHD will be responsible for implementing the Consumer, Carer and Community Engagement Framework and reporting on progress back to the Aboriginal communities living within the Local Health District.

2.2.10 Engaging Underrepresented Groups

NSW Health supports meaningful consumer and community engagement that involves participation from all groups and stakeholders within the community. Yet cultural, linguistic, physical, mental health, material, attitudinal, or geographical factors may contribute to the underrepresentation of some groups of people in consumer and community engagement.

Underrepresented groups may include children and young people, the elderly, people with a disability, people from a cultural, linguistic or religiously diverse background, people who identify as Gay, Lesbian, Bisexual, Transgender or Intersex, and refugees.

Almost all citizens are likely to use a Health Service at some stage in their life and, as consumers of those services they have a right to expect that these will be responsive to their needs. Health Services with inclusive and comprehensive consumers and community engagement strategies are more likely to improve outcomes for consumer and the wider community, both in terms of their experience of the service and their health status.

Far West LHD has been active to address underrepresented groups and have endorsed the Consumer and Carer Participation in Mental Health Services Policies that provide support for staff in engaging with consumers.

2.2.11 Training for Consumer, Carer and Staff

Consumers, carers and Health Councils will be encouraged to participate in Health Service training sessions and workshops that will enable them to be more effective in carrying out their role. Staff will receive orientation on community engagement at their corporate induction day.

Consumer and carer stories should be utilised for staff training using the Essentials of Care Framework. Consumers appointed to working groups and or committee will receive mandatory orientation by the working groups and or committee Chair.

2.2.12 Consumer and Carer Payment Guidelines

The Local Health Service will pay out of pocket expenses to consumers, carers and Health Councillors for attendance at meetings. For example, costs associated with travel, care for dependants, interpreter services and personal care assistance (where required). Sitting fees will not be paid.

Mental Health Drug and Alcohol Consumers are to be paid a sitting fee, as such they are not entitled to out of pocket expenses.

2.2.13 Travel

If a Health Councillor, Consumer, Carer or Community Representative is required to travel as part of their role, Far West LHD will cover the cost of fares, accommodation and reasonable meals. The Health Service will book travel and accommodation. Receipts must be provided for meal reimbursement.

2.2.14 Process for Reimbursement

Prior approval for payment of expenses must be made in consultation with the Health Council Chair and agreed to by the Health Service Manager consistent with Far West LHD policy and procedures. The Health Service Manager will be responsible for administering the payment of expenses. Claim forms can be obtained from the Health Service Manager. Reimbursement forms and original receipts should be submitted to the Health Service Manager. Routine claims for expenses should be made at the end of each month.

All invoices must be submitted to the Health Services Manager or their delegate for approval. Forms submitted will be processed as soon as possible via electronic funds transfer.

If it is the first time the Consumer/Carer or Health Councillors has completed an invoice, they must complete an ABN Exemption Form (Appendix 3) and a Vendor Creation Form (Appendix 2).

3. Performance Measures

3.1 National Safety and Quality Health Service Standards

The National Safety and Quality Health Service Standard 2, Partnering with Consumers, provides a framework for consumer engagement and states that we must implement systems to support partnering with patients, carers and other consumers to improve the safety and quality of care.

3.2 Monitoring

- Audit of Health Council and Working Group Minutes for consumer representation
- Annual Health Council Forum Evaluation

4. Document Retention

Documents listed below must be retained for the defined period within the organization.

Document Type	Retention Schedule	Retention Period	Location
Health Council minutes	GA28.01.00.04 Committee	5 years	Corporate Records Secondary Storage Unit
Working Groups minutes	GA28.01.00.04	5 years	Corporate Records

5. Reference and Links

Clinical Excellence Commission, 2019, NSW Health Literacy Framework. 2019-2024, Sydney: Clinical Excellence Commission

Far West LHD, 2013, Far West Local Health District Health Council Operational

FW_PD2017_15 Development and Approval of Far West LHD Consumer

Information Literature and Materials Guidelines, Broken Hill

NSW Health, 2015, NSW Health Code of Conduct. Sydney

NSW Health, 2014, NSW State Health Plan: Towards 2021, Sydney

NSW Health, Your Healthcare Rights and Responsibilities - A Guide for NSW Health Staff. 2011, Sydney

The National Safety and Quality Health Service Standards, second edition, 2017 Sydney.

6. Consultation Undertaken

Health Councillors	Consumers
Volunteers	Carers
Health Service Managers	Aboriginal Network

7. ATTACHMENTS / APPENDICES

Appendix 1: Consumer/Carer/Community Payment Tax Invoice Form

Appendix 2: Vendor Creation Form

Appendix 3: ABN Exemption Form Statement by a Supplier ABN Exemption Form

Appendix 1: Consumer/Carer/Community Payment Tax Invoice Form

CONSUMER AND CARER PAYMENT/TAX INVOICE FORM
FWLHD MENTAL HEALTH AND DRUG & ALCOHOL SERVICE

Last Name _____ First Name(s) _____

Address _____

ABN Exemption Form Submitted Yes / No OR ABN # _____

If you do not have an ABN, an Exemption Form must be attached with your first payment claim. You only need to submit an Exemption Form once. See over for details.

Date of Activity	Name of Activity	Time Started	Time Finished	Amount Due
Total Amount				

NB: Payment rates are on the back of this form

Signatures:

Consumer/Carer

Date

Family & Carer MH Coordinator

Date

Approved for payment by:

Director, MHDA Service

Date

Payment Rates	
Minimum rate	\$35
Half day	\$35
Full day	\$70

ABN Exemption Form:

If you do not have an ABN, an Exemption Form must be attached with your first payment claim. You only need to submit an Exemption Form once.

Vendor Creation Form:

A Vendor Creation Form must be completed and attached to your first payment claim. You only need to submit a Vendor Form once, unless your banking details change, then you will need to submit a new one.

Please submit your completed payment form to either:

- Family and Carer Coordinator, MHDA Service – 8080 1525

Appendix 2: Vendor Supplier Creation Form

Oracle Online Supplier/Vendor Creation Forms

Employee User
Guide



HealthShare

Table of Contents

1.0 Introduction	
1.1 What is the online vendor registration process?	3
1.2 What does the online vendor registration do?	3
1.3 When is a new vendor request made?	3
2.0 The process health agencies complete	
2.1 Requesting a new vendor	4
2.2 Checking the status of a vendor request	6
3.0 The process suppliers complete	
3.1 Submitting details online	7
4.0 HealthShare File Maintenance Team's role	
4.1 Creating a vendor in Stafflink	11



Foreword

This User Guide:

- provides background information on the online vendor registration process
- introduces the process of creating and submitting online supplier/vendor forms in Oracle.

An accompanying video tutorial called 'Supplier/Vendor Creation Form' is also available.

For further information or assistance:

Please contact The Master File Maintenance Team:

HSNSW-vendors@health.nsw.gov.au or 1300 477 679 (option 3)

1.0 Introduction

1.1 What is the online vendor registration process?

The online vendor registration process is a new process that replaces some of the existing paper forms making it an easier and seamless process for:

- health agencies to request a new vendor electronically
- suppliers to supply their details electronically
- HealthShare's Master File Maintenance Team to create and review new vendors in Stafflink.

1.2 What does the online vendor registration do?

The new online form is accessed through Stafflink and designed to:

- enable health agencies to send invitations to new suppliers
- allow new suppliers to easily submit their registration details (contact, banking, address, ABN) to NSW Health
- enable suppliers and health agencies to monitor the status of their registration requests
- keep suppliers and health agencies informed of suppliers' registration statuses
- enable the Master File Maintenance Team to electronically review and approve the automatic creation of vendors.

Initially, the online registration process will be used to request supplier, individual and patient refund vendors.

1.3 When is a new vendor request made?

A new vendor is requested when:

- there is a need to procure goods and services from a vendor
- to make a payment to a vendor.



Important:

Before submitting a new request, use the Inquiry Function to check if the vendor already exists in Oracle.

2.0 The process health agencies complete

2.1 Requesting a new vendor



To register a Supplier, Individual or Patient Refund (with bank account) online:

- 1 Log into Stafflink and select your health agency's AP inquiry responsibility:



Select: [View Suppliers](#)

- 2 Click [Register Now Supplier](#)

- 3 The Operating Unit will default to your Stafflink responsibility. Click

- 5 Select vendor type from drop-down list:

4 Enter supplier/vendor name and supplier's email address:

Enter an individual's name and suburb in the following format:

* Registration Type

* Supplier Name
For Patient Refund / Individual, please enter ID

* Contact Email

Enter supplier's details as follows:

* Registration Type

* Supplier Name
For Patient Refund / Individual, please enter ID

* Contact Email

Vendor online access link is to this email address

5 Complete the process by clicking:

Suppliers

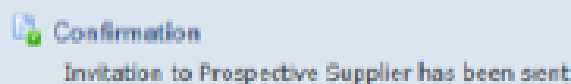
Suppliers: Register New Supplier

* Indicates required field

* Registration Type

* Supplier Name
For Patient Refund / Individual, please enter ID

* Contact Email

6 A confirmation message is generated confirming that the email link was sent to the vendor/supplier:**7 Supplier receives the following email:**

From: ENX Workflow Mailer <enxwfm@wfmailer.ct.health.nsw.gov.au>
Subject: FYI: Invitation to register from eHealth NSW
To: sales@aubergine.com.au <sales@aubergine.com.au>

To: sales@aubergine.com.au
Sent: 29-AUG-2017 14:27:42
ID: 114371765



Training HSNW 1437 has invited you to register as a supplier. [Please click here.](#)

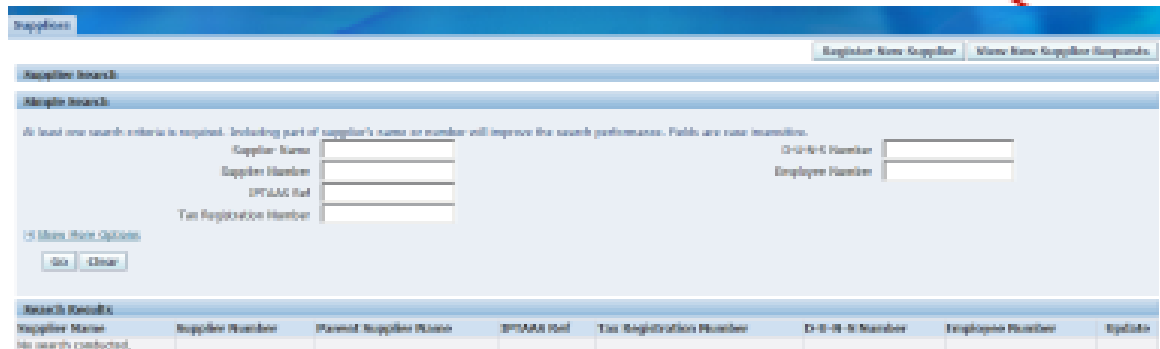
If you would like to make any enquiries regarding this request, please contact Training HSNW 1437 or the HealthShare Master File Maintenance Team on 1300 477 679 (Option 3) or via email HSNW-vendors@health.nsw.gov.au

Kind Regards
NSW Health

Do not reply. This is a system generated email

2.2 Checking the status of a vendor request

- 1 From the Stafflink menu select  View Suppliers
- 2 Click 



Suppliers

Register New Supplier | View New Supplier Requests

Supplier Search

At least one search criteria is required. Including part of supplier's name or number will improve the search performance. Fields are case insensitive.

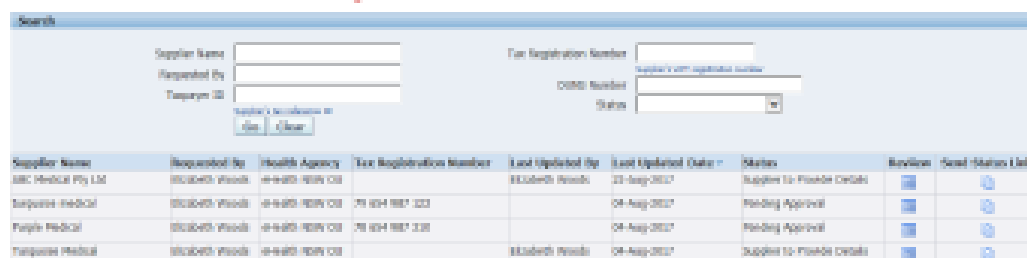
Supplier Name D-U-N-S Number
 Supplier Number Employee Number
 IPTAS Ref
 Tax Registration Number

Click Here for Options

Search Results

Supplier Name	Supplier Number	Parent Supplier Name	IPTAS Ref	Tax Registration Number	D-U-N-S Number	Employee Number	Update
ABC Medical Pty Ltd	0000000000	0000000000	0000000000	0000000000	0000000000	0000000000	Update







- 3 A request list is displayed showing the requester and status of the request.
You can also conduct a search using the supplier's name, requestor's name and/or request status.







Search

Supplier Name Tax Registration Number
 Requested By Supplier's D-U-N-S Number
 Taxpayer ID DUNS Number

Supplier's Address in

Supplier Name	Requested By	Health Agency	Tax Registration Number	Last Updated By	Last Updated Date	Status	Review	Send Status Link
ABC Medical Pty Ltd	0000000000	0000000000	0000000000	0000000000	00-Aug-2017	Supplier to Provide Details		
ABC Medical Pty Ltd	0000000000	0000000000	0000000000	00-Aug-2017	00-Aug-2017	Pending Approval		
ABC Medical Pty Ltd	0000000000	0000000000	0000000000	00-Aug-2017	00-Aug-2017	Pending Approval		

Glossary of search result terms:

Supplier Name	Vendor name entered by requestor applying for new registration
Requested By	Health agency employee requesting new supplier registration
Health Agency	Health agency/operation unit requesting new supplier
Tax Registration Number	ABN number provided on submitted supplier registration form
Last Updated By	Last person to action supplier
Last Date Updated	Last date supplier was actioned
Status	Position of request in the registration process. Two types occur: <ul style="list-style-type: none"> • Supplier to Provide Details Request is with supplier waiting for supplier to submit requested information electronically • Pending Approval Request to register the vendor is with Master File Maintenance Team
Review 	Health agency can view the request but cannot update or change the details
Send Status Link 	If supplier has not responded to the initial request, send a reminder by: <ul style="list-style-type: none"> • Click on Send Status Link  • A reminder notification email is sent to supplier and a confirmation message will appear in the top left corner: <div>  Confirmation A notification has been sent with registration link to the supplier successfully. </div>

3.0 The process suppliers complete

3.1 Submitting details online

Suppliers can submit their **ABN, address and bank account information** online by clicking the link in their email invitation:



1 The following screen opens when a supplier clicks the email link:

Click **Respond** to access details screen:

HealthShare NSW Supplier Portal

Prospective Supplier Registration - Current Status

Thank you for registering with us. Here's the current status of your registration request.

Registration Details and Status

Name	Email	Status
Aubergine Medical Supplies Pty Ltd	sales@aubergine.com.au	Supplier to Provide Details

Status History

Date	Status	Note
29-Mar-2017	Invitation Sent	

Respond

2 Supplier enters their Details and Contact Information then clicks **Continue** to go to the next screen.

HealthShare NSW Supplier Portal

Basic Information

Prospective Supplier Registration

* (Indicates required field)

Company Details

* Name:

ABN:

Please enter 0800 & 1800 area codes (e.g. 02 945 678 900)

Contact Information

Please enter contact details of the person completing this form:

* Email:

* Contact Full Name:

* Phone Number:

Continue

3 The next screen opens:

HealthShare NSW Supplier Portal

Prospective Supplier Registration: Address Details
(Click here for instructions)

Name: Aurigen Medical Supplies Pty Ltd
ABN: 61 628 913 345
Link to Supplier: [Link]

Address Book
Only one entry is required.
Create
Address Name: [Field]
No results found.

Banking Details
Only one entry is required.
Create
Bank Account Number: [Field]
Bank Account Name: [Field]
Bank Name: [Field]

☐ I agree that the information provided is true and correct and I am authorised to provide said information. NSW Health is not responsible for any changes to the information provided.

Submit Cancel Go Back

4 To enter details into the Address Book:

Click

Address Book

Only one entry is required.

Create

Address Name

No results found.

5 Enter address details, then click **Apply** :

CHRM ADDRESS
* Indicates required field

Country: Australia
Address Line 1: 3 Green Street
Address Line 2: [Field]
Address Line 3: [Field]
City/Town/Vicinity: MELBOURNE
State/Region: VIC
Postal Code: 3000
Phone Area Code: 03
Phone Number: 5675 7200
Fax Area Code: [Field]
Fax Number: [Field]

Purchasing Email Address: [Field]
Purchasing Email Address: [Field]

☒ Purchasing Address
☒ Payment Address

Cancel Apply

Address Book
Only one entry is required.
Create
Address Name: [Field]
Address Details: 3 Green Street, MELBOURNE VIC 3000 Australia
Proposed: [Field]
Payment, Purchasing
Update
Delete

- 6 To enter information into Banking Details:
Click

Banking Details

Only one entry is required.

Create


Bank Account Number
No results found.


- 7 Enter bank details, then click **Apply**

Create Bank Account
* Indicates required field

Country **Australia** **Cancel** **Apply**

Bank

Bank Number **6112 158C** 
Enter first three digits of the bno

Branch Number **000-111 ACT Government** 
Enter full branch number (eg. 123-456)

* Account Number **65498712** Account Name **Medical Supplies Pty Ltd**



Comments

Note to Buyer **Please advise when PO complete to be used**

Banking Details

Only one entry is required.

Create

Bank Account Number	Bank Account Name	Bank Number	Branch Number	Update	Remove
65498712	Australian Medical Supplies Pty Ltd	611 158C	000-111 ACT Government		

- 8 Prior to submitting, click the Terms and Conditions box:

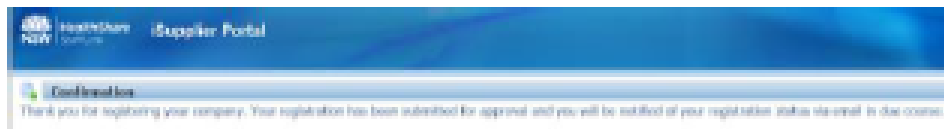
☐ I agree that the information provided is true and correct and I am authorised to provide said information. NSW Health is incorrect information being provided. It is your responsibility to advise NSW Health of any changes to the information provided.

- 8 Click **Submit** to submit the information and complete the process:

NSW Health is not liable for any losses, damages, costs, charges, expenses or other liabilities whatsoever arising out of a transaction provided in the future.

Submit **Save For Later** **Back**

9 The supplier receives a confirmation message, followed by a confirmation email:



From: ENHC Workflow Mailer <enhcwf@enhcwf.healthshare.nsw.gov.au>
Subject: **PHS NSW Health Supplier Collaboration Network Registration Submitted**
To: Michael Jackson <mikej@subergroup.com.au>

To: Michael Jackson
Date: 29-08-2017 11:06:04
ID: 114371766

Your registration details have been submitted. Use the URL to track progress on this request.

4 HealthShare Master File Maintenance Team's role

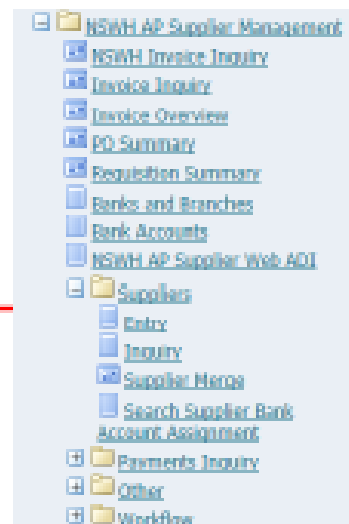
4.1 Creating a vendor in Stafflink

Once the supplier's details are submitted to Stafflink electronically, the Healthshare Master File Maintenance team complete a compliance check before registering the vendor. This includes checking the ABN is valid, the naming convention is adhered to and all fields are completed.

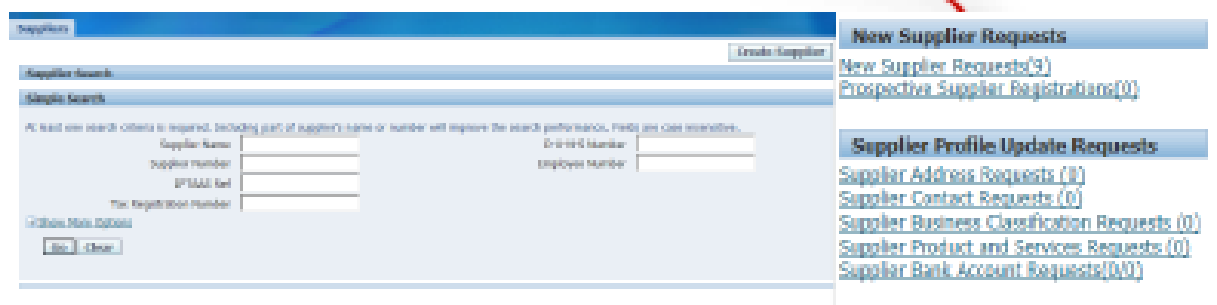
A vendor number is then generated and sent to both the supplier and health agency requestor.

1 Log into Stafflink and select


 [Entry](#)



2 Click [New Supplier Requests](#) :



The screenshot shows the 'New Supplier Requests' form. It includes a search section with fields for 'Supplier Name', 'Supplier Number', 'BPMAN Ref', and 'Tax Registration Number'. There are also fields for 'Or-Health Number' and 'Employee Number'. A red arrow points from the 'New Supplier Requests' link in the previous step to this form. On the right side, there is a sidebar with a list of requests: 'New Supplier Requests(9)', 'Prospective Supplier Registrations(0)', 'Supplier Profile Update Requests', 'Supplier Address Requests (0)', 'Supplier Contact Requests (0)', 'Supplier Business Classification Requests (0)', 'Supplier Product and Services Requests (0)', and 'Supplier Bank Account Requests(0/0)'.



4 When compliance checks are completed -

Actions: Approve

HealthShare NSW - 12 – Statewide Training Team

5 This action creates a supplier in Oracle:

* Supplier Name	Aubergine Medical Supp
Supplier Number	532024
Alternate Supplier Name	
Registry ID	1133319
Inactive Date	<input type="text" value="Example: 31-Aug 2017"/>
Alias	

Suppliers

- Quick Update
- Company Profile
 - Organization
 - Site Details
 - Address Book
 - Contact
 - Directory
 - Business Qualification
 - Products & Services
 - Banking Details
 - Inventory
- Approval History
- Terms and Conditions
 - Accounting
 - Tax and Reporting
 - Purchasing
 - Receiving
 - Payment Details
 - Relationship
 - Invoice Management

Confirmation
Supplier Aubergine Medical Supplies Pty Ltd has been approved. A notification providing registration details has been sent to all approved supplier users.

Update Aubergine Medical Supplies Pty Ltd - 532024: Quick Update

* Indicates required field

* Supplier Name	Aubergine Medical Supp
Supplier Number	532024
Alternate Supplier Name	
Registry ID	1133319
Inactive Date	<input type="text" value="Example: 31-Aug 2017"/>
Alias	

Supplier Sites

Site Status: ☒ Active ☐ Inactive Site Name: Operating Unit:

Buy Threshold Settings **Buy Payment Settings**

Site Name	Operating Unit	Buy-To Location	Bill-To Location	Buy Via	Pay Via	Alternate Pay Site	Invoice Summary Limit
MSD_Boulogne NSW Health	NSW Health	<input type="text"/>	<input type="text" value="MSD_Parramatta"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="MSD"/>	<input type="text"/>

6 A system generated email is sent to supplier and health agency requestor informing that the registration was successful and supplying a vendor number.

From: ENWS Workflow Mailer <enb2wem@wfmaller.ct.health.nsw.gov.au>

Subject: FYI: NSW Health Supplier Collaboration Network: Registration Approval

To: Michael Jackson <mjackson@aubergine.com.au>

Cc: ELIZABETH.WOODS@HEALTH.NSW.GOV.AU

To: **Michael Jackson**

Sent: **29 AUG 2017 13:18:11**

to: **114371767**

Your supplier registration with NSW Health has been successful.

Please find below your registration details:

Vendor Number : 532024

Vendor Name : Aubergine Medical Supplies Pty Ltd

Thank you
NSW Health

Do not reply. This is a system generated email

Document control

Date	Version	Author	Description
09.06.2017	0.1	Olga Ford	Initial Document Creation

Circulation for review

Date	Version	Name	Description
09.06.2017	0.1	Elizabeth Woods	Initial Document Creation

Approved

Name	Date of issue	Version
Elizabeth Woods	11.10.2017	0.1

Appendix 3: Statement by a Supplier ABN Exemption Form

