



# PROCUREMENT & COMPLIANCE PACK

<b>Organisation</b>	NurseLink Healthcare
<b>Document Type</b>	Procurement & Compliance Pack
<b>Current As Of</b>	March 2026
<b>Review Frequency</b>	Bi-annually

## 1. Capability Statement

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NurseLink Healthcare is a 100% Australian-owned healthcare staffing and services organisation, headquartered in Melton, VIC, with offices in Brisbane, Perth, and Adelaide. We deliver end-to-end clinical workforce solutions to hospitals, aged care facilities, disability services, and community care providers across metropolitan and regional Australia - 24 hours a day, 7 days a week.

### Our Core Service Capabilities Include:

- Registered Nurses (RNs), Enrolled Nurses (ENs), and Endorsed ENs for acute, subacute, and specialist units.
- Personal Care Attendants (PCAs) and Healthcare Assistants for ward-level support.
- Nurse Unit Managers, Team Leaders, and Clinical Coordinators for leadership gaps.

- NDIS-registered disability support workers and complex care specialists.
- Non-Emergency Patient Transport (NEPT), including High Acuity Transport (HATS), stretcher and wheelchair services.
- Aged Care Management, compliance consulting, and clinical governance support.

NurseLink Healthcare covers 98% of shift requests within 30 minutes, making us one of the fastest-responding healthcare staffing agencies in Australia. Our workforce is geographically dispersed to ensure reliable supply in both urban centres and hard-to-fill regional locations.

## 2. Insurance Certificates

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NurseLink Healthcare maintains comprehensive insurance coverage to meet the risk management requirements of health facility procurement. The current certificates are available upon request by contacting NurseLink Healthcare.

**Note to Procurement Teams:** *Copies of current Certificate of Currency documents can be provided as part of your vendor onboarding package. Contact our compliance team directly to receive up-to-date certificates within 24 hours.*

## 3. Clinical Governance Summary

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NurseLink Healthcare operates under a robust clinical governance framework aligned with the Australian Commission on Safety and Quality in Health Care (ACSQHC) standards and the Aged Care Quality Standards.

### **Our governance structure includes:**

- A dedicated Clinical Governance Committee that meets quarterly to review outcomes, incidents, and policy compliance.
- A formal incident reporting and management system with defined escalation pathways.
- Regular clinical audits of workforce compliance, including mandatory training completion rates.
- A medication management and controlled drugs policy applicable to all deployed clinical staff.

- Participation in continuous quality improvement (CQI) cycles aligned with facility-specific KPIs.

## Quality Certifications Held

Certification
ISO 9001:2015 - Quality Management Systems
ISO 14001:2015 - Environmental Management Systems
ISO 45001:2018 - Occupational Health & Safety Management
NDIS Registered Provider, Registration ID: 4-L4LDK02.

These certifications reflect our commitment to internationally recognised standards of service delivery, safety, and environmental responsibility - providing procurement teams with the assurance that NurseLink Healthcare is a low-risk, high-quality vendor partner.

## 4. Credentialing Checklist

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All clinical staff placed through NurseLink Healthcare are subject to our mandatory pre-deployment credentialing process. No clinician is deployed until every item below has been verified and recorded in our compliance management system.

### Standard Credentialing Requirements - All Clinical Staff

- Current AHPRA registration (verified in real-time via AHPRA public register).
- Working With Children Check (where applicable).
- National Police Clearance (within 3 years).
- NDIS Worker Screening Check (for applicable roles).
- Up-to-date immunisation records (including COVID-19, influenza, MMR, Hepatitis B).
- CPR & Basic Life Support (BLS) - renewed annually.
- Manual Handling certification.
- Infection Prevention & Control training.
- Medication Administration competency (for RNs and ENs).
- Facility-specific orientation and induction (completed prior to first shift).

Facility-specific credentialing requirements (e.g., Meditech, Epic or other EMR system competency) can be incorporated into our pre-deployment process upon agreement.

## 5. Escalation Flow Overview

NurseLink Healthcare operates a structured escalation framework to ensure that all clinical, operational, and compliance concerns are resolved promptly - at any hour.

Escalation Level	Action / Detail
<b>Shift-Level Issue</b>	e.g., late arrival, conduct concern.
<b>Shift Coordinator</b>	Immediate response, documented within 1 hour.
<b>Operations Manager</b>	Notified for unresolved or serious concerns.
<b>Clinical Governance Lead</b>	Clinical safety incidents, mandatory reporting.
<b>Executive Leadership</b>	Critical incidents, media/legal matters.
<b>Relevant External Authority</b>	AHPRA / NDIS Commission / SafeWork / Police.

All incidents are logged in our centralised incident management system within 4 hours of occurrence. Written incident reports are provided to the facility within 24 hours. Mandatory reporting obligations under the Aged Care Act, NDIS Practice Standards, and relevant state legislation are strictly observed.

## 6. Contact Details

### For Procurement Enquiries & Vendor Onboarding

<b>Email</b>	info@nurselinkhealthcare.com.au
<b>Phone (Local)</b>	03 9913 3023
<b>Phone (National)</b>	1300 643 821
<b>Website</b>	nurselinkhealthcare.com.au
<b>After-Hours Escalation</b>	Available 24/7 via operations line – 1300 643 821

### Office Locations

<b>Melbourne (HQ)</b>	1/29 Collins Road, Melton VIC 3337
<b>Brisbane</b>	Level 19, 10 Eagle Street QLD 4000
<b>Perth</b>	Level 28, 140 St Georges Terrace WA 6000
<b>Adelaide</b>	Level 30, 91 King William Street SA 5000

*This document is current as of March 2026. NurseLink Healthcare reviews all procurement and compliance documentation bi-annually. For the most recent version or facility-specific addenda, contact our compliance team.*

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