



# NSW Health Pathology Engagement Requirements for Suppliers

July 2025

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**NSW Health**  
Pathology





## Acknowledgement of Country

NSW Health Pathology acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past, present and emerging and acknowledge the Aboriginal and Torres Strait Islander people that contributed to the development of this document.

We advise this resource may contain images, or names of deceased persons in photographs or historical content.

This artwork was created by Aboriginal artist, Elsie Randall, a proud Yagel/ Bundjalung woman from Maclean and Yamba on the NSW Far North Coast.

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# Introduction

This document outlines the expectations, rules and guidelines for suppliers engaging with NSW Health Pathology (NSWHP). These rules are designed to ensure that all supplier interactions, including visits, equipment trials, and consumable trials, are conducted in a consistent and transparent manner, meets policy requirements and upholds NSWHP commitment to quality and safety. Compliance with these guidelines is mandatory for all suppliers.

The processes set out in this document are required to ensure:

- Adherence to NSWHP Policies and Procedures
- Adherence to NSW Health Contract terms and conditions
- Adherence to Local Public Health Organisation (PHO) policies and procedures
- Prevention of disruption to operations and patient care
- Risk to staff, patients and company representatives is mitigated

## Supplier Visits to NSWHP sites

NSWHP acknowledges that supplier visits are an essential part of maintaining effective communication and relationships. To ensure these visits are beneficial, organized, and minimally disruptive to healthcare operations, the following rules apply:

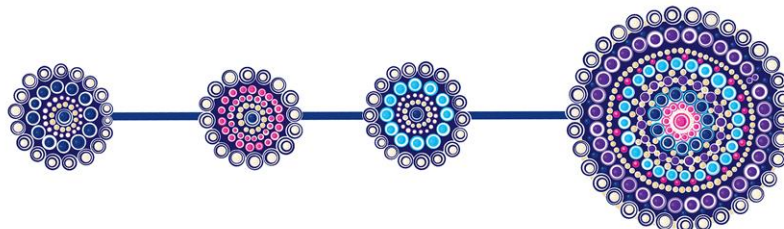
- a) Scheduling and Approval:
  - i. All supplier visits must be scheduled at least two weeks in advance.
  - ii. Suppliers must obtain written approval from the relevant Head of Department and provide a clear agreed written agenda for the visit.
  - iii. Unannounced visits are not permitted unless due to extenuating or emergency circumstances and expressly approved by the Head of Department.
- b) Purpose and Scope:
  - i. Supplier visits should focus solely on business as usual (BAU) topics approved in advance (e.g., product specifications, equipment training, service reviews).
  - ii. Suppliers are not permitted to, and must not, attend NSWHP sites for the purpose of presenting new sales proposals and/or selling new equipment or consumables (goods or services).
  - iii. NSWHP reserves the right to decline, or conclude, visits that appear to be intended for marketing or sales purposes.
- c) On-Site Conduct:
  - i. Suppliers must adhere to all NSWHP and PHO policies, and local site procedures, including any requirements regarding confidentiality, security protocols, and health and safety regulations.
  - ii. Suppliers must check in at the designated reception area, wear visitor identification badges, and be accompanied by a NSWHP representative at all times during the visit.
- d) Documentation:
  - i. Any materials, proposals, or presentations shared during the visit should be provided to the NSWHP representative in electronic format for internal distribution and review.

# Supplier Equipment Trials

Trials of supplier-provided equipment are conducted from time to time to assess product effectiveness, compatibility, and suitability for NSWHP standards prior to a formal procurement process.

The following rules are mandatory to ensure safe and effective trial processes:

- a) Lead time/notice:
  - i. Sufficient lead time is required for proposals of equipment trials to be reviewed and approved internally. At least three months is recommended for this process.
- b) Applications for medical trials of devices or consumables must be sent to [nswpath-procurementteam@health.nsw.gov.au](mailto:nswpath-procurementteam@health.nsw.gov.au) and clearly identify:
  - i. The purpose of the trial, including the clinical need.
  - ii. The length of the trial
  - iii. The costs associated with the trial including but not limited to any rental, consumable or reagent expenses
  - iv. The TGA/ARTG status of the kit/method/instrument – is it for research only use or clinical use?
- c) Trial Approval Process:
  - i. A formal proposal is required, detailing the consumable specifications, trial objectives, expected outcomes, staff/resource requirements, and proposed trial duration.
  - ii. Supplier trial applications made directly to individual Laboratory or Operational staff will not be supported by NSWHP.
  - iii. All equipment trials must be approved by the relevant Clinical, Operational, and Procurement teams and a written agreement established before commencement of any trial.
- d) Terms and Conditions
  - i. Before any trial commences, there must be a written agreement on NSWHP Terms and Conditions for Equipment Loan Agreements.
  - ii. NSWHP and NSWHP staff will not sign supplier Terms and Conditions associated with the trial other than by exception.



# Supplier Consumable Trials

NSWHP will, from time to time, undertake consumable trials to evaluate the performance, cost-effectiveness, and quality of supplier-provided consumable products.

Suppliers are required to adhere to the following rules during consumable trials:

- a) Lead time/notice:
  - i. Sufficient lead time is required for proposals of equipment trials to be reviewed and approved internally. At least three months is recommended for this process.
- b) Applications for medical trials of devices or consumables must be sent to [nswpath-procurementteam@health.nsw.gov.au](mailto:nswpath-procurementteam@health.nsw.gov.au) and clearly identify:
  - i. The purpose of the trial, including the clinical need.
  - ii. The length of the trial
  - iii. The costs associated with the trial including but not limited to any rental, consumable or reagent expenses
  - iv. The TGA/ARTG status of the kit/method/instrument – is it for research only use or clinical use?
- c) Trial Approval Process:
  - i. A formal proposal is required, detailing the consumable specifications, trial objectives, expected outcomes, staff/resource requirements, and proposed trial duration.
  - ii. Supplier trial applications made directly to individual Laboratory or Operational staff will not be supported by NSWHP.
  - iii. All consumable trials must be approved by the relevant clinical, technical, and procurement teams before commencement.
- d) Terms and Conditions
  - i. Before any trial commences, suppliers must sign the NSWHP Terms and Conditions of Agreement, which governs all equipment and consumable trials.
  - ii. NSWHP and NSWHP staff will not sign supplier Terms and Conditions associated with the trial.
- e) Product Samples and Documentation:
  - i. Suppliers must provide samples of the consumable products sufficient for the trial duration.
  - ii. All samples must include detailed labeling and be accompanied by technical specifications, safety data sheets, and instructions for use.

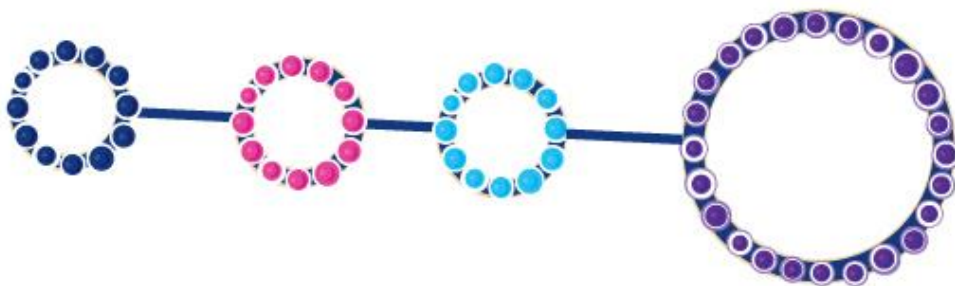


# Supplier Quotes, Proposals and Agreements

- a) All quotes and proposals must be directed to [nswpath-procurementteam@health.nsw.gov.au](mailto:nswpath-procurementteam@health.nsw.gov.au)
  - i. Suppliers are not to send sales proposal and/or quotes to NSWHP laboratory and operational staff.
  - ii. NSWHP and NSWHP staff will not sign supplier terms and conditions of agreement.
  - iii. Incorrect authorization of any quote, proposal, or agreement may invalidate and void the entire process.
  - iv. All proposals for items covered under an existing NSW Contract must adhere strictly to the contract documents and receive approval from NSWHP Procurement and the HealthShare Strategic Contract Manager.
  - v. Unsolicited proposals by suppliers will not be accepted as a substitute for routine competitive procurement actions.
- b) For guidance, refer to the NSW Health Procurement Portal and the [NSW Health Goods and Services Procurement Policy \(PD2024\\_044\)](#) and related documents.

## General Conduct and Ethical Standards

- a) Integrity and Transparency:
  - i. Suppliers must engage with NSWHP in an ethical, transparent, and honest manner at all times.
  - ii. Gifts, incentives, or other inducements offered to NSWHP staff in exchange for favourable consideration of products or services are strictly prohibited.
- b) Feedback and Continuous Improvement:
  - i. NSWHP values supplier feedback and encourages open communication to improve processes.
  - ii. Suppliers may submit feedback regarding the trial or engagement processes to the NSWHP Procurement Department at any time.
- c) Further information
  - i. Procurement Services - HealthShare NSW
  - ii. NSW Health Code of Conduct
  - iii. Independent Commission Against Corruption



## Training and Educational Activities

Attendance of NSW Health Pathology staff at training and educational activities including Workshops and User Group Meetings is at the discretion of the NSW Health Pathology and may not be approved in most cases.

All requests for staff to attend such events should be emailed to [nswpath-procurementteam@health.nsw.gov.au](mailto:nswpath-procurementteam@health.nsw.gov.au) including an agenda, dates, the number of NSW Health Pathology staff that are invited to attend, all costs associated with attendance including food, beverages and activities provided to staff.

Staff should not be directly invited to attend educational activities.

## Useful links

- [NSW Health Procurement \(Goods and Services\) Policy](#)
- [Buy NSW](#)
- [NSW Government Supplier Code of Conduct](#)
- [Purchase Order Terms and Conditions](#)
- [Independent Commission Against Corruption](#)
- [HealthShare NSW](#)

By following these rules, suppliers can contribute to the success of the Public Health Service's mission of delivering high-quality, reliable healthcare services to the community. Non-compliance with any of the above policies may result in suspension or termination of the supplier relationship.

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