



# HSS Supplier

## Frequently Asked Questions (FAQs)

Procurement and Supply

August 2026

Our vision

WA Health's trusted services partner

## Acknowledgement of Country

Health Support Services acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of Aboriginal communities and their cultures, and acknowledge the wisdom of Elders both past and present.

## Use of the Term – Aboriginal

Aboriginal and Torres Strait Islander may be referred to in the national context and 'Indigenous' may be referred to in the international context. Within Western Australia, the term Aboriginal is used in preference to Aboriginal and Torres Strait Islander, in recognition that Aboriginal people are the original inhabitants of Western Australia. No disrespect is intended to our Torres Strait Islander colleagues and community.

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## Purpose

These frequently asked questions (FAQs) are for current and potential suppliers who want to do business with the WA health system or interact with Health Support Services (HSS) in relation to procurement, purchasing and supply. This document provides general guidance only and does not replace, amend or override any procurement documentation, contract, purchase order, policy, law or other applicable requirement. Where there is any inconsistency, the relevant procurement documentation, contract, purchase order, policy or legal requirement prevails.

HSS may act in different capacities depending on the procurement, contract or service arrangement, including as a contracting entity, procurement support function, system manager or service provider. Suppliers should refer to the relevant procurement or contract documentation to confirm the responsible entity, applicable process and contact point.

## Roles and responsibilities

### Who is HSS?

HSS is a board-governed statutory health service provider established under the *Health Services Act 2016* (WA). HSS plays an essential role in supporting and strengthening WA's health system.

### What does HSS do?

HSS provides system-wide procurement and supply, purchasing, accounts payable, ICT, employee and workforce services to support WA's health system. Its procurement and supply services include purchasing, accounts payable, procurement advisory services, and supply chain services across the WA health system, including managing Whole of Health contracts and supporting warehousing and distribution services where applicable.

### Who sets procurement governance requirements?

Procurement activities are conducted in accordance with applicable WA Government procurement policy settings, the WA Health procurement policy framework, and the requirements of the relevant entity procurement documentation.

### Do Health Service Providers (HSPs) procure directly too?

Yes. Depending on the scope, value, risk and relevant procurement arrangement, procurement and purchasing may also be undertaken by HSPs or the Department of Health.

## Doing business with WA Health and HSS

### How do I sell goods or services to WA Health?

Suppliers can participate in formal procurement opportunities advertised on [Tenders WA](#). These opportunities may include tenders, requests and panel arrangements.

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### **Can I approach WA Health or HSS directly with my product or service?**

The primary way to do business with WA Health or HSS is by responding to procurement opportunities advertised on [Tenders WA](#). Suppliers are encouraged to register for alerts and regularly monitor the platform for opportunities relevant to their goods and services.

Suppliers may contact WA Health or HSS to share high-level capability information. However, direct approaches do not guarantee participation in future procurement opportunities, access to confidential information, preferential treatment, or any commitment outside a formal procurement or contract process. Procurement opportunities must be conducted fairly, transparently and in accordance with applicable procurement requirements to maintain probity.

### **Do you have standard supplier documents?**

Requirements are set out in the relevant request documents, contracts and purchase order terms and conditions.

## **Finding tender opportunities**

### **Where do I find WA Health tender opportunities?**

Opportunities are published on [Tenders WA](#). Suppliers can register and set up alerts through the platform.

### **Do you publish future procurement opportunities?**

Yes. The WA Government publishes a [Strategic Forward Procurement Plan Public Report](#) which outlines planned procurements valued at \$250,000 and above across the next two financial years.

The report is intended as a guide only, is subject to change, and inclusion does not guarantee that a public tender will be released.

## **Health contracts**

### **What is a Whole of Health contract?**

A Whole of Health contract is a WA Health-wide procurement arrangement that enables suppliers to provide goods or services across the WA health system where ordered or engaged under the relevant arrangement, and subject to the applicable terms, conditions, scope and ordering processes. Inclusion on a contract or panel does not guarantee any volume of work, orders or expenditure.

### **How do I know if a Whole of Health contract exists for my category?**

WA Health buyers are required to check existing arrangements before going to market. Suppliers can stay informed by monitoring published tender outcomes and supplier guidance pages for updates.

### **If I'm on a contract, who do I contact about contract issues?**

Contact the relevant contract manager in the first instance. Their details are available in contract documentation, award letter or on [Tenders WA](#).

## Ordering, delivery and supply

### How does WA Health place orders?

Orders are placed in accordance with the relevant contract and WA Health purchasing processes. Goods may be ordered through our approved purchasing system, iProcurement.

### Do I need a purchase order (PO) before I supply?

Yes. Supplying in accordance with the purchase order and contract requirements helps reduce the risk of invoice processing delays and payment disputes. Exceptions may apply for approved consignment arrangements and certain contractually agreed pre-payments.

### Where do I deliver goods?

Goods should be delivered to the 'ship to' address specified on the PO, or to the delivery location specified in the contract or order. Delivery locations may vary across WA Health entities and sites. Please ensure any specified delivery timeframes are met.

### What supplier information do I need to provide?

To be set up as a supplier within WA Health, suppliers may be asked to provide information required for verification, supplier onboarding, payment processing and compliance purposes. The information required may vary depending on the supplier type, procurement, contract or applicable policy requirements. Suppliers may be asked to provide:

- [Australian Business Number \(ABN\)](#) or [Statement by a supplier form](#) if an ABN is not quoted.
- [Australian Company Number \(ACN\)](#) (where applicable).
- Supplier name, which should match either:
  - the registered entity name, or
  - the Australian Business Register.
- Business classification, where applicable, such as:
  - small business;
  - registered Aboriginal business registered with Supply Nation or Aboriginal Business Directory Western Australia;
  - Australian Disability Enterprise;
  - not-for-profit organisation;
- Business address
  - an email address for purchase orders and general enquiries;
  - a remittance advice email address; and
  - phone number.

### What should I do if there is an issue with the pricing on a purchase order?

If you identify a pricing discrepancy on a PO, please contact HSS before supplying any goods or services. In some cases, the purchase order may need to be cancelled and a new requisition raised to reflect the correct pricing.

Where an amended purchase order is required, suppliers should wait until the revised PO has been received before dispatching goods or delivering services. Supplying against an incorrect purchase order may result in invoice processing delays or disputes.

For PO enquiries, please contact [SupplyChain@health.wa.gov.au](mailto:SupplyChain@health.wa.gov.au).

All invoices should be submitted to [HSS.APVendor@health.wa.gov.au](mailto:HSS.APVendor@health.wa.gov.au).

### **What should I do if the wrong product is delivered or there is an oversupply of goods?**

If a delivered product does not match what was ordered, or you have received more goods than requested, please contact HSS. The HSS Supply Chain and Purchasing teams will investigate the issue and advise on the appropriate next steps.

Please email [HSS.SupplyChain@health.wa.gov.au](mailto:HSS.SupplyChain@health.wa.gov.au) and include the PO number and a description of the discrepancy.

## **Invoicing and payment**

### **How do I invoice WA Health?**

Follow the invoicing instructions outlined in the contract or PO terms and conditions. This may include quoting the PO number and providing supporting documentation, such as delivery dockets.

### **Why is my invoice on hold or taking longer than expected?**

There are several reasons why an invoice may be delayed or placed on hold, including:

- missing or incorrect PO number;
- mismatch between the invoice and the goods receipt;
- pricing or quantity discrepancies;
- missing mandatory supporting documentation; and
- incorrect customer details.

If you require assistance with an invoice payment, please contact [HSS.APVendor@health.wa.gov.au](mailto:HSS.APVendor@health.wa.gov.au) or call Accounts Payable on 13 44 77 (Option 3 > Option 1 > Option 1).

### **What are WA Health payment terms?**

Subject to the applicable contract, purchase order terms and government policy requirements, WA Health generally pays correctly rendered invoices within 20 calendar days of receipt. Some contracts may specify shorter payment terms, such as 7 or 14 days.

Payment depends on receipt of a correctly rendered invoice, confirmation that goods or services have been supplied in accordance with the relevant order or contract, and completion of required accounts payable processes. If a payment due date falls on a non-business day, payment will generally be made on the next business day.

## **Probity, ethics and supplier conduct**

### **Can I offer products for trial?**

Any product trial within WA Health must be approved and appropriately documented before it commences. Trials must comply with applicable procurement, probity, clinical governance, safety, insurance, privacy, information security and value-for-money

requirements. Depending on the product, its value, risk and intended use a trial may need to be conducted through an appropriate market process or under an existing contractual arrangement.

Where a hospital site or product evaluation committee proposes to trial or evaluate a product, the relevant operational, clinical and procurement approvals should be confirmed before engaging with suppliers or adding products to any contract. Any subsequent addition of products to a contract must follow the applicable contract variation, procurement and probity requirements.

### **What standards of conduct apply to suppliers?**

Suppliers are expected to behave ethically and professionally, comply with applicable laws, and meet contract obligations (including confidentiality requirements) and the [Supplier Code of Conduct WA health system](#).

### **Do suppliers need to be mindful of conflicts of interest?**

Yes. Suppliers must not create, encourage or benefit from situations that could result in an actual or perceived conflict of interest for WA Health employees or contractors. Any conflicts should be disclosed and managed transparently to maintain fairness and integrity.

### **Can I offer gifts or hospitality to WA Health staff?**

Suppliers must avoid offering gifts, benefits or hospitality that could influence, or be perceived to influence, a WA Health employee or contractor.

## **Confidentiality and information sharing**

### **Can WA Health share details about incumbent suppliers, products, or spend?**

WA Health has transparency obligations, but must also comply with confidentiality, privacy, security, legal professional privilege and probity obligations. This means commercial-in-confidence, personal, security-sensitive, legally privileged or otherwise restricted information will not be shared outside appropriate formal processes. Some high-level information may be publicly available.

### **How do I make sure I don't miss opportunities?**

Register on [Tenders WA](#) and register for alerts.

### **How can I improve my tender response?**

Read the request documents carefully and respond to all requirements as outlined. Clearly demonstrate compliance, capability, risk management, delivery approach, and value for money, and provide evidence where requested.

## **Concerns, complaints and contacts**

### **How do I raise a concern about a procurement process?**

For procurement-related enquiries or concerns, contact the nominated contact person listed in the relevant request documentation or the relevant contract manager. Complaints about a procurement process should be raised through the process specified in the procurement documentation or through the appropriate WA Health or HSS complaints

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pathway [Procurement and Supply queries](#). Matters involving integrity, misconduct or suspected corrupt behaviour should be reported through the applicable integrity reporting channel. Suppliers should not raise procurement concerns through informal channels where doing so could compromise probity or confidentiality.

**How do I contact HSS about procurement and supply enquiries?**

For contract-specific questions, contact the relevant contract manager in the first instance.

**This document can be made available in alternative formats on request for a person with disability.**

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