

# Information for Suppliers and Customers

## Doing business with Health Workforce Queensland

Health Workforce Queensland is committed to building strong, mutually beneficial partnerships with customers, stakeholders, and vendors. We have designed a procurement process that facilitates ethical and sustainable business partnerships, transparency, timely payment and risk mitigation. This includes protecting both our suppliers, customers and our own organisation from the effects of cyber-crime, fraud attempts and human error.

## What is our verification process?

Depending on whether you have already been verified by our payment protection partner, Eftsure, you may receive a digital invitation and/or form. This process, powered by Eftsure, helps make verification easier and minimises the legwork of ad hoc documentation requests or paperwork. It also helps protect our suppliers, customers and Health Workforce Queensland from cyber-crime attempts. Verification emails will be distributed from [verifications@healthworkforce.com.au](mailto:verifications@healthworkforce.com.au).

## What is Eftsure?

Eftsure is a B2B payment protection service, which we also use to streamline and protect our supplier and customer onboarding process. Whether a threat originates from within our organisation, a supplier or a third-party organisation, Eftsure helps protect our supplier and customer base and reduces the risk of payment error, fraud attempts and cyber-crime. Eftsure's alert system helps us avoid paying fraudsters instead of the correct recipients, lowering your risk of delayed payment.

## We already completed the onboarding process. Do we still need to register through Eftsure?

If you are an existing supplier or customer to Health Workforce Queensland, you might still need to register with Eftsure. This is to protect both of our organisations or our customers from risks like external cyber-crime and employee error during the payment process. Once your details are verified by Eftsure, you will not need to be re-verified with any of your other customers or organisations who use Eftsure's solution, although other companies may choose to request additional information or documentation.

## Is it safe to share my bank account details with Eftsure?

Yes. Eftsure follows best practices for securing data and its systems. It has been vetted by numerous industry leaders and is regularly audited and penetration-tested by external security specialists. [Read more](#). If you have any concerns about the process please do not hesitate to contact the Finance Team at [finance@healthworkforce.com.au](mailto:finance@healthworkforce.com.au) or (07) 3105 7800 (Option 4).

## How do I securely share and verify my account details?

The communications you receive will include a link to register with Eftsure. The process asks you to submit details like your ABN, trading name and company address, as well as asking you to confirm payment information. You will have two options for confirming your bank account details:

1. **Phone call:** One of our fraud verification analysts will contact you and undertake an initial screening validation process related to information on the submitted online form. The fraud verification analysts will then complete a two-way, interactive account number verification process to verify the account number, along with the BSB, account name and ABN.
2. **Bank link:** This allows you to select your relevant bank account details from your bank without you needing to enter in the bank account details manually. You will be asked to log into your bank, which provides us with an instant verification of your bank account details, cross-matching them against formal records from the Australian Business Register (ABR). The direct bank link option uses Illion, who are a recognised Australian credit bureau – this means your credentials are not seen or stored by anyone at Eftsure, Illion or your customer's organisation. (If the account name does not match your registered business name, you may still receive a phone call for security purposes).

## Where do I go for additional Information?

➤ [Frequently asked questions](#)

➤ [Additional information for Suppliers & Customers](#)

➤ [EFTsure verification network](#)