DEUTSCHER HEALTHCARE

PROUDLY SUPPORTING AUSTRALIAN MANUFACTURING

Australian Made. Locally Manufactured. Healthcare Focused.

1. ABOUT US

Deutscher Healthcare is a specialist healthcare equipment manufacturer focused on the design, manufacture and supply of quality medical beds, mattresses, furniture and associated healthcare products.

We understand the critical role that dependable healthcare equipment plays in supporting patient care, clinical staff and healthcare facility operations. Our approach combines practical manufacturing experience, product knowledge and a commitment to delivering reliable, fit-for-purpose solutions to the healthcare sector.

Based in Ballarat, Victoria, Australia, Deutscher Healthcare takes pride in providing responsive customer service, practical product solutions and ongoing support throughout the life of our equipment. We work with healthcare providers, hospitals, aged care facilities and other industry stakeholders to understand their requirements.

2. PROUDLY AUSTRALIAN MANUFACTURING

Deutscher Healthcare is proud to contribute to Australia's manufacturing industry through the local manufacture and supply of medical beds, couches, chairs, furniture, mattresses and associated healthcare equipment.

We believe in the importance of maintaining strong local manufacturing capability and supporting Australian industry. Our commitment to local manufacturing provides healthcare providers with access to locally produced equipment, responsive customer service and dependable ongoing product support.

By manufacturing locally, Deutscher Healthcare contributes to Australian employment, manufacturing skills and the continued development of Australia's industrial capability. We recognise the importance of reducing reliance on extended international supply chains and providing Australian hospitals and healthcare facilities with a reliable local manufacturing partner.

Our Australian manufacturing commitment

- Locally manufactured products – supporting Australian manufacturing through local production and assembly of medical beds, mattresses and associated healthcare equipment.
- Supporting Australian jobs – contributing to local employment, manufacturing skills and the Australian industrial sector.
- Local supply chain – supporting Australian suppliers and businesses wherever practical and commercially viable.

- Quality and control – maintaining direct involvement in manufacturing processes, product assembly and quality assurance.
- Supply reliability – providing local manufacturing capability that can assist in reducing dependence on overseas supply chains.
- Responsive local support – offering accessible Australian-based customer service, technical assistance, maintenance and spare parts support.

3. OUR CORE CAPABILITIES

Medical bed manufacturing

- Design, manufacture and supply of medical beds.
- Patient beds suitable for hospital and healthcare environments.
- Practical engineering and design considerations focused on patient and operator safety.
- Product configuration to meet individual customer requirements.
- Ongoing product improvement and development.

Mattresses and patient support surfaces

- Manufacture and supply of medical foam mattresses.
- Multi-layer foam mattress construction.
- A range of foam densities and comfort/support configurations.
- Waterproof and healthcare-suitable mattress covers.
- Mattress protection, bolsters and associated accessories.
- Alternative mattress sizes and specifications to suit customer requirements.

Associated healthcare equipment

- Bed accessories and protective components.
- Bed side lockers, examination couches, over bed tables, chairs, office desks, room and office furniture.
- Replacement parts and consumables.
- Product servicing, maintenance and technical support.

4. MANUFACTURING AND ENGINEERING

Our manufacturing approach is centred on delivering reliable products through practical engineering, careful component selection and consistent manufacturing processes.

- Product design and development.
- Manufacturing and assembly.
- Component sourcing and supplier management.
- Product inspection and quality assurance.
- Product testing and functional verification to Australian and International Standards and TGA registration requirements.
- Continuous product improvement.
- Management of product specifications and technical documentation.

We recognise that healthcare equipment must be dependable, durable and suitable for demanding clinical environments. Our manufacturing processes are focused on product performance, safety, serviceability and longevity.

5. QUALITY, SAFETY AND COMPLIANCE

Quality and product safety are fundamental to our business. Deutscher Healthcare recognises the importance of supplying healthcare equipment that meets applicable Australian regulatory requirements, TGA restration, relevant product standards and customer specifications.

- Documented quality assurance processes.
- Product inspection and testing.
- Product traceability and technical documentation.
- Electrical and mechanical safety considerations.
- Preventative maintenance and servicing support.
- Risk management and product improvement.
- Supplier and component quality management.

We are committed to maintaining appropriate documentation and supporting customers with relevant product information, technical specifications, testing records and maintenance requirements.

6. CUSTOMER SERVICE AND AFTER-SALES SUPPORT

We believe that supplying quality equipment is only one part of our responsibility. Providing dependable service and support throughout the life of our products is equally important.

- Responsive customer service and communication.
- Product information and technical assistance.
- Delivery coordination and order management.
- Product installation and commissioning support and training, where required.
- Preventative maintenance support and assistance.
- Spare parts and replacement component support.
- Repair and maintenance coordination.
- Product training for healthcare representatives and facility personnel.

We aim to establish long-term relationships with our customers by being accessible, responsive and committed to resolving issues in a timely and practical manner.

7. SUPPLY CHAIN AND DELIVERY CAPABILITY

Deutscher Healthcare understands the importance of maintaining continuity of supply to hospitals and healthcare facilities.

- Proactive stock and inventory management.
- Supplier relationship management.
- Production and purchasing coordination.
- Order tracking and delivery communication.
- Identification and management of potential supply disruptions.
- Communication of lead times, back orders and product availability.
- Practical contingency planning to support continuity of supply.

We recognise that delays in healthcare equipment supply can impact hospital operations and patient care. We therefore place considerable importance on communication, planning and responsiveness.

8. OUR AUSTRALIAN MANUFACTURING ADVANTAGE

Choosing Deutscher Healthcare means supporting a local manufacturing business committed to delivering practical, dependable healthcare equipment to the Australian market.

- **Australian industry support –** Keeping manufacturing expertise, employment and economic activity within Australia.
- **Local manufacturing oversight –** Direct involvement in production, assembly and quality processes.
- **Supply chain resilience –** Providing an alternative to complete reliance on imported healthcare equipment.
- **Customer responsiveness –** Direct access to an Australian-based manufacturer for product enquiries, technical assistance and support.
- **Long-term product support –** Local access to replacement components, maintenance assistance and product knowledge.

9. WHY CHOOSE DEUTSCHER HEALTHCARE?

- **Australian manufacturing –** A commitment to local production and supporting Australian industry.
- **Manufacturing expertise –** Specialist knowledge of medical bed and mattress manufacturing.
- **Customer focus –** A responsive and practical approach to customer requirements.
- **Product reliability –** A focus on quality, durability and dependable performance.
- **Flexibility –** The ability to consider product configurations and individual customer needs.
- **Technical support –** Ongoing assistance with product information, maintenance and servicing.
- **Long-term partnerships –** A commitment to building lasting relationships with healthcare providers.
- **Continuous improvement –** An ongoing focus on product development, quality and manufacturing efficiency.

10. OUR COMMITMENT TO AUSTRALIAN HEALTHCARE

Deutscher Healthcare is committed to supporting Australian hospitals, healthcare providers and aged care facilities through the manufacture and supply of locally produced medical equipment.

We take pride in being part of Australia's manufacturing sector and believe that maintaining domestic manufacturing capability is important for the long-term sustainability and resilience of the Australian healthcare system.

When you purchase locally manufactured healthcare equipment, you are also investing in Australian industry, Australian workers and Australia's manufacturing future.

COMPANY INFORMATION

Company	Deutscher Healthcare
Industry	Healthcare Equipment Manufacturing
Location	Ballarat, Victoria, Australia
Core products	Medical Beds, Medical Mattresses and Associated Healthcare Equipment
Address	731 Creswick Road, Wendouree, Victoria 3355
Telephone	03 53395708
Email	sales@deutscher.com.au
Website	www.deutscherhealthcare.com.au

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DEUTSCHER HEALTHCARE

Australian Manufacturing Experience. Quality Healthcare Equipment. Dependable Local Support.