

THE NUTRICIA NURSING SERVICE: EXPERT CARE IN ENTERAL FEEDING

Serving Australians with excellent care for over 20 years.

As part of Nutricia's 3-in-1 integrated approach, Nutricia offers expert nursing services in addition to evidence-based enteral formulas and quality technology.



For more than 20 years, the Nutricia Nursing Service has continued to provide expert care in enteral feeding with support extending from patients and carers to healthcare professionals. Our team of experienced Nutricia Nurses offer training and education during the transition from hospital to community care.

Who are the nurses?

The nursing team are experienced, AHPRA registered professionals with NDIS screening and Working with Children checks. They actively engage in clinical professional development, with a focus on evidence-based enteral feeding practices, to keep knowledge and skills current.

What can they provide?



Strong response time

Two-hour response time to referrals and coordinates patient/carers visits within 24-48 hours.



HCP education and in-servicing

Education and training for healthcare professionals, ensuring they are well-informed and skilled in enteral feeding practices.



Assured clinical competency

Strong pump and bolus feeding training, readiness for in-home balloon gastrostomy and device tube changes, and guidance on choosing consumables.



Online and offline support

- Clinical & technical support for tube, stoma, and Flocare® Infinity™ pumps
 - Multichannel patient support (in-person & virtual)
 - Lifetime home care support

Hours:

- Weekdays: 7am – 9pm
- Weekends & PH: 9am – 5pm AEST

NUTRICIA NURSE CLINICAL COMPETENCY FRAMEWORK

1 PURPOSE

Nutricia nurses work within a structured competency framework that ensures the delivery of safe, professional care for patients with enteral feeding devices in community settings.

This framework fully aligns with Australian Nursing and Midwifery standards and upholds the principles of patient safety and clinical governance.

2 KEY COMPONENTS

1 Theoretical Training

- Gastrointestinal anatomy & physiology
- Device types, risk factors, and complications
- Infection control and consent processes
- Clinical risk assessment principles
- Mandatory completion of Royal Prince Alfred (NSW) Gastrostomy e-learning modules

2 Practical Training

- Supervised observations and simulations for gastrostomy tube removal and insertion
- Care and assessment of the stoma site
- Safe handling of feeding devices
- Clinical troubleshooting of tubes, pumps and consumables
- Verification of gastric placement using pH indicator paper
- Adherence to National Infection Prevention Standards
- Mandatory attendance at Royal Prince Alfred (NSW) Gastrostomy Workshops 1 & 2

3 Annual Competency Maintenance

- Minimum of four procedures per year to keep competency status active
- Annual reflective practice (>500 words)
- Pumps and bolus feeding competency assessment
- Ongoing assessment and monitoring by National Nurse Manager
- Ongoing clinical reflection and peer support

**NUTRICIA NURSING:
COMPETENT, SAFE, AND PATIENT-CENTERED CARE**

3 GOVERNANCE & SAFETY

Scope of Practice: Balloon-retained gastrostomy tubes

- **Permitted:** Balloon-retained gastrostomy tubes and approved low-profile devices in mature stoma sites (>12 weeks)
- **Excluded:** PEG, PEJ, gastro-jejunal tubes, nasogastric/nasojejunal tubes, and any device requiring surgical or radiological intervention
- Mandatory risk assessment before any clinical tube change procedure
- Written consent from managing medical healthcare professional (GP) and patient (or legal proxy)
- Escalation protocols for contraindications or complications

4 PROFESSIONAL STANDARDS

- All Nutricia nurses are **Registered Nurses** regulated by the Australian Health Practitioner Regulation Authority (AHPRA)
- Work to Australian Nursing and Midwifery Code of Conduct and Professional Ethical Standards
- Hold professional indemnity insurance
- Participate in continuous clinical professional development and maintain adherence to Nutricia clinical governance standards
- Provide Cardiopulmonary Resuscitation (CPR), St John's certification (HLTAID009)
- Manual Handling training
- Infection prevention, handwashing and personal protective equipment certification including contact precaution training, Australian Commission on Safety and Quality in Health Care, National Hand Hygiene Initiative
- Australian Federal Police checked
- NDIS Worker screener checked
- Working with Children Check screened
- Compliant with new Strengthened Aged Care Quality standards (November 2025)
- Protection of Vulnerable Adults and Paediatrics training
- Compliant with hospital/aged care facility induction processes
- Lone worker policy: Trained in personal safety and protected using WorkSafe Guardian App and Bluetooth button device
- Defensive driver trained

5 QUALITY ASSURANCE

- Competency verified by National Nurse Manager
- Clinical documentation is held in a secure electronic medical record system
- Regular audits and compliance checks

Nutricia Nursing Service is trusted by professionals and patients with proven satisfaction.

★★★★★ 4.8/5 satisfaction rating* ★★★★★ 4.8/5 recommendation rating**

Nursing services offer support to your patients discharged to:

- 
Home care
 Nutricia can provide training and ongoing support for your patients before discharge and upon returning home.
- 
Residential care or assisted living facilities
 Nutricia can provide support to facilities who currently use, or plan to use, Nutricia products.
- 
NDIS participants/schools/other
 Nutricia can support training requirements for those caring for someone with an enteral feeding tube.

Nurse Connect Service	Phone: 1300 557 397 – 7am – 9pm weekdays 9am – 5pm weekends and public holidays AEST Email: nurseconnect@nutricia.com
Nutricia Clinical Care Line	For product information and usage enquiries Phone: 1800 060 051 (toll free) – Weekdays 9am – 5pm AEST Email: nutriciacareline@danone.com
After Hours Clinical Phone Support	For clinical nursing queries regarding an enteral feeding tube, infinity pump or troubleshooting support Phone: 1300 557 397 – 7am – 9pm weekdays 9am – 5pm weekends and public holidays AEST



ONE PARTNER, COMPLETE CONNECTED CARE.

*Internally developed Google Form survey consisting of 826 patients and carers in Australia from Dec 2023 – Jan 2026. Participants were asked to rate their interaction with their Nutricia Nurse from a scale of 1-5.
 **Internally developed Google Form survey consisting of 824 patients and carers in Australia from Dec 2023 – Jan 2026. Participants were asked to rate their likelihood to recommend the Nutricia Nurse service to a family or friend from a scale of 1-5.
 AHPRA, Australian Health Practitioner Regulation Agency; CPR, cardiopulmonary resuscitation; GP, general practitioner; NDIS, National Disability Insurance Scheme; PEG, percutaneous endoscopic gastrostomy; PEG-J, percutaneous endoscopic gastro-jejunal.
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