



30 January 2012

## **RE: Change in Contractor Compliance Management**

Anglicare Victoria has recently reviewed its Risk Management framework. As a result of the outcome of this review, we are changing the way we monitor and track the compliance requirements expected from our contractors and suppliers in order to meet good corporate governance and audit control. The adoption of a standardised approach to contractor and supplier management is also important from an ongoing NGO accreditation perspective.

### **Who does this affect?**

This affects all contractors providing a service to Anglicare Victoria and is a mandatory requirement. Following the date of implementation, your organisation attending any Anglicare Victoria site to perform works will not be permitted to carry out their duties unless they are compliant.

Contractors and Service Providers wishing to continue to provide services to Anglicare Victoria will now be required to enter their compliance information electronically via an on-line compliance and verification service, recently appointed by Anglicare Victoria.

### **What is the Service?**

Anglicare Victoria has engaged Ipro Solutions Pty Ltd using an on-line product called iPRO LIVE to assist us with contractor compliance and verification. The on-line service [www.iprolive.com](http://www.iprolive.com) is accessible 24 hours a day enabling you to enter and update your compliance information at your convenience. Please refer to the brochure enclosed for more detailed information.

### **Registration Cost**

The cost to register onto iPRO LIVE is \$275 per annum (inc GST) for organisations with no more than five employees and \$550 per annum (inc GST) for organisations with more than five employees.

iPRO LIVE is a system used widely across the health sector, local government, petroleum, retail and increasingly across the not-for-profit sector. The registration is an annual fee that would give access to any organisation that is using the system. Once registered, no additional fee would be payable to associate other organisations using iPRO LIVE.

### **Method of Payment:**

Payment can be made by using PayPal, bank transfer, or via B-Pay

### **When will this new procedure commence?**

You will be able to log onto the system from **Wednesday, February 1<sup>st</sup> 2012**. We will be requiring all contractors to have registered and be compliant by **Wednesday, February 29<sup>th</sup> 2012**. The iPRO LIVE Compliance Helpdesk can be reached on 1300 477 654, and will be able to assist you with any queries you have.

**1. For contractors currently not subscribed to iPRO LIVE:**

1. Go to Web page [www.iprolive.com](http://www.iprolive.com)
2. Click on 'register for...' option.
3. Select 'iPro Live as a new user'.
4. Enter the required details.
5. You will then need to make the required payment in order to use the system.
6. A 'User name' and 'Password' will be automatically forwarded to your email address.

**2. For contractors already subscribed to iPRO LIVE:**

1. Click on 'I want to' option on your main view page in your iPRO LIVE account.
2. Click on 'Add/ Edit client association'.
3. Then make the appropriate selection in the 'client' listing with your region and industry association.

**Benefits in registering with iPRO LIVE:**

iPRO LIVE will act as a one stop repository for all your compliance information. No longer will you need to compile, copy, and certify your documentation each time you submit a quote or tender. iPRO LIVE feeds the information to clients that you have nominated, and for those who are not iPRO LIVE clients, the process is as simple as sending an email.

**Please note, you are required to register and be compliant with iPRO LIVE by Wednesday, February 29<sup>th</sup> 2012. If you require further information, please contact iPRO LIVE Customer Service on 1300 477 654 between 7:30 am and 5:30 pm, Monday to Friday.**

Yours Sincerely,

**Ryan Sherbrooke**  
Property and Fleet Manager