

30 June 2011

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Dear XXXXXXXX,

RE: Change in Contractor Compliance Management

Ballarat Health Services 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.

In future instead of supplying your information directly to Ballarat Health Services you will be supplying it to a third party compliance and verification system. This will provide benefits to both Ballarat Health Services and you.

Who does this affect?

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

This affects contractors providing a service to Ballarat Health Services.

What is the Service?

Ballarat Health Services 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) is accessible 24 hours a day enabling you to enter and update your compliance information at your convenience. Refer to the brochure enclosed for more detailed information.

Registration Cost

Registration with Ipro LiVe is:

- \$550.00 per annum including GST

However, to assist small businesses, a discount of 50% is applied to smaller organisations with no more than five employees, bringing the cost for these organisations to:

- \$275 per annum including GST

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 Friday July 1. We will be requiring all contractors to have registered and be compliant by Thursday September 1. Ipro Live will have a compliance helpdesk open to assist you with any questions you may have (1300 477 654);

1. For contractors currently not subscribed to Ipro LiVe:

1. Go to Web page 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. This means that once you have provided your information to the Ipro Live system you will also have provided it to any of the other clients on the system you are associated with.

IproLive is currently being used by over 40 organizations in Victoria including 15 Health Services.

Information session.

An information session will be held at the Ballarat Base Hospital to provide an opportunity for you to discuss the implementation of the system. At this session representatives from IproLive and Ballarat Health Services will be available to explain the system and answer questions.

Time: 4:30 pm. Tuesday 5 July 2011

Venue: ERC Lecture Theatre. Ballarat Base Hospital

Please note that you are required to register and be compliant with Ipro LiVe by Thursday September 1.

If you require any further information, please contact Ipro LiVe Customer Service on 1300 477 654 between 7:30 am and 5:00 pm, Monday to Friday.

Yours Sincerely,

Bob Pickard

Facilities Manager
Ballarat Health Services