

Western District Health Service

Established 1998

All correspondence should
be addressed to the
Chief Executive Officer

20 Foster Street
(P.O. Box 283)
Hamilton, Victoria 3300
Tel: +61 3 5551 8222
Fax: +61 3 5571 9584
Email: ceo@wdhs.net
www.wdhs.net
ABN: 47 616 976 917

Our Reference: tw/rk



Incorporating:

Hamilton Base Hospital

Established 1862
Foster Street
Hamilton 3300
Tel: (03) 5551 8222
Fax: (03) 5571 9584

Coleraine District Health Service

Established 1931
119 McKebergy Street
Coleraine 3315
Tel: (03) 5553 2000
Fax: (03) 5572 2312

Penshurst & District Health Service

Established 1955
Cobb Street
Penshurst 3289
Tel: (03) 5552 3000
Fax: (03) 5576 5422

Frances Hewett Community Centre

Established 1988
2 Roberts Street
Hamilton 3300
Tel: (03) 5551 8450
Fax: (03) 5572 5371

Youth Biz

Established 1997
222 Gray Street
Hamilton 3300
Tel: (03) 5571 2233
Fax: (03) 5571 2233

31 March 2011

Contractor Name

Address 1

Address 2

Dear Sir/Madam,

Western District Health Service 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.

Who does this affect?

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

This affects contractors providing a service to Western District Health Engineering Services

What is the Service?

Western District Health 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 brochure enclosed for more detailed information.

Registration Cost

Registration with Ipro LiVe is:

- \$550.00 per annum including GST

However, to assist small businesses, 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 Monday April 4. We will be requiring all contractors to have registered by Friday May 20. Ipro Live will have a compliance helpdesk open to assist you with any questions you may have during this period (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. A '*User name*' and '*Password*' will be automatically forwarded to your email address.
6. You will then need to make the required payment in order to use the system.

2. For contractors already subscribed to Ipro LiVe:

1. Click on '*I want to*' option on your main view page in your Ipro 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 that you are required to register with Ipro LiVe by Friday, 20 May.

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,

Trevor Wathen
Facilities Manager WDHS