

Dear {FNAME}

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

Melbourne Health has recently reviewed its Risk Management framework in order to comply with new legislative and regulatory requirements. 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 suppliers wishing to continue to provide services to Melbourne Health will now be required to enter their compliance information electronically via an on-line compliance and verification service, recently appointed by Melbourne Health.**

This affects contractors providing a service to the following Melbourne Health departments:

- Engineering Services
- Clinical Engineering (Biomedical)

**[What is the Service?](#)**

Melbourne Health has engaged an organisation named 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. Refer brochure enclosed for more detailed information.

**[Registration Cost](#)**

**The contractor cost to subscribe and register with Ipro LiVe is dependent upon the size and structure of your organization:**

- \$275.00 per annum including GST (5 employees or less)
- \$550.00 per annum including GST (6 employees or greater)

**[Method of Payment:](#)**

**Payment is made by using PayPal, a leading secure internet payment system, bank transfer or BPay.**

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Provider of Facilities services:

***Clinical Assistants  
Clinical Engineering  
Communications  
Engineering  
Environmental Services  
Fleet Management  
Food Services  
Patient Transport  
Patient Service Assistants  
Retail  
RMH Function Centre  
Security  
Supply & Logistics  
Waste Management***

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MELBOURNE HEALTH

Facilities Management is  
part of Melbourne Health Service

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[www.mh.org.au](http://www.mh.org.au)  
ABN 73 802 706 972



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

**Effective from Monday 9<sup>th</sup> November 2009, you will be able to register on-line by following the procedure outlined below;**

#### **For Contractors currently not subscribed to Ipro LiVe:**

- **Go to Web page [www.iprolive.com](http://www.iprolive.com)**
- Click on '**New User**' option
- Enter the required details
- A 'User name' and 'Password' will be automatically forwarded to your email address
- You will then need to make the required payment in order to use the system

#### **For existing Contractors already subscribed:**

- If you have already registered with Ipro LiVe, no further fees are payable.
- Click on '**Client & Conditions**' option on your main view page
- Select Melbourne Health from the drop-down list in '**Add New Client/Region/Industry Association**'
- Then make the appropriate selection in the '**Client Option**' listing with your region and industry association.

#### **Benefits in registering with Ipro LiVe:**

This new process has a number of benefits including;

- building and expanding customer relationships
- simplifying your records with better document management
- applying a risk management framework to mitigate your risk
- receiving automatic reminders and assistance in meeting compliance requirements
- included in your subscription will be access to an additional nine (9) Ipro LiVe customers including other health services and local government bodies)
- your compliance information can be made available to any client by a security protected public viewing page

Additionally, please find enclosed a brochure outlining the benefits of using the Ipro LiVe system.

**Please note that you are required to obtain compliance certification by Thursday 31<sup>st</sup> December 2009.**

For further information contact Ipro LiVe Customer Service on 1300 IPRO LIVE or 1300 477 654

Kind Regards,

**Nick Keogh**  
**Building & Services Operations Manager**  
**Melbourne Health**