

9 May 2011

Service/Maintenance Manager
«COMPANYNAME»
«ADDRESS1»
«ADDRESS2»
«CITYPOSTCODE»

Dear Sir/Madam,

Change in Contractor Compliance Management

As you would be aware, the compliance requirements for the Occupational Health and Safety Act and specific industry accreditation are significant and increasing. SWH has undertaken a review of compliance in these areas and has identified risks in the area of contractor management. As a result of the outcome of this review, we are changing the way we monitor and track the compliance requirements for contractors and suppliers.

Who does this affect?

Contractors and Service Providers will be required to enter their compliance information electronically via an on-line compliance and verification service, recently appointed by South West Healthcare.

This system has been implemented widely across the sector including major metropolitan health services including Melbourne Health, Austin Health and Western Health and is in the process of being implemented at other regional health services including Western District Health Service.

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

What is the Service?

South West Healthcare 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 Frequently Asked Questions 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 agencies with more than five employees.

Warrnambool

Ryot Street
Warrnambool, Vic 3280
Phone: 03 5563 1666
Fax: 03 5564 4220

Camperdown

Robinson Street, PO Box 147
Camperdown, VIC 3260
Phone: 03 5593 7300
Fax: 03 5593 2659

Lismore

102 High Street
Lismore, VIC 3324
Phone: 03 5558 3000
Fax: 03 5596 2265

Macarthur

12 Ardonachie Street
Macarthur, VIC 3286
Phone: 03 5552 2000
Fax: 03 5576 1098

As previously mentioned, Ipro LiVe is a system that is being implemented widely across the health sector as well as local government, petroleum, retail and other sectors. The registration is an annual fee that would give access to any agency that is using the system. Once registered, no additional fee would be payable to access other organisations using Ipro LiVe.

It is acknowledged that this is a fee that has not previously been required to undertake work for SWH. We are also conscious of supporting small local providers who do not benefit from working at other agencies who use Ipro LiVe or undertake limited ad-hoc work for SWH.

If you have any specific query regarding the fee, please contact Steve Kendrick on 5564 4106 to discuss.

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 9 May 2011. We will be requiring all contractors to have registered and be fully compliant by Thursday 30 June 2011. 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. 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 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 have registered and be fully compliant with Ipro LiVe by Friday 30 June.

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 faithfully,



ANDREW TRIGG

Director of Finance & Business Services

FREQUENTLY ASKED QUESTIONS

What is Ipro LiVe?

Ipro LiVe is a third party compliance verification service. South West Healthcare has contracted with Ipro LiVe to obtain and maintain contractor qualification information. Examples of contractor qualification information can include business information, legal information, license and insurance verification, financial and safety records etc. For more information about Ipro LiVe, visit www.iprolive.com.

I have been doing business with South West Healthcare for many years. Why am I being asked to provide this information now?

South West Healthcare is now required to comply with numerous new regulatory requirements. These requirements are one reason why it is important that South West Healthcare contractors are properly qualified.

South West Healthcare wants to execute this process as efficiently as possible and in a manner that requires a minimum of your time. We believe that the Ipro LiVe process is very efficient in this regard.

South West Healthcare recognises that its contractors are often asked to supply identical qualification information to multiple customers. We believe the verified Ipro LiVe registration option can be beneficial to contractors because it eliminates the need for you to make redundant submissions of qualification information to multiple parties.

What should I do if I believe that my company received the registration letter in error?

Notify South West Healthcare and provide a reason why you believe that your company received this letter in error. Please include your name and the name of your company.

How can I find out if my company is already registered with Ipro LiVe?

If your company is already registered with Ipro LiVe, the e-mail you received from Ipro LiVe should indicate that. If the e-mail does not indicate that your company is already registered, and you believe otherwise, please submit your question / concern to Ipro LiVe.

If I register with Ipro LiVe for South West Healthcare, must I register a second time if another company asks me to register?

No. You would not need to register a second time. Please feel free to contact Ipro LiVe on 1300 477 654 to discuss this or submit questions or comments directly to Ipro LiVe.

If I do not register with Ipro LiVe, will it adversely impact on my ability to secure business with South West Healthcare in the future?

Yes. South West Healthcare is using the Ipro Live system to monitor contractor, supplier, and consultant compliance. South West Healthcare does not intend to engage non compliant vendors in the future.