



29 July 2011

Dear Contractor,

RE: Change in Contractor Compliance Management

St Vincent's 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.

*PO Box 2900
Fitzroy Victoria 3065 Australia
Telephone 03 9288 2211
www.svhm.org.au*

Who does this affect?

This system has been implemented widely across the sector including major metropolitan health services including Southern Health, Melbourne Health, Austin Health and Western Health and a number of other metropolitan and regional health services.

*St. Vincent's Hospital
(Melbourne) Limited
ABN 22 052 110 755
Caritas Christi Hospice Limited
ABN 51 052 110 880
St. George's Health Service
Limited
ABN 64 074 683 748
Prague House Limited
ABN 17 066 184 585*

This affects all contractors providing a service to St Vincent's and is a mandatory requirement. Following the date of implementation, your organisation attending any St Vincent's 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 St Vincent's will now be required to enter their compliance information electronically via an on-line compliance and verification service, recently appointed by St Vincent's.

What is the Service?

St Vincent's 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

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.



St Vincent's

*Continuing the Mission of
the Sisters of Charity*

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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 organisation that is using the system. Once registered, no additional fee would be payable to access 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 **Monday August 1, 2011**. We will be requiring all contractors to have registered and be compliant by **Thursday September 1, 2011**. 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. 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 and be fully compliant with Ipro LiVe by Thursday September 1, 2011.

If you require any further information, please contact Ipro LiVe Customer Service on 1300 477 654 between 8:00 am and 5:30 pm, Monday to Friday.

Yours Sincerely,



Dr Malak Sukkar
Director of Business Development & Infrastructure