



Western Health

Engineering & Infrastructure
Services

Sunshine Hospital
176 Furlong Road
St Albans VIC 3021
Tel. +61 3 9345 0383
Fax. +61 3 9345 1574
ABN 61 166 735 672

22 December 2010

Dear Contractor,

RE: Change in Contractor Compliance Management

Due to new legislative and regulatory requirements Western Health 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 Health will now be required to enter their compliance information electronically via an on-line compliance and verification service, recently appointed by Western Health.

This affects contractors providing a service to Western Health Engineering Services

What is the Service?

Western 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

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:



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Payment can be made by using PayPal, bank transfer, B-Pay or with prior arrangement cheques can also be accepted.

When will this new procedure commence?

Effective **1st February 2011**, you will be required to register on-line by following the procedure outlined below;

1. For contractors currently not subscribed to Ipro LiVe:

- Go to Web page 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

2. For contractors already subscribed to Ipro LiVe:

- If you have already registered with Ipro LiVe, no further fees are payable
- Click on '**Client & Conditions**' option on your main view page
- Select Western Health from the drop-down list '**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:

- Ensuring that you meet the statutory requirements needed to carry out work for government entities
- 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



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Please note that you are required to register with Ipro LiVe from 1st February 2011 2010 and obtain compliance certification by 28th February 2011.

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

Yours Sincerely,

Eddie Spiteri
Manager, Engineering and Infrastructure Services

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