



# Creating one digital source of truth for the City of Greater Bendigo

## Moving from a paper-based system to online contractor management

The City of Greater Bendigo needed to replace a manual paper-based process for managing the City's contractors and suppliers.

Civica LinkSafe Contractor Management was chosen to streamline the process and drive compliance, automating the process where relevant.

### The solution

The Council now has a simple process to record contractor information, that supports the requirements of contractor prequalification, inductions as well as record keeping and monitoring.

Company prequalification ensures all contracting companies engaged meet the specific compliance requirements for the services they provide.

Moving the City's inductions online allows for easy access by all contractors and suppliers before they need to perform any work.

The addition of credential management allows the City to obtain and monitor all required licenses and credentials. Ensuring continued compliance is maintained by issuing email notifications and weekly reports.

### The results

**Transparency** – ease of access for both City staff and contractors and suppliers to manage and maintain all compliance requirements.

**Visibility** – Allowing all relevant personnel to access compliance information for both companies and individuals performing work for the City.

**Safety** – ensuring all contractors and suppliers performing work on any of the City's sites are compliant.

- 1 Automate and streamline the compliance process
- 2 Easy maintenance of compliance for contracting companies
- 3 Inductions completed before arriving on site.

"The implementation of LinkSafe Contractor Management has provided the team a streamlined process of contractor prequalification and induction to ensure records are maintained in a one source of truth system."

Lee Taig, Contract & Procurement Officer,  
Greater Bendigo City Council

Learn more:

[civica.com/contractor-management](https://civica.com/contractor-management)

Contact email:

[linksafe.info@civica.com](mailto:linksafe.info@civica.com)

Case Study

