

Model Contract Clause

VICTORIAN GOVERNMENT CALL CENTRE CODE

1. The Supplier must comply, and as far as practicable must ensure its subcontractors comply, with all relevant requirements of the Victorian Government Call Centre Code (available at www.economicdevelopment.vic.gov.au/callcentrecode) including by:
 - a. complying with all applicable workplace relations, occupational health and safety, charter of human rights and responsibilities and workers' compensation laws;
 - b. informing the Purchaser of any adverse court or tribunal decision for a breach of workplace relations laws, occupational health and safety laws, or workers' compensation laws made against it during the term of this Agreement and any remedial action it has taken, or proposes to take, as a result of the decision;
 - c. providing the Purchaser with any information it reasonably requires to confirm the Supplier (and any subcontractor) is complying with its obligations under the Victorian Government Call Centre Code and this clause (including under paragraphs a, b and c above); and
 - d. participating in all compliance activities associated with its obligations under the Victorian Government Call Centre Code. Compliance activities may include responding to requests for information and/or audits undertaken by the Supplier, Industrial Relations Victoria or their duly authorised representatives.
2. Compliance with the Victorian Government Call Centre Code will not relieve the Supplier from its responsibility to comply with its other obligations under this Agreement.
3. The Supplier consents to the Purchaser reporting on the Supplier's compliance with its obligations under the Victorian Government Call Centre Code and this clause (including under paragraphs 1a, b and c above) to Industrial Relations Victoria.
4. If the Supplier (or one of its subcontractors) does not comply with its obligations under the Victorian Government Call Centre Code or this clause, without prejudice to any rights that would otherwise accrue to the Purchaser, the Purchaser and Industrial Relations Victoria will be entitled to publish details of the Supplier's and/or subcontractor's failure to comply (including the Supplier's and/ subcontractor's name) and to otherwise provide those details to other Victorian Government agencies.
5. As far as practicable, the Supplier must ensure that all subcontracts impose obligations on subcontractors equivalent to the obligations under these clauses [1] to [4].