



## First Aid Kit Service- Process & Responsibilities

### Before Kit Service

#### Site Contact:

1. If kits have not been serviced by St. John's before- Submit ServiceNow First Aid Kits Services Request  
Note: ensure to put an alternate contact on the request in case you are unavailable on the day.
2. After a date is agreed upon, click accept on the confirmation email sent by St. John's  
If you do not accept via the confirmation email, St. John's will not attend site
3. Determine if any special access is required  
If so, inform security via ServiceNow Security Access Request  
Information to Include: Access required (building, room), contractor ID number/s, date/s access is required

#### St. John's:

1. Communicate with site contact to confirm a suitable date and time
2. Send confirmation email to site contact
3. Call site contact 24-48 hours before coming to site (within business hours)  
Leaving a voicemail or email with no response does not count as contact.
4. Ensure contractor induction is completed and access card has been picked up from 11 Barry St, Carlton  
Login: <http://www.elearn.com.au/unimelb/contractor/>  
User name: unimelb  
Password: contractor

### On the Day of Service

#### Both:

1. Meet onsite at building
2. Run through building induction

### Cancel / Rescheduled Service

#### St. John's:

1. Call and speak with the site contact to advise of cancellation
2. Follow up with an email advising phone call was made to cancel
3. Communicate with site contact to arrange an alternate date/ time
4. Send new confirmation email
5. Call site contact 24-48 hours before coming to site (within business hours)  
Leaving a voicemail or email with no response does not count as contact

#### Site Contact:

1. After a new date is agreed upon, click accept on the confirmation email
2. Determine if any special access is required  
If so, inform security via ServiceNow Security Access Request  
Information to Include: Access required (building, room), contractor ID number/s, date/s access is required

## **After Service**

### **St. John's:**

1. Dispose of expired items
2. Invoice the local area, include purchase order number provided  
Email to [finance-invoices@unimelb.edu.au](mailto:finance-invoices@unimelb.edu.au) for payment
3. Send monthly report of all areas that have been serviced to [ohs-enquiries@unimelb.edu.au](mailto:ohs-enquiries@unimelb.edu.au)

### **Site Contact:**

1. Receive invoice and store for record keeping