



# BUILDER USER GUIDE





Disclaimer : This Guide is intended to provide general information on HIA TRADEPASS and does not replace the Terms and Conditions on which HIA TRADEPASS is provided, which can be viewed on [www.hia.com.au](http://www.hia.com.au). Where there is any inconsistency between this Guide and the Terms and Conditions, the latter will prevail. This Guide is not legal or business advice as to the requirements for or incidents of carrying on any business, and you should obtain your own independent legal and commercial advice before relying on anything that may be said in this Guide. In order to ensure accuracy and currency, the contents of this Guide may be altered by HIA at any time without notice.

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# WELCOME TO



HIA

TRADEPASS

YOUR CONTRACTOR MANAGEMENT SOLUTION

There are various legal and business requirements that Principal Contractors need to check when engaging subcontractors. Contractor Management can be at times frustrating and time consuming – that's why HIA has developed HIA TRADEPASS specifically for the residential building industry.

For an annual fee, HIA TRADEPASS provides a simple, easy to use online system to assist Builders in managing their subcontractors' business information and documentation.

## Why HIA TRADEPASS?

HIA TRADEPASS takes the stress out of managing the various requirements when engaging a Contractor. You can let us know who'll be working on your sites and we can take it from there.

We will liaise with your Contractors to collect and verify your Contractors' key business information and documentation against HIA TRADEPASS' Business Standards for Contractors.

HIA TRADEPASS is online and centralised which means that all information and documentation uploaded by contractors can be accessed securely 24/7, onsite, in the office or at home by HIA member builders and their supervisors.

You can be confident that your Contractors' information and documentation has been verified by your industry association, and you will be informed of any changes to your contractors' HIA TRADEPASS status via the HIA TRADEPASS Contractor Management Dashboard.

**This step-by-step guide will explain how to get started, and provide a break down on using the HIA TRADEPASS Dashboard.**

# 1. GETTING STARTED



1

## REGISTER FOR HIA TRADEPASS

You can do this online or by contacting a member of the HIA TRADEPASS team.



2

## COMMUNICATE WITH YOUR CONTRACTORS

You should make your site supervisors and contractors aware that you intend to use HIA TRADEPASS to assist in managing their information and documentation. HIA has some template correspondence and explanatory material you can use.



3

## PROVIDE YOUR CONTRACTORS' DETAILS

To get started, we just need some basic information on your contractors to invite them to join HIA TRADEPASS e.g. their ABN, contact name, phone number and email address.



4

## HIA WILL CONTACT YOUR CONTRACTORS

Your contractors will then be invited to join HIA TRADEPASS and complete an online questionnaire. HIA will work with your contractors to get them on board and meet the HIA Business Standards for Contractors.



5

## ACCESS YOUR HIA TRADEPASS DASHBOARD

You will be able to monitor your contractors' status and access their uploaded documentation via your HIA TRADEPASS contractor management dashboard. This can be accessed securely online 24/7.



6

## STAY UP-TO-DATE

Once your contractors are approved through HIA TRADEPASS, you will be able to monitor any changes to your contractors' status e.g. an expired insurance. Expiry dates are automated through HIA TRADEPASS and all information reviewed annually.



7

## SEARCH FOR HIA TRADEPASS APPROVED CONTRACTORS

You can search the HIA TRADEPASS database for contractors who are HIA TRADEPASS approved and request to gain access to their business information and documentation at the click of a button.



## Step 1: Register for HIA TRADEPASS

You firstly will need to become a HIA TRADEPASS registered builder/PC. Only current HIA members are able to become a HIA TRADEPASS registered builder/PC. You can register for HIA TRADEPASS via the [HIA Website](#). If you haven't already done so, click [here](#) to register now. You will need to have your login details available to register or if you do not have login details, you will need to create a login.

Alternatively you can contact the HIA TRADEPASS team for assistance at any time via [hiatradepass@hia.com.au](mailto:hiatradepass@hia.com.au) or by calling 1300 650 620.

## Step 2: Notify your Subcontractors

It is important that you and your supervisors make your subcontractors aware of your intention to better manage their records via HIA TRADEPASS. A member of the HIA TRADEPASS team will discuss some communication options with you e.g. presentation, collateral and/or template correspondence is available.

We encourage you to communicate with your contractors as to why it is important for them to part take in the verification process to ensure their speedy completion and receipt of a HIA TRADEPASS. Additionally it also makes your subcontractors aware that you will be sharing some basic information with HIA

## Step 3: Provide us details of your Contractors

Once you have registered and informed your subcontractors, there are two ways to get your subcontractors invited to join HIA TRADEPASS:

1. Invite them via your contractor dashboard (See page 10 ).
2. Provide a list of contractors for HIA to 'bulk' invite. Please note we would require the following information for your subcontractors:
  - ABN
  - Entity name
  - Contact name (first and last)
  - Contact number
  - Email address

*If you wish to provide a list, a friendly member of the HIA TRADEPASS team can provide a template for you to complete your subcontractors' details in.*

The invite provided to your subcontractors will notify them of your requirement for them to register for HIA TRADEPASS and complete the online questionnaire.

## Step 4: HIA will contact your Contractors

Your contractors will be invited to register for HIA TRADEPASS (via email). The HIA TRADEPASS team will follow up on your contractors' progress and will be available to assist them throughout the questionnaire process. Once submitted, the HIA TRADEPASS team will review the information provided by the subcontractor and will contact them if further details are required and/or approve them as a HIA TRADEPASS contractor.

Depending on their awareness of insurance and/or regulatory requirements, this step may take some time. Please note that you can monitor your subcontractors' progress every step of the way via your HIA TRADEPASS dashboard.

## Step 5: Gain access to the HIA TRADEPASS Dashboard

The HIA TRADEPASS Dashboard allows you to view the information reviewed by HIA in relation to your subcontractors.

You will only be able to access the HIA TRADEPASS Contractor Management Dashboard once you have registered – if you have not registered please click [here](#) and follow the below steps. If you are already registered, see the heading ‘subsequent logins’ below.

A. Go to the HIA TRADEPASS Builder offer section – available [here](#).  
Click on ‘I’m ready to get started’ to commence registration

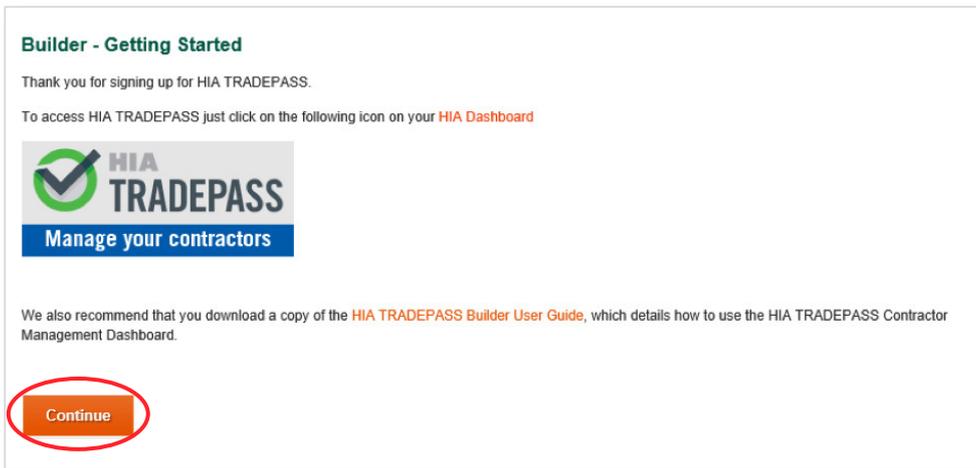
B. Log in to the HIA website – You will be required to log into the HIA website with your membership email address, and HIA website password.

Note: If you cannot locate your log in details call the HIA Helpdesk on 02 62451347 or email [helpdesk@hia.com.au](mailto:helpdesk@hia.com.au) for assistance.

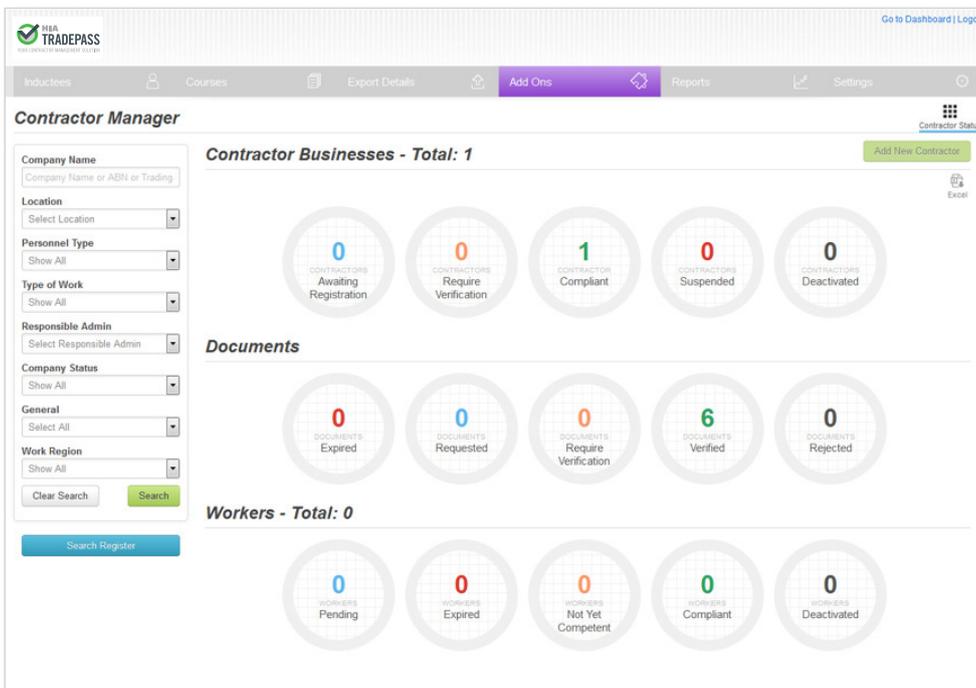
C. Subscription – HIA TRADEPASS for builders is a HIA member only service, as such you are required to have a current active HIA membership. If your membership is expired you will be asked to renew your HIA membership before gaining access to the HIA TRADEPASS Contractor Management Dashboard.

D. Agree to ‘Terms and Conditions’– in order to proceed to the HIA TRADEPASS Contractor Management Dashboard, you will need to accept Terms and Conditions of use. After agreeing to these terms and conditions you will be prompted to pay the applicable fee for your HIA TRADEPASS subscription.

E. Once registered, a pop up will appear, click on 'continue'.



F. You will now have access to your 'HIA TRADEPASS Contractor Management Dashboard' – This is where you can monitor and review all of your contractors' information, including their compliance status. You can also request to view other HIA TRADEPASS contractor's information.



To find out more about using the HIA TRADEPASS Contractor Management Dashboard, refer to section 3 'Using the HIA TRADEPASS Contractor Management Dashboard' on page 10.

*Note your dashboard will only show a contractor's details once they have accepted your request to access their information.*

## SUBSEQUENT LOG INS:

After the first time you log in, to gain subsequent access to the HIA TRADEPASS Contractor Management Dashboard to carry out your monitoring activities, you will need to complete the following steps:

- A. Go to [hia.com.au](http://hia.com.au) – The HIA website will be your first port of call in relation to accessing anything relating to HIA TRADEPASS. Check if you are logged in, if you aren't, log into the HIA website with your HIA TRADEPASS email address, and HIA website password (created when paying for HIA TRADEPASS subscription or via HIA membership).

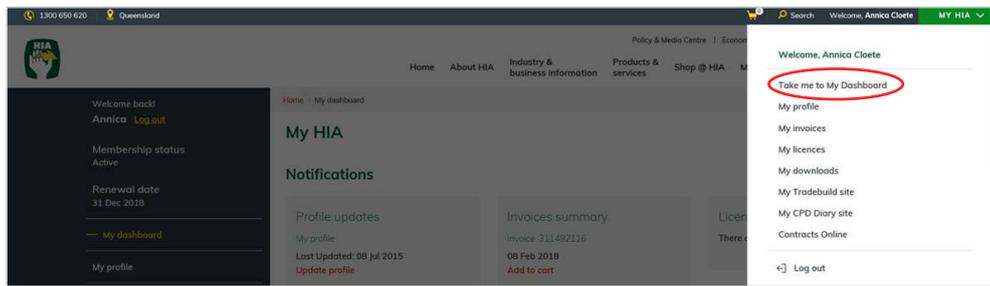


Note: If you cannot locate your log in details call the HIA Helpdesk on 02 62451347 or email [helpdesk@hia.com.au](mailto:helpdesk@hia.com.au) for assistance.

- B. Click on 'My HIA'.



- C. Click on 'Take me to My Dashboard'



- D. Within the HIA Dashboard, click on 'HIA TRADEPASS Manage Your Contractors' tab, and you will be redirected to the HIA TRADEPASS Contractor Management Dashboard.



To find out more about using the HIA TRADEPASS Contractor Management Dashboard, refer to 'Using the HIA TRADEPASS Contractor Management Dashboard' section 3 on page 10.

## Step 6: Keeping up to date

Now that you have access to the Contractor Management Dashboard, you can keep up to date with your Contractors' information and HIA TRADEPASS status e.g. monitoring whether your contractors' information or documentation is nearing expiry, or the contractors' status becomes suspended. From a business perspective you can use these notifications to determine whether engagement with a specific contractor business can/ should continue.

To find out how to monitor your Contractors information, refer to 'Using the HIA TRADEPASS Contractor Management Dashboard' section 3 on page 10.

## Step 7: Search for other HIA TRADEPASS registered Contractors

Within the HIA TRADEPASS Contractor Management Dashboard, you can also search for new Contractors, and make request of these Contractors to share their information and verification status. This provides you a further opportunity to grow your Contractor base.

To find out how to search for new HIA TRADEPASS approved contractors, refer to 'Using the HIA TRADEPASS Contractor Management Dashboard' section 3 on page 10.

## 2. WHAT WE CHECK

The HIA TRADEPASS team will verify a Contractor's business by checking the Contractor:

-  holds required **business registrations**, including ABN, ASIC, and GST registrations;
-  holds **required licenses** for the location and type of work the contractor states they can perform;
-  has **Workers Compensation** OR **Personal Accident and Sickness** policies in place;
-  has **Public Liability** insurance at a minimum of \$5 million;
-  warrants that they and all their workers **have completed required industry safety inductions** and hold relevant safety cards; and
-  provides an **undertaking to notify HIA** where any changes to their business status or documentation occurs.

We also collect information on a contractor's key safety practices to assist you in assessing whether you are satisfied with a contractor's WHS practices. HIA TRADEPASS Contractors are also given the opportunity to raise WHS concerns with HIA Safety Services. We note that this does not form part of/ affect the contractor's HIA TRADEPASS status.

Due to requirements that can change based on the particular job being undertaken, and the builder in which they are working for, the HIA TRADEPASS team unfortunately cannot verify absolutely everything that is required when engaging a Contractor, these include:

-  **Suitability for any particular job** – you can use the HIA TRADEPASS information, such a licencing and safety details, to make this assessment for each possible job;
-  **A contract is place for each job** – this is something you and contractor will need to continue to handle independent of HIA TRADEPASS;
-  **Quality of workmanship** – you need to still carry out your supervisory functions when the Contractor is performing their works;
-  **Guarantee payment** – that payment has or will occur, as this is something that the Contractor will need to continue to invoice and liaise with you about;
-  **Contractor or employee** – we assist you with gathering information that you can use to make such assessments with each statutory body (e.g. WorkCover, ATO, etc.);
-  **Continued accuracy** – Circumstances may change after approval has been granted, and the Contractor is required as part of their HIA TRADEPASS terms and conditions, to notify HIA of such changes. We will automate as many of the items as possible, however some information will depend on the Contractors notifying HIA of changes.

To find out more regarding the compliance checking process, please contact the HIA TRADEPASS team on 1300 650 620 or via email at [hiatradepass@hia.com.au](mailto:hiatradepass@hia.com.au)

# 3. USING THE HIA TRADEPASS CONTRACTOR MANAGEMENT DASHBOARD

Once you have logged into the HIA TRADEPASS Contractor Management Dashboard (refer to page 5 - 9 for log in process), you can now use the Dashboard for your compliance monitoring activities.

This Dashboard is where you monitor all of your contractor's information, including their HIA TRADEPASS status, review their documentation and information, and make requests to other contractors to access their information.

## Inviting Contractors to HIA TRADEPASS

If you choose to invite your contractors to HIA TRADEPASS yourself, you can do so by selecting the add new contractors button above.

Once you fill out the required info (Business name, ABN, contact name, email, contact number) an invite is sent via email to the subcontractor to join HIA TRADEPASS. At this step you can also nominate whether you wish to subsidise some or all of the annual fee applicable to the contractor.

Note HIA can assist with a bulk invite to your contractors. If you wish to use this option, you will need to provide the above information to HIA – if you would like a template to complete please email [hiatradepass@hia.com.au](mailto:hiatradepass@hia.com.au).

Company Name	Company Name	
Company ABN	ABN	
Contact Name	First Name	Last Name
Contact Email	Email	
Contact Phone	Phone	
Subsidy Amount	%	Subsidy Amount

Invite

## Circles on the Dashboard

Below is an overview of each circle within the HIA TRADEPASS Contractor Management Dashboard.

### 1. CONTRACTOR BUSINESSES CIRCLES

These circles indicate the status of contractor businesses which you have chosen to follow and monitor through your Contractor Management Dashboard.

Circle	Explanation
Awaiting Registration	The Contractor Business has not yet completed the HIA TRADEPASS questionnaire.
Require Verification	The Contractor Business has completed the HIA TRADEPASS questionnaire and the HIA TRADEPASS team is in the process of reviewing the the information submitted to determine their status as a HIA TRADEPASS Contractor.
Compliant	The Contractor Business is approved as a HIA TRADEPASS Contractor.
Suspended	The Contractor Business is suspended due to expired critical documentation or for a reason determined by HIA.
Deactivated	The Contractor Business no longer has a HIA TRADEPASS subscription.

### 2. DOCUMENTS CIRCLES

This is where you can see the status of all documents that have been submitted to HIA TRADEPASS.

Circle	Explanation
Expired	Contractor Business documentation that has expired.
Requested	Documentation that has been requested from a Contractor Business by HIA.
Require Verification	Contractor Business documentation that requires verification by HIA.
Verified	Contractor Business documentation that has been verified by HIA and is valid.
Rejected	Contractor Business documentation that has been rejected by HIA.

## Viewing your Contractors' Information

You are able to view information and documentation for contractor businesses that have been linked to your dashboard. You can access the information by selecting a circle from which a list of contractors with that status will appear. By clicking on a particular contractor, their HIA TRADEPASS profile will open. Alternatively, to locate a specific contractor business, you can use the search filters on the left-hand side of the screen. Ensure you use the green search button to look for a linked contractor. The 'Search register' button searches the HIA TRADEPASS database.

The screenshot shows the Contractor Manager interface. On the left, there is a sidebar with search filters: Company Name, Location, Personnel Type, Type of Work, Responsible Admin, Company Status, General, and Work Region. A red circle highlights this sidebar. The main area displays 'Contractor Businesses - Total: 1' and a grid of status statistics: 0 Contractors Awaiting Registration, 0 Contractors Require Verification, 1 Contractor Compliant, 0 Contractors Suspended, and 0 Contractors Deactivated. Below this is a 'Documents' section with 0 Documents Expired, 0 Documents Requested, 0 Documents Require Verification, 6 Documents Verified, and 0 Documents Rejected. At the bottom, 'Workers - Total: 0' are shown with 0 Workers Pending, 0 Workers Expired, 0 Workers Not Yet Competent, 0 Workers Compliant, and 0 Workers Deactivated.

Select the Company Name within the Company List to view their details.

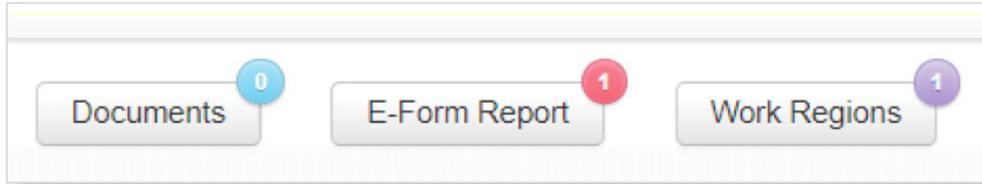
This screenshot shows the same Contractor Manager interface, but with a 'Company List' table displayed. The table has columns for Company Name, Contact, E Form Status, Requested, and Responsible Admin. The first row is highlighted with a red circle, showing the company 'RAPID GLOBAL NOMINEE PTY LTD'.

Company Name	Contact	E Form Status	Requested	Responsible Admin
RAPID GLOBAL NOMINEE PTY LTD	Nadia 0800000000	Approved	10/12/2015 15:14	Rapid Global Testing

Below is a screenshot of the Contractor Business details screen. This screen will give you all of your contractors important contact details, and business information.

It is important to review the 'additional information' section which identifies any specific information you need to be aware of when engaging a contractor e.g. license conditions.

The Documents, E-Form Report, and Work Regions buttons as circled below can be used to view the Contractor's key information as submitted to HIA TRADEPASS e.g. insurances, license details and questionnaire responses.



- A) **Documents** – By clicking on the document tab, you can access a list of the Contractor's key documentation such as Insurance Certificates of Currency, Licence details, etc., as verified by HIA.

Document Name	Date Requested	Date Received	Status	Expiry Date
Workers Compensation Insurance Certificate of Currency (NSW)	06/07/2017	06/07/2017	VERIFIED	28/02/2018
Public Liability Insurance Certificate of Currency	06/07/2017	06/07/2017	VERIFIED	28/02/2018
Professional Indemnity Insurance	06/07/2017	06/07/2017	VERIFIED	28/02/2018
NSW Building Professionals Board	06/07/2017	06/07/2017	VERIFIED	21/05/2018

To view the document in full, just double click on the item as listed.

- B) **E-Form Report** – By clicking on the E-form Report tab you can review the answers the Contractor gave to the HIA TRADEPASS questionnaire. These responses can be used by you to determine job and work suitability.

E-Form	Date Requested	Date Received	Status	Score % (Actual/Max)	Expiry Date
HIA E-Form Survey (Version#14)	25/07/2016	25/07/2016	VERIFIED		

To view the report in full, just double click on the report as listed.

- C) **Work Regions** – By clicking on the work region tab, this section will give you an indication of the areas the Contractor is willing to carry out work.

Country	Work Region
Australia	[QLD] Longreach & Surrounds
Australia	[QLD] Mackay & Surrounds
Australia	[QLD] Rockhampton

## Finding new Contractors

To find new contractors to link to through HIA TRADEPASS, select the blue 'search button' on the left hand side of your dashboard.

The screenshot shows the HIA TRADEPASS Contractor Manager interface. On the left, there is a sidebar with search filters for Company Name, Location, Personnel Type, Type of Work, Responsible Admin, Company Status, General, and Work Region. A red circle highlights the 'Search Register' button at the bottom of this sidebar. The main content area displays three sections: 'Contractor Businesses - Total: 1' with five status indicators (Awaiting Registration: 0, Require Verification: 0, Compliant: 1, Suspended: 0, Deactivated: 0); 'Documents' with five status indicators (Expired: 0, Requested: 0, Require Verification: 0, Verified: 6, Rejected: 0); and 'Workers - Total: 0' with five status indicators (Pending: 0, Expired: 0, Not Yet Competent: 0, Compliant: 0, Deactivated: 0).

The 'Search Register' dialog box features a search input for 'Company Name' and a 'Search' button. Below this are four filter dropdowns: 'Type of Work' (Set to Show All), 'Link Status' (Set to Show All), 'Company Status' (Set to Show All), and 'Work Region' (Set to Show All). A 'More Options' dropdown is located to the right of the search input. At the bottom right, there are 'Reset' and 'Apply' buttons.

You can search for a particular contractor via company name, or filter your search based on trade or work region.

Once you locate a contractor you wish to work with, you will be able to see their contact details.

If you wish to add the contractor to your HIA TRADEPASS dashboard simply send a request using the send request button: 

Please note a contractor will only appear on your HIA TRADEPASS Dashboard and their information become accessible to you once the approve the request from their end.

# 4. FREQUENTLY ASKED QUESTIONS

## **Q. I want my contactors to have a HIA TRADEPASS, what do I do?**

**A.** Call or email the HIA TRADEPASS team, or register your interest through the HIA website. A friendly member of the team will contact you to discuss the next steps of inviting all your contractors to participate. Once registered, you will be able to invite contractors directly from your contractor management dashboard if you wish.

## **Q. My contractors have been invited to get a HIA TRADEPASS, now what?**

**A.** Log into the 'My HIA' section of the HIA website, and on the HIA Dashboard, you will find an option for you to 'Manage your contractors'. You will firstly be invited to accept some Terms and Conditions, and after acceptance will be directed to the HIA TRADEPASS Contractor Management Dashboard. In the Dashboard you can monitor your Contractors' HIA TRADEPASS status, and look at their documentation as submitted.

## **Q. My contractors have been invited to participate, however are yet to submit, what can I do?**

**A.** Liaise with your contractors about the importance of having accurate and up to date information in place in order to continue working with you and your business. If you need any assistance a friendly member of the HIA TRADEPASS team may be able to offer some suggestions or template correspondence for your use. The HIA TRADEPASS team will also make contact with contractors who have been invited to participate but have not actively submitted, or are yet to complete their submission.

## **Q. I've seen Rapid Global referenced on the User Guides and some of the communications. Who is Rapid Global?**

**A.** HIA has partnered with Rapid Global Software for the development and workforce management software program for HIA TRADEPASS. Rapid Global has extensive experience in software workforce management solutions, serving clients throughout Australia and internationally. Should you receive any messaging in the online systems about contacting Rapid Global, it is best to first make contact with the HIA TRADEPASS team to determine how we can assist you in resolving any questions or concerns.

**If you have further questions - please get in touch!**

**T: 1300 650 620 or visit [hiatradepass@hia.com.au](mailto:hiatradepass@hia.com.au)**

## 5. GLOSSARY OF TERMS

**APPROVED** means a Contractor who has been verified by HIA in relation to the HIA Business Standards for Contractors;

**CONTRACTOR BUSINESS OR CONTRACTOR** means a trade Contractor who is listed on the HIA TRADEPASS Web Applications as available for engagement by a Principal Contractor.

**HIA** means Housing Industry Association Limited ACN 004 631 752;

**HIA BUSINESS STANDARDS FOR CONTRACTORS** means the standards adopted by HIA from time to time in relation to the conduct of a business as an independent contractor;

**HIA TRADEPASS** means the HIA scheme for the verification of contractors;

**PRINCIPAL CONTRACTOR/BUILDER** means a person who is seeking to engage a Contractor Business through the HIA TRADEPASS Web Application.

## 6. GETTING HELP

Any questions pertaining to the HIA TRADEPASS product should be directed to the HIA TRADEPASS team by calling **1300 650 620**, or emailing **hiatradepass@hia.com.au**