



CONTRACTOR USER GUIDE



HIA
TRADEPASS

YOUR CONTRACTOR MANAGEMENT SOLUTION





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. 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

As a Contractor there are a number of insurances and registrations that you may need to have in place when working in the residential construction industry. Managing contractor business compliance and keeping your principal contractors updated can be time consuming and frustrating – for this reason HIA developed HIA TRADEPASS to try help lessen the paperwork-load.

Why HIA TRADEPASS?

Through HIA TRADEPASS we'll collect, check, and store your business information and documentation which is also reviewed annually. You can access it online whenever and wherever you need to. You will have the peace of mind that all your documentation is in order, and verified by a leading industry association, an added value to promote when looking to work with builders.

HIA TRADEPASS offers contractors several commercial advantages:

- **It's the industry tick of approval:** Builders* can see at a glance your business information including insurances, licenses and registrations.
- **Job opportunities:** Listing on the HIA TRADEPASS database means builders* looking for approved subcontractors can find you quickly and easily.
- **Be ready:** When a builder* wants to hire you, your documentation is verified and ready to go – no hassle, no waiting, no billable hours lost to paper-chasing.
- **Stay up to date:** Don't miss expiry dates again – we automate reminders for when your insurances, license or other registrations expire.

* Only HIA members are able to register for HIA TRADEPASS as a builder or principal contractor user.

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

1. GETTING STARTED

Becoming a HIA TRADEPASS Contractor is a simple 6 step process:



1

REGISTER FOR HIA TRADEPASS

You can do this online or by contacting the HIA TRADEPASS team. If you've been invited to join by a builder, you'll receive a unique invite link via email.



2

COMPLETE THE HIA TRADEPASS QUESTIONNAIRE

Once registered, you can start the HIA TRADEPASS Questionnaire and submit your information for verification. Don't worry if you're stuck – the HIA TRADEPASS team is here to help guide you through the questionnaire and system.



3

ALL YOUR BUSINESS INFORMATION IN ONE PLACE

Once you've been approved, you can log in to your HIA TRADEPASS Contractor portal 24/7 to access your information and documentation. When you update your HIA TRADEPASS information, any PC/builders you are linked to through HIA TRADEPASS are updated automatically.



4

STAY UP-TO-DATE

You'll be notified of any upcoming expiry dates (licenses and insurances) so you can be confident you won't miss your deadlines.



5

INVITE YOUR OWN CONTRACTORS

If you're engaging contractors yourself, you can also register for HIA TRADEPASS as a PC to help manage your own contractors' business information and documentation.



6

GROW YOUR BUSINESS

As a HIA TRADEPASS approved contractor, HIA TRADEPASS registered builders are able to find your business through the HIA TRADEPASS database. Don't worry though – they can only get access to your HIA TRADEPASS profile if you accept their link request.

Terms and conditions apply

Step 1: Register for HIA TRADEPASS

If you haven't done so already, you can register for HIA TRADEPASS by getting in touch with the HIA TRADEPASS team on 1300 650 620 or via email at hiatradepass@hia.com.au. Alternatively jump online and register for HIA TRADEPASS via the [HIA website](#).

If a builder has invited you to become a HIA TRADEPASS contractor, you will receive a call from a friendly member of the HIA TRADEPASS team to assist with any questions you may have.

When registering, you will be:

- required to either logon with your existing HIA details or if you are a new user, you will need to create your logon and password; and
- required to pay the annual fee*; and accept the terms and conditions associated with the use of HIA TRADEPASS.

* Annual fee is dependent on HIA member status.

Step 2: Accessing the questionnaire



To ensure you complete the questionnaire as quickly and easily as possible, it is recommended you have the following business information and documentation handy, including:

- ABN/ACN;
- Licence details (trade/ high risk work etc) and a copy to upload (this can be a photo from your phone or scan);
- Professional registrations (if applicable)
- Copies of General Induction cards (e.g.- white cards) for the business owner or primary contact;
- Information on your business' safety practices; and
- Insurance Certificates of Currency, including WorkCover and/or Personal Accident and Sickness Insurance, Public Liability and/or professional indemnity if applicable.

Further details regarding the questions asked are outlined in section 3 'Completing the HIA TRADEPASS Questionnaire' on page 8.

The questionnaire should take approximately 20 minutes for you to complete, and submit provided you have the necessary information readily available. If you are having difficulties completing the questionnaire do not hesitate to contact the HIA TRADEPASS team.

The HIA TRADEPASS team will review the submitted information and may liaise with you for further clarity or information before approving your HIA TRADEPASS.

Step 3. Access to submitted and approved information

Once you have been approved as a HIA TRADEPASS Contractor, you will have access to the HIA TRADEPASS Contractor Portal (HIA TRADEPASS will contact you via email to advise of your approval).

To access the HIA TRADEPASS Contractor Portal, you will need to:

- Log into the HIA website Dashboard (if you're not sure how to do this, refer to section 2 'Logging on to the HIA website on page 7'.
- On your HIA Dashboard, click on 'HIA TRADEPASS Manage your details'



- Access to HIA TRADEPASS Contractor Portal – you now have access to the HIA TRADEPASS Contractor Portal. This Portal is where you can upload any changes to your information and update any expiring documentation (don't worry – we will let you know in advance if anything is due to expire).

If you become aware of any changes in relation to your business please ensure you update your information via your HIA TRADEPASS Contractor Portal or let the HIA TRADEPASS team know on 1300 650 620 or via email at hiatradepass@hia.com.au

To find out more about using the Portal, refer to section 5 'Using the HIA TRADEPASS Contractor Portal' on page 16.

Step 4. Staying up to date

We will let you know via email when any of your information or documentation needs updating, close to expiry and on expiry, such as insurance Certificates of Currency, and Licence details. This will enable you to keep on top of your paperwork obligations, and ensure the continued currency of your HIA TRADEPASS.

You only need to update your information once for all the builders linked to your HIA TRADEPASS profile.

If you do not update the information as requested your HIA TRADEPASS status may be suspended, which will also be visible for any builders linked to your HIA TRADEPASS profile.

To find out more about updating documents in the Portal, refer to section 5 'Using the HIA TRADEPASS Contractor Portal' on page 16.

Step 5. Invite your own Contractors

You may also wish to invite your own contractors to participate in the HIA TRADEPASS process*. This will give you peace of mind that your own contractors have their paperwork in order for the purposes of you engaging them.

To find out more, contact the HIA TRADEPASS team to get started. You can do this by:

- Calling the HIA TRADEPASS team on 1300 650 620
- Emailing the HIA TRADEPASS team on hiatradepass@hia.com.au
- Making an enquiry via hia.com.au by clicking [here](#).

* Please be advised only HIA members are able to register for HIA TRADEPASS as a builder/principal contractor.

Step 6. Builders can search for your business

Once you are HIA TRADEPASS Approved you will be searchable by HIA member builders through the exclusive HIA TRADEPASS Contractor Management Dashboard (terms and conditions apply). Through their Dashboard, HIA TRADEPASS registered builders can request to link to HIA TRADEPASS approved contractors and gain access to their information and documentation.

You may from time to time receive an email request from a new builder who wishes to access your information. This is at your discretion to accept, and will give the applicable builder access to your HIA TRADEPASS Profile. This provides opportunity for you to grow your business!

* Please be advised only HIA members are able to register for HIA TRADEPASS as a builder/principal contractor.

2. LOGGING ON TO THE HIA WEBSITE

The HIA website will be your first port of call in relation to accessing anything relating to HIA TRADEPASS. Please note the below steps only apply once you have already registered for HIA TRADEPASS.

To log into the HIA website, the following steps should be taken:

- 1 Go to hia.com.au, and 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).

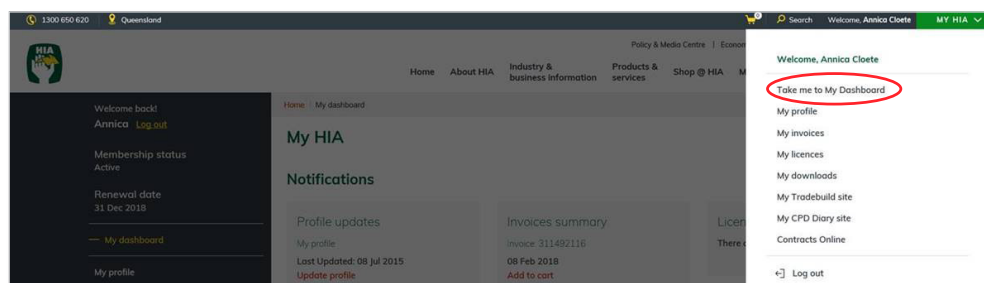


Note: If you cannot locate your log in details call the HIA Helpdesk on 02 62451347 or email helpdesk@hia.com.au for assistance.

- 2 Click on 'My HIA'



- 3 Click on 'Take me to My Dashboard' – The Dashboard will then display enabling you to click on the appropriate HIA TRADEPASS tile to access your HIA TRADEPASS Questionnaire.



- If you have already registered for HIA TRADEPASS (as per steps in section 1 of this guide) then you can access HIA TRADEPASS through the HIA TRADEPASS button on your dashboard as per below screen shot. Note if you are yet to complete the questionnaire, you will be taken to your last saved position within the questionnaire.



3. COMPLETING THE HIA TRADEPASS QUESTIONNAIRE

The following table contains the list of questions asked in the HIA TRADEPASS questionnaire as well as some background information to explain why we are asking these questions:

Question	Background
Primary Contact <ul style="list-style-type: none"> • Position Title (e.g. Manager, Administration) • First Name • Last Name • Phone Number 	<p>This allows for the details of the person who will be the primary contact for the Contractor business to be recorded.</p> <p>This primary contact will be the first point of call should the HIA TRADEPASS team need any further detail regarding information submitted to HIA TRADEPASS unless another contact name is nominated later in the questionnaire.</p>
Work Health and Safety Contact <ul style="list-style-type: none"> • First Name • Last Name • Phone Number • Email address 	<p>This allows for the details of the person who will be responsible for WHS supervision and ensuring compliance with WHS systems of the business. This Work Health and Safety Contact may be contacted by the HIA in relation to the information submitted on the business' safety practices. These contact details also gives the builder/PC clarity as to whom should be contacted for all work, health and safety related questions for the business.</p>
Business Details <ul style="list-style-type: none"> • Country of Origin • ABN / Supplier ID • Entity Name • Trading Name • Common Name • Contact Name 	<p>These details are required so the builder/PC can understand the entity that they are contracting with, and ensure all corresponding insurance policies etc. are in the correct entity name.</p> <p>Entity Name is the corresponding name to the ABN, and is the name that appears on all official documents or legal papers.</p> <p>Trading Name is also referred to as 'business name' is simply a name the contractor business is carried out under.</p> <p>Common Name is similar to trading name, and is the name in which you want your business commonly identified as (if applicable). (e.g. Your company might be Smith Family Trust trading as John Smith Homes and your common name might be 'J.S Homes').</p> <p>Contact Name is the person who is the contact for the business. This can be a different person to who was nominated as the HIA TRADEPASS contact (primary contact). This person is ultimately in charge of the business activities and the business itself (e.g. Director) and will be the contact name shown where a builder/PC searches for contractors in the HIA TRADEPASS Database.</p>
Email Addresses <ul style="list-style-type: none"> • Contact Email Address • Email Address (Compliance Email) • Contact name and number for HIA TRADEPASS compliance 	<p>This will be the general contact email address for the Primary Contact as nominated earlier followed by the email address for all HIA TRADEPASS related emails e.g. insurance or license expiries.</p> <p>You may want to insert a 'general business' email address rather than an individual's email address for all correspondence to ensure if an individual is not present or leaves the workplace, that all correspondence is still received by the business.</p> <p>Contact name for compliance- only complete this if someone other than the primary contact is responsible for keeping your information up to date.</p>
Business Phone Numbers <ul style="list-style-type: none"> • Phone Number (Business Hours) • Fax Number 	<p>These are the contact numbers for the business rather than the Primary Contact as nominated earlier (however may be the same).</p>

Business Address <ul style="list-style-type: none"> • Street Address • City/Suburb/Town Name • Postcode • State • Country 	<p>This is the address for the business and is generally the physical location for the business.</p>
Postal Address <ul style="list-style-type: none"> • Street • City/Suburb/Town Name • Postcode • State • Country 	<p>This is the address where all hardcopy correspondences can be directed for the business.</p> <p>This may be the same as the business address or could be a PO Box.</p>
Public Liability Insurance <ul style="list-style-type: none"> • Please type the amount of Public Liability Insurance Cover contained on your certificate of currency • Select Expiry Date • Upload your Public Liability Insurance Certificate of Currency 	<p>Public Liability insurance is a broad form liability cover, covering personal injury and property damage claims. In order to obtain a HIA TRADEPASS , you will be required to have a current minimum \$5 million policy. To find out more about public liability insurance or obtain a policy, click here. We note some specific trades may require policies greater than \$5 million.</p>
<p>Workers Compensation Insurance/Personal Accident and Sickness Insurance</p> <p>Do you have employees or workers (for workers compensation purposes)? Yes/No</p> <p>Where Yes –</p> <ul style="list-style-type: none"> • Please select the State/ Country in which you perform work • Select Expiry Date • Upload certificate of currency <p>Where No –</p> <p>Do you have Personal, Accident and Sickness insurance?</p> <p>Where Yes –</p> <ul style="list-style-type: none"> • Select Expiry Date • Upload certificate of currency 	<p>You will be required to have either Workers Compensation Insurance or Personal Accident and Sickness insurance for you/your business, depending on whether you engage workers for Workers Compensation purposes (this will vary from state to state).</p> <p>Workers Compensation insurance is a compulsory scheme for employers covering claims for injury, illness or death, of employees or workers arising out of their employment under relevant State or Territory-specific workers' compensation legislation, including legal costs incurred.</p> <p>In determining whether you engage workers and thereby require a workers compensation policy, a HIA Workplace Adviser can help you with if you are a HIA member, by calling 1300 650 620. Alternatively, if you are not a current HIA member and are unsure on whether you require a policy, you should liaise with your state regulator, as noted below:</p> <p>QLD - Work Cover QLD</p> <p>NSW - icare (NSW Workers Compensation Scheme)</p> <p>WA - WorkCover WA</p> <p>VIC - Worksafe VIC</p> <p>TAS - WorkCover TAS</p> <p>SA - Return to Work SA</p> <p>NT - Worksafe NT</p> <p>ACT - WorkSafe ACT</p> <p>Should you be unable to work for any period of time, a Personal, Accident and Sickness insurance policy should be in place in order to be a HIA TRADEPASS Contractor, this policy will provide you financial support during your recovery period (subject to your particular insurance policy).</p>

<p>What is your entity structure?</p> <ul style="list-style-type: none"> • Partnership • Company • Sole trader 	<p>This will give the builder/PC an understanding of the structure of the business, and what other requirements may arise out of this structure. Your accountant should be able to provide guidance as to the structure of your business if you are unsure, however generally a:</p> <ul style="list-style-type: none"> • Partnership is a business structure that involves 2 or more people who carry on a business together. You may choose a partnership over a sole trader structure for example, if you'll be jointly running the business with another person or a number of people (up to 20). • Company is a separate legal entity, unlike a sole trader or a partnership structure. This means the company has the same rights as a natural person and can incur debt, sue and be sued. The company's owners (the shareholders) can limit their personal liability and are generally not liable for company debts • Sole Trader business structure is a person trading as the individual legally responsible for all aspects of the business. This includes any debts and losses, which can't be shared with others. • A Trust is where a trustee (individual or company) carries out a business for the benefit of others (the beneficiaries).
<p>If business entity is a trust - who is the trustee for the trust?</p>	<p>The trustee can be an individual, group of individuals or a company.</p>
<p>How many subcontractors have you engaged within the last 12 months?</p> <ul style="list-style-type: none"> • 0 to 5 • 5 to 20 • 20 to 50 • Greater than 50 	<p>This is to give the builder/PC an understanding of the size of your business. It will also indicate the potential number of workers that may be on their work sites.</p>
<p>Is your business registered for GST? Yes/No Where No -</p> <p>Does your business have a financial year GST turnover (gross income minus GST) of \$75,000 or more?</p>	<p>This is for the builder/PC to understand whether or not you should be claiming for GST on their invoices. Where no ABN is provided, tax can be withheld at the rate of 49%.</p> <p>Where your turnover is over the GST threshold, and is not registered, you should liaise with your accountant regarding your obligations in this regard.</p>
<p>Are there currently any outstanding judgements, claims, arbitration proceedings, adjudication claims, or suits pending or outstanding against you or your business?</p>	<p>This is for the builder/PC to understand the status of your business, and/or if there are any matters under dispute.</p>

<p>Do you have any employees? Yes/No</p> <p>Where Yes</p> <p>How many employees do you currently employ?</p> <p>Do you employ employees under:</p> <p>Awards Please confirm the Award:</p> <ul style="list-style-type: none"> • <i>Building and Construction General Onsite Award 2010</i> • <i>Joinery Building Trades Award 2010</i> • <i>Manufacturing and Associated Industries and Occupations Award 2010</i> • <i>Plumbing and Fire Sprinklers Award 2010</i> • <i>Timber Industry Award 2010</i> • <i>Landscape Gardeners Award 2010</i> • <i>Electrical, Electronic & Communications Contracting Award 2010</i> <p>Enterprise Agreement Please confirm the Fair Work Australia Reference number, the unions who are parties to the agreement, and the expiry date</p> <p>Common Law Contract (non-award based employees)</p> <p>Other Please confirm the type of arrangement in place</p>	<p>This is for the builder/PC to understand whether your business has any employees, if so, how many employees that the business has, and what employment arrangements are in place.</p> <p>This is to give the builder/PC an understanding of the size of your business. It will also indicate the potential number of your employees that may be on their work sites.</p> <p>The minimum wages and conditions an employee is entitled to are likely to be set out under an Award (also known as a modern award). Awards don't apply when a business has an enterprise agreement or another registered agreement and the employee is covered by such an agreement, or works in a particular occupation or industry that is considered to be 'award free'. To find out more about Awards click here.</p> <p>The HIA TRADEPASS questionnaire provides a list of Awards common to the building and construction industry. If you're unsure as to what Award, if any, your employees fall under. If you're a HIA member, it is recommended that you contact the HIA InfoCentre on 1300 650 620 who are well versed in award designation matters for our industry. Alternatively, you can contact the Fair Work Ombudsman.</p> <p>Enterprise agreements and other registered agreements set out minimum employment conditions and can apply to one business, a group of businesses, or in some cases, an individual employee (noting that these types of agreements cannot be made anymore). When a workplace has a registered agreement, the Award doesn't apply. To find out more about Enterprise Agreements click here.</p> <p>Where an employee is considered 'Award free', a high income earner (as defined by the <i>Fair Work Act 2009</i>), or is not subject to an Enterprise or Registered Agreement, the employee is covered by the conditions of the <i>Fair Work Act 2009</i> (Cth) (including the National Employment Standards) and the Federal Minimum Wage. These conditions are generally outlined within a standard employment contract, as defined as a 'common law contract'. To find out more click here.</p> <p>An employee may be covered by another type of registered agreement, or contract arrangement. If so, it is recommended that you outline as much detail as possible regarding this arrangement for the builder/PC to understand how the arrangement works.</p>
<p>Have all employees and other workers (including sub-contracting workers and labour hire) completed the general construction induction training and hold a card (e.g. white card) as required by the relevant state/territory regulations?</p>	<p>The National Code of Practice for the Construction Industry as declared by Safe Work Australia requires employers and workers to ensure that their workers have appropriate induction training when working in the industry. To find out more about the Code requirements, click here.</p> <p>The training will need to be carried out with a Registered Training Organisation (RTO) that conducts the General Construction Induction training. The RTO will issue evidence that you have completed the training and the white card, which you can use as evidence of your completed training.</p> <p>We note that by confirming 'yes' to this question, you are confirming that your workers, including subcontractors have current general construction induction training cards. For this question, you will need to upload a copy of the white card of the business owner or primary contact.</p>

<p>Workplace Health and Safety</p> <p>1. Safety Management System</p> <p>1.1 Procedures and/or policies within your safety management system (SMS)</p> <p>1.2 Are all employees inducted and trained in the content and operational requirements of your SMS?</p> <p>1.3 Do you have documented records of employee training e.g. scaffolding, manual handling, general safety induction?</p> <p>1.4 How do you make your workers (employees, subcontractors and labour hire) aware of your safety requirements and safety management system?</p>	<p>A safety management system (SMS) is a collection of documents and/or information outlining your organisation structure, accountability of key staff and workers and your workplace policies and procedures.</p> <p>1.1 This question requires you to tick the procedures and/or policies included in your safety management system. If you do not have a SMS or are unsure, you can respond accordingly.</p> <p>1.2 An induction into the safety management system is when employees are made aware of its existence and purpose, how it affects them and how they can access it, the obligations of the business, the obligations of the employee, who the relevant contact personnel are and the details of those persons who are responsible for safety within the organisation.</p> <p>1.3 To be sure and keep record of workers' licences and training relevant to the construction work they carry out, it is recommended you keep a training record.</p> <p>1.4 The National Code of Practice for the Construction Industry requires that all workers should attend workplace specific induction training so they can become aware of procedures, management and reporting arrangements, as well as other issues that are relevant to a particular construction workplace. This can be done in a variety of ways including: toolbox talks, pre-start meetings, on-the-job instructions and one-off sessions or events called for a specific purpose.</p>
<p>2.0 High Risk Construction Work</p> <p>2.1 Which of the following high risk construction work activities do you undertake?</p> <p>2.2 Do you have a documented safe work method statement (SWMS) for each activity involving high risk construction work your business undertakes?</p> <p>2.3 What arrangements do you implement to make sure that the work is carried out in accordance with the SWMS?</p>	<p>If you are carrying out works on a construction site, it is likely that you are carrying out high risk construction work. High risk construction work definitions vary from state to state. You can nominate which high risk activities you participate in the questionnaire.</p> <p>2.2 The WHS Regulations place obligations on persons conducting a business or undertaking that includes the carrying out of high risk construction work. Where High Risk Construction Work is carried out, you are required to have a Safe Work Method Statement (SWMS).</p> <p>Although you may have a SWMS it is important to ensure the control measures are being followed by you and your workers to minimize risk of an incident or injury.</p>
<p>3.0 Risk Assessment</p> <p>3.1 Do you, your employees and other workers undertake a risk assessment prior to commencing work on each job?</p> <p>3.2 Is the risk assessment documented and retained as a record?</p> <p>3.3 Do you communicate outcomes of the risk assessment to your employees and other workers on site.</p>	<p>You will be required to clarify if you conduct a Risk Assessment prior to commencing any works.</p> <p>A risk assessment is not in relation to high risk work only, but is conducted in relation to general hazards at a particular job site, their associated risk and measures put in place to control the risk.</p> <p>3.2 A risk assessment will help to: identify which workers are at risk of exposure, determine what sources and processes are causing that risk, identify if and what kind of control measures should be implemented and to check the effectiveness of control measures specific to a job. Retaining this information ensures you have evidence of conducting a risk assessment, as well as a reference document for you and your workers on managing such risks.</p>

<p>4.0 Electrical Equipment</p> <p>4.1 Do you undertake testing and tagging of your electrical tools and equipment as required in your state/territory? This includes testing and tagging of your employees' equipment.</p> <p>4.2 Do you have a test and tag register/logbook?</p>	<p>You may be required to carry out testing and tagging of portable electrical equipment, however requirements in each state and territory may differ. For more information on your states' requirements click here.</p> <p>4.2 The test and tag register outlines the equipment used, inspection and re-inspection dates, outcomes and identifies any defects. By keeping a register, you will always know when the item is due for re-inspection and can show a regulator if required.</p>
<p>5.0 Hazardous Chemicals</p> <p>5.1 Do you and your workers have access to a hazardous chemicals register with up to date safety data sheets for each hazardous chemical that you use?</p> <p>5.2 Do you train your workers about the hazards, risk, control measures and the provisions of the material safety data sheets?</p>	<p>In carrying out building work, you may use hazardous chemicals (including "dangerous goods" such as compressed gas, LPG, flammables, explosives). Whether a chemical is defined as hazardous or not is noted on the safety data sheet for the particular product. It is important that you and your workers are familiar with hazardous chemicals used on site to ensure proper handling is observed.</p> <p>Most businesses working on construction sites will use some form of chemicals. A register may be included in your SWMS that outlines to workers and employees the correct handling procedure of that product. It is important to ensure you and your workers are aware of the risks associated with the use of certain chemicals and the appropriate response in the event of an incident.</p>
<p>6.0 Incident Reporting</p> <p>6.1 Do you have a documented incident reporting process?</p> <p>6.2 Do you have an incident investigations process?</p> <p>6.3 Are your employees and other workers aware of the incident investigation process and documentation?</p>	<p>Incident investigation occurs generally after the occurrence of a health and safety incident, which can also be classified as a near miss. An investigation process is a clearly defined process for handling of such matters within the workplace.</p> <p>An incident reporting template (could also be referred to as an accident/incident investigation report) is used to capture information about an incident / accident (including near misses/hits) including looking at the hazards and contributing factors that led to the event and what measures were in place to avoid such events from reoccurring.</p>
<p>7.0 First Aid</p> <p>7.1 Do you have a procedure to ensure that first aid is promptly provided to your workers if needed?</p> <p>7.2 Do you have a suitable first aid kit that is readily available on site for you, your employees and other workers?</p>	<p>7.1 Under the relevant work, health and safety legislation for your State or Territory, a PCBU has a duty to ensure first aid can be promptly delivered if required, including access to first aid materials.</p> <p>All workers must be able to access a first aid kit. Contents can vary depending upon the specific workplace hazards (i.e.: remote work may require provision for snake bites). It should not be limited to the supervisor as if it is left in the vehicle and not accessible on site, when the supervisor is between sites, the kit will not be available for use.</p> <p>The HIA Stationery team are able to give you quote on the cost of purchasing a first aid kit if you require. You can contact the team on 1300 650 620.</p>
<p>8.0 Plant and Equipment</p> <p>8.1 Do you have and maintain plant and equipment.</p> <p>8.2 Do you have a register that records all of the maintenance, servicing and inspections of plant and equipment?</p> <p>8.3 Are workers appropriately trained and skilled for safety operating the plant/equipment?</p>	<p>8.1 Plant and equipment can include (but is not limited to) scaffolding, skid steer loader (bobcat), air compressor, cement mixer etc. but generally does not include handheld tools.</p> <p>Where your business owns plant and equipment you should ensure that you maintain records for the inspection (daily) and service records for such items. If you are not the owner of such equipment, you should request the inspection (daily) and service records from the hirer or contractor.</p> <p>All workers should be trained and skilled in the operation of any plant and/or equipment used onsite.</p>

<p>9.0 Notifiable Injuries/ Incidents</p> <p>9.1 Have you or your employees or other workers had any reportable injuries /incidents within the past two years?</p>	<p>Under the relevant work, health and safety legislation for your State or Territory, there is a requirement for notifying your work, health and Safety Regulator of any reportable injuries, accidents and/or near misses. Each State and Territory has its own requirements in relation to reporting such incidents. To find out what reportable injuries and incidents are in your state, click here.</p>
<p>10.0 WHS Improvement, Prohibition or other Notices register</p> <p>10.1 Has your business been issued with any WHS improvement, prohibition or other notices from a WHS authority in the past two years?</p> <p>10.2 Have you or your business ever been prosecuted or entered into an enforceable undertaking for breaching WHS laws?</p>	<p>The regulatory body can issue Improvement or Prohibition Notices for breaching workplace safety requirements. These notices require the recipient to provide evidence to the inspector that the matter has been satisfactorily addressed and within a certain time frame. Prohibition notices require that work cease until the matter is addressed due to the perceived immediate risk it presents.</p>
<p>11.0 Your business and safety</p> <p>11.1 How do you keep up to date with changes to WHS laws, codes of practice and other WHS guidance?</p> <p>11.2 On a scale of 1-10, with 10 being the highest, how do you rate your business' safety practices and compliance with WHS?</p>	<p>Given all the preceding questions, your response to this question gives HIA an insight into how industry is keeping on top of any and all changes and how you feel about your overall safety compliance.</p>
<p>Type of Work</p> <p>Please select the type(s) of work you wish to perform:</p> <ul style="list-style-type: none"> • Builder • Professional • Suppliers • Trade 	<p>In this section you are required to nominate the trade work in which you identify yourself most with. For example, if you are a carpenter, you would check the tick box 'Carpenter'.</p> <p>Note: The more boxes you tick, the more licences and information you are required to provide. Only elect the type of work in which you identify your business as generally.</p>
<p>Work Location</p> <p>Please select work location:</p> <ul style="list-style-type: none"> • ACT • NSW • NT • QLD • SA • TAS • VIC • WA 	<p>In this section you are required to nominate the state/s in which you perform work.</p> <p>Note: the more boxes you tick, the more state based licencing and information you are required to provide. Only elect the states in which you actually can perform work.</p>
<p>Additional Documents</p>	<p>This is the section whereby you are required to provide licencing, insurance, and other information dependent on the type of work and work location as nominated. Each state and territory requirements will vary depending on the trade/profession selected, in line with the relevant state and territories legislation and regulations.</p> <p>You should click on each link listed which will ask you some questions relating to the type of work and your work location.</p>
<p>Work Region</p> <p>Please select work regions</p>	<p>Here you can nominate the work regions in which you are willing to perform work. This will give builders indication of how far you are willing to work within your state and regional location.</p>

4. MAINTAINING YOUR HIA TRADEPASS

Once you have submitted your HIA TRADEPASS questionnaire you will receive notifications from the HIA TRADEPASS team (via Rapid Global) regarding your HIA TRADEPASS status.

These communications will be directed to the 'HIA TRADEPASS compliance email address' you provided in your HIA TRADEPASS questionnaire, and should be regularly monitored by you/ your office to ensure you're keeping up to date with your HIA TRADEPASS requirements.

Requirement to submit information

After receiving notification that you're HIA TRADEPASS approved, you will receive email communications from time to time, reminding you to upload certain documents. This would be in the case of expiry of insurance or licence details, or any other documentation or information that has expiry dates, or annual renewals attached.

As per the agreed HIA TRADEPASS terms and conditions, you will be required to update any expired licences or insurances, or other information as requested by the HIA TRADEPASS team via the HIA TRADEPASS Contractor Portal . This will help ensure your HIA TRADEPASS Contractor status remains approved. Should you fail to resubmit as required, your HIA TRADEPASS status may be suspended and potentially deactivated. If you are unsure on how to update your information, or are unsure if a change affects your HIA TRADEPASS, please do not hesitate to contact the HIA TRADEPASS team on 1300 650 620.

Annual renewal process

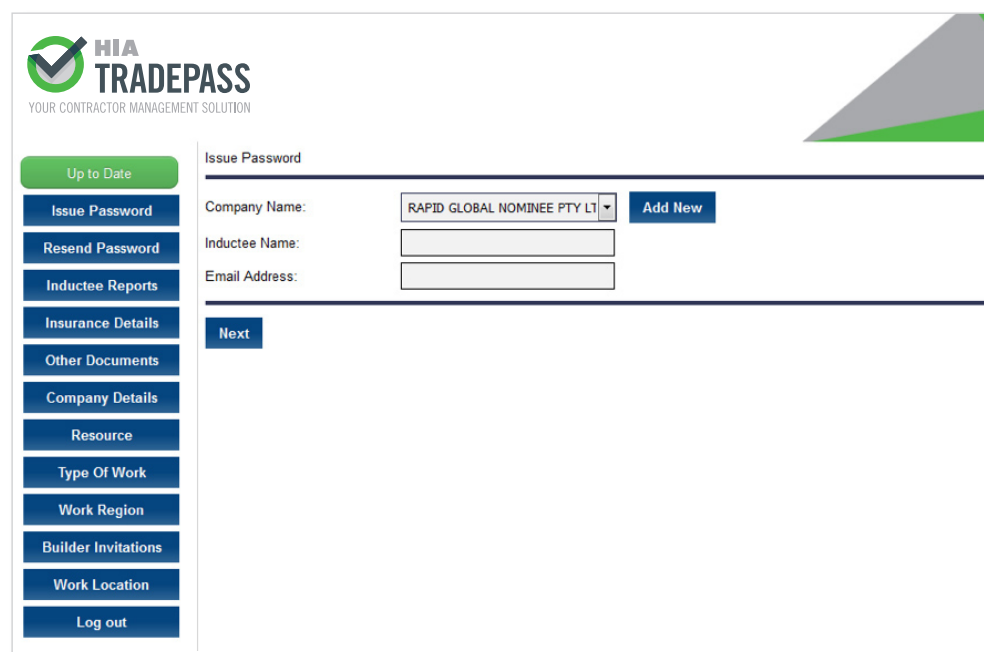
In order to maintain your HIA TRADEPASS you will be required to resubmit information annually, and make payment of the annual HIA TRADEPASS subscription fee.

5. USING THE HIA TRADEPASS CONTRACTOR PORTAL

Once you have been notified of approval of your HIA TRADEPASS, you will receive access to the HIA TRADEPASS Contractor Portal through your HIA website log in. Refer to section 2 of this guide for logon instructions on page 7.

HIA TRADEPASS Contractor Portal

Below is a screenshot of the HIA TRADEPASS Contractor Portal where you can upload any changes to critical expiring documentation upon reminder by HIA, or when your circumstances or business information changes.



The screenshot displays the HIA TRADEPASS Contractor Portal interface. On the left, a vertical sidebar contains a logo at the top with the text "HIA TRADEPASS" and "YOUR CONTRACTOR MANAGEMENT SOLUTION". Below the logo is a green button labeled "Up to Date". A list of blue buttons follows: "Issue Password", "Resend Password", "Inductee Reports", "Insurance Details", "Other Documents", "Company Details", "Resource", "Type Of Work", "Work Region", "Builder Invitations", "Work Location", and "Log out". The main content area is titled "Issue Password" and contains a form with three fields: "Company Name:" with a dropdown menu showing "RAPID GLOBAL NOMINEE PTY LTD" and an "Add New" button, "Inductee Name:" with a text input field, and "Email Address:" with a text input field. A "Next" button is located below the form fields.

What does each button mean?

Below is an overview of each button within the left-hand menu and further information on the key areas for updating critical information.

Button	Explanation
Up to Date	This feature will highlight in red when documentation is due to expire.
Issue Password	HIA has developed a Contractor Safety Induction that can be issued to your workers via a password. Please note this function may not be available initially.
Resend Password	Passwords that have previously been issued can be resent where required. Please note this function may not be available initially.
Inductee Reports	Inductee Reports outlines the status of each worker's induction (e.g. pending, completed) - please note this function may not be available initially.
Insurance Details	This is where your Public Liability Insurance and Workers Compensation Insurance/Personal Accident and Sickness Insurance is stored. This is where you will upload new documentation when your existing documentation expires.
Other Documents	Other documentation that has been uploaded as part of the HIA TRADEPASS Questionnaire and Type Of Work is stored here. e.g. trade specific license and/or insurances.
Company Details	Your business details are stored here. Details such as Contact Name, Email Address, Phone Numbers and Business Address and Postal Address can be updated here.
Resource	Resources provided by HIA such as this user guide can be accessed in the Resource tab.
Type Of Work	The type of works you nominate during the registration process that you are lawfully able to perform as a business are displayed here. This can be updated at any time. Please note based on what you select, you will be asked to provide evidence of licences and insurances where application via the Other Documents tab.
Work Region	The regional areas you select during the registration process are displayed here. This can be updated at any time. The regional areas you select will inform builder/PC of the areas in which you are willing to carry work.
Builder Invitations	Builders* who would like to access your Business Information from the HIA Contractor Management System is displayed here. You can Approve or Decline the invitation here.
Work Location	The States that you work in are displayed here. This can be updated at any time. Please note based on what you select, you will be asked to provide evidence of licences and insurances based on your type of works via the Other Documents tab.
Log out	To log out of the HIA TRADEPASS Contractor Portal

* Only HIA members are able to register for HIA TRADEPASS as a builder or principal contractor user.

Insurance Details

Below is a screenshot of the Insurance Details page. Your Public Liability Insurance and Workers Compensation Insurance/Personal Accident and Sickness Insurance uploaded as part of the registration process will be displayed here.

If a document has been rejected or expired, the 'Remove' button must be selected first before a new document can be uploaded.

The screenshot shows the HIA TradePass interface. On the left is a sidebar with navigation buttons: 'Up to Date' (green), 'Issue Password', 'Resend Password', 'Inductee Reports', 'Insurance Details' (highlighted with a red circle), 'Other Documents', 'Company Details', 'Resource', 'Type Of Work', 'Work Region', 'Builder Invitations', 'Work Location', and 'Log out'. The main content area is titled 'Contractor Documents'. It includes a red warning: 'Before uploading, please ensure that the company name that appears on the document matches "RAPID GLOBAL NOMINEE PTY LTD".' Below this, the 'Public Liability Insurance' section shows a thank you message, the expiry date '30/11/2017', and a cover amount of '\$20000000'. A green message states 'This document has been verified by an Administrator.' and a 'Preview Document' button is present. The 'Workers Compensation Insurance' section asks 'Are you a Sole Trader?' with 'Yes' and 'No' radio buttons. It also asks to 'Please select the State/Country in which you perform work:' with checkboxes for ACT, NSW, NT, QLD, SA (checked), TAS, VIC, and WA. The expiry date is '15/06/2017' and the file is 'SA'. A 'Preview Document' button is also here. A green message at the bottom says 'This document has been verified by an Administrator.'

The following steps outline how to upload a document.

The diagram shows a simplified version of the 'Public Liability Insurance' form. It has three main sections: 'Please type the amount of PLI Cover contained on your certificate of currency' with a text input and a 'Million' label; 'Select Expiry Date' with a date input (dd-mm-yyyy) and a calendar icon; and 'Please upload your PLI certificate of currency here.' with a 'Browse...' button, the text 'No file selected.', and an 'Upload' button. Red circles and lines highlight these elements: the 'Million' label, the calendar icon, the 'Browse...' button, and the 'Upload' button. A note at the bottom says 'The maximum file upload size is 20 MB.'

Some documents may require an Expiry Date to be entered. In this example, the amount of PLI cover must be entered in the box provided.

Click the calendar icon to select the **Expiry Date**. Select the Year, then the Month and then the Day.

To upload the document, click **Browse** or **Choose File**. A window will be displayed where the document can be located. Select the document and click **Open**. The window will close.

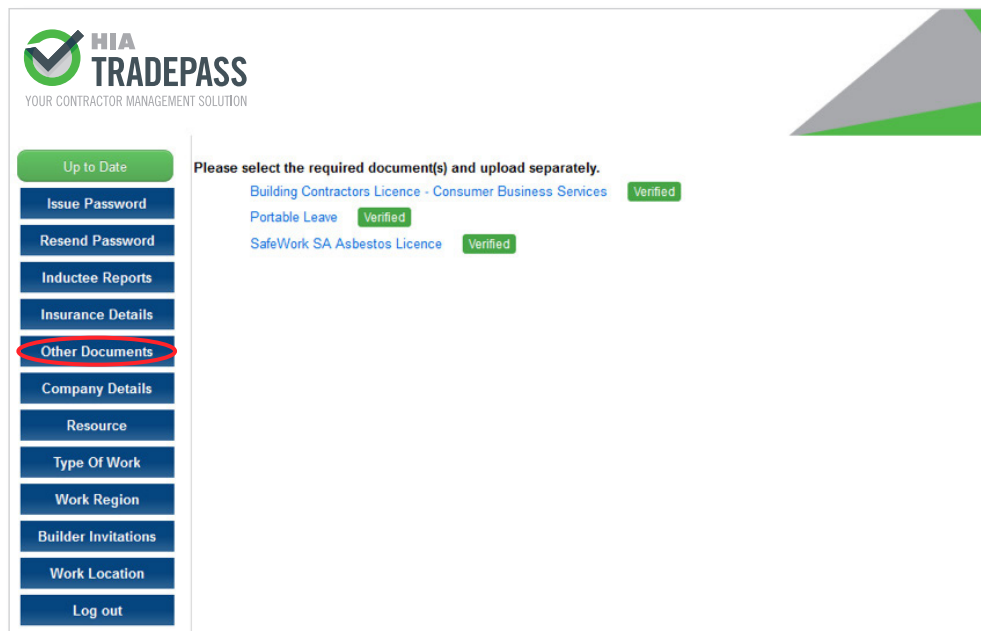
Click **Upload**

Once the document has been successfully uploaded, you will have access to click a **Preview** button.

Other Documents

Below is a screenshot of the Other Documents page. Other documentation that has been uploaded as part of the HIA TRADEPASS Questionnaire and Type Of Work sections is stored and updated here. Each document is a blue hyperlink that can be selected for more information.

Where additional Type of Work or Work Locations are selected, further documentation will be requested here for upload followed by verification by the HIA TRADEPASS team.



Type of Work

Below is a screenshot of the Type of Work page. The type of works you nominate during the registration process that you are lawfully able to perform as a business are displayed here. This can be updated at any time.

Please note based on what you select, you will be asked to provide evidence of licences and insurances where applicable via the Other Documents tab.

HIA TRADEPASS
YOUR CONTRACTOR MANAGEMENT SOLUTION

Up to Date

Issue Password

Resend Password

Inductee Reports

Insurance Details

Other Documents

Company Details

Resource

Type Of Work

Work Region

Builder Invitations

Work Location

Log out

Type of Work

Please select the type(s) of work you wish to perform and click Update to save your changes:

Builder

- ☒ Builder Commercial
- ☐ Builder Residential – Alterations, Additions and Renovation
- ☐ Builder Residential – New Homes
- ☐ Builder Other
- ☐ Builder Residential – Kitchens, Bathrooms & Laundries
- ☐ Builder Residential – New Homes and Alterations, Additions and Renovations

Professional

- ☐ Architect
- ☐ Building Certifier/Home Building Consultant
- ☐ Building Inspector
- ☐ Kitchen Design
- ☐ Project Management
- ☐ Bathroom Design
- ☐ Building Design
- ☐ Drafting
- ☐ Professional Other
- ☐ Site Supervisor

Suppliers

- ☐ Manufacturer/Supplier

Trade

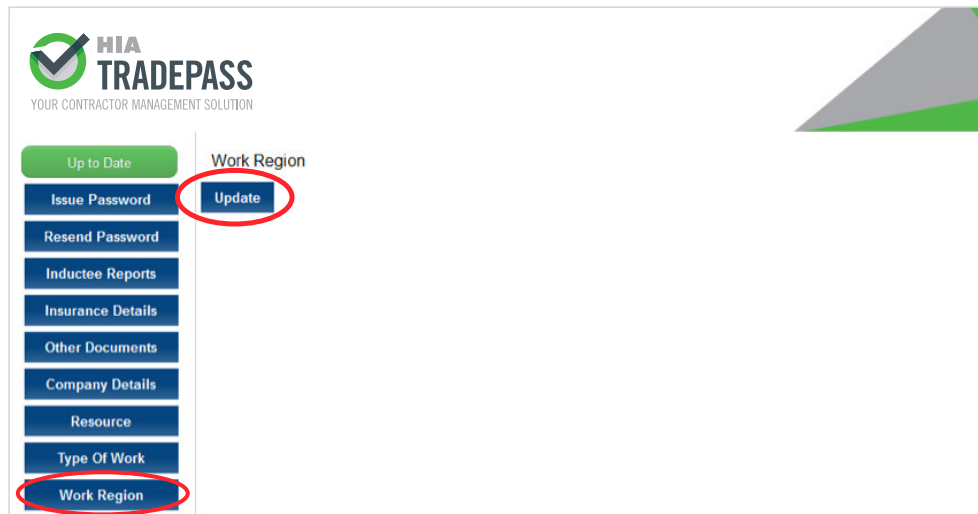
- ☐ Air-conditioning
- ☐ Bricklayer / Blocklayer
- ☐ Concrete
- ☐ Demolisher
- ☐ Electrician
- ☐ Fencing
- ☐ Flooring
- ☐ Glazier
- ☐ Landscaper - General
- ☐ Maintenance
- ☐ Painter
- ☐ Plumber
- ☐ Scaffolding
- ☐ Swimming pool installation
- ☐ Trade Other
- ☒ Asbestos Removal/Handling
- ☐ Carpenter / Cabinetmaker
- ☐ Crane Operation/Hoisting
- ☐ Drainage
- ☐ Excavator/Earthmover/Heavy Equipment
- ☐ Fire Protection
- ☐ Gas Fitter
- ☐ Irrigation
- ☐ Landscaper - Structural
- ☐ Metal fabrication
- ☐ Plasterer
- ☐ Roof tiling
- ☐ Stonemason
- ☐ Tiler (Wall & Floor)

Update

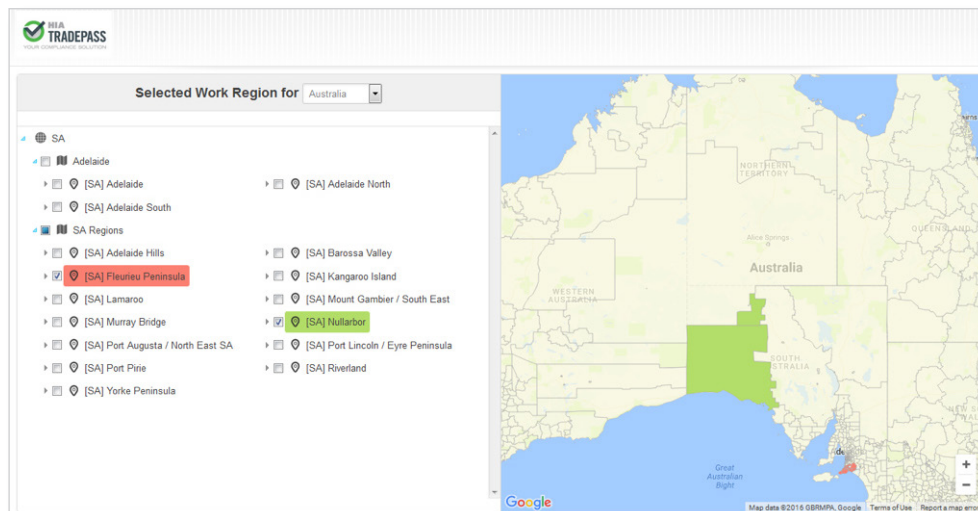
Work Region

Below is a screenshot of the Work Region page. The regional areas you select during the registration process are displayed here. This can be updated at any time. The regional areas you select will inform Builders of the areas in which you are willing to carry work.

1. Click Update



2. The Work Region page will open in a new window/tab therefore please ensure your browser does not block pop-ups or manually allow this page to open. The States displayed here are selected under the Work Location page.



Work Location

Below is a screenshot of the Work Location page. The States that you work in are displayed here. This can be updated at any time. Please note based on what you select, you will be asked to provide evidence of licences and insurances based on your type of works via the Other Documents tab.

The States selected here will also be displayed via the Work Regions tab.

The screenshot shows the HIA TRADEPASS interface. On the left is a sidebar with navigation buttons: Up to Date, Issue Password, Resend Password, Inductee Reports, Insurance Details, Other Documents, Company Details, Resource, Type Of Work, Work Region, Builder Invitations, Work Location (highlighted with a red circle), and Log out. The main content area is titled 'Please select work location:' and contains a list of Australian states with checkboxes: ACT, NSW, NT, QLD, SA (checked), TAS, VIC, and WA. A green 'Save' button is located at the bottom right of the main area.

Builder Invitations

Below is a screenshot of the Builder Invitations page. Builders* who would like to access your business Information from the HIA TRADEPASS Contractor Management System is displayed here. You can Approve or Decline the invitation here. Builders/PCs your business is linked to will also be listed here.

** Only HIA members are able to register for HIA TRADEPASS as a builder or principal contractor user.*

The screenshot shows the HIA TRADEPASS interface. The sidebar is identical to the previous page, but 'Builder Invitations' is highlighted with a red circle. The main content area is titled 'Invitation Requests'. It contains explanatory text about the table and instructions on how to approve or decline requests. Below the text is a table with columns: Company Name, Contact Name, Email (if applicable), and Status. At the bottom of the table area, there is a pagination control showing '0' items, a dropdown for '20' items per page, and the text 'Displaying No items to display'.

6. FREQUENTLY ASKED QUESTIONS

Q. I have registered and paid through the HIA website for TRADEPASS and am not ready to start the questionnaire, how do I re-access the questionnaire?

A. Simply log back into the 'My HIA' section of the HIA website when you're ready to start the process, and click on the 'manage my details' tile within the Dashboard. See section 2 of this guide for help on logging into HIA TRADEPASS.

Q. I am having trouble understanding some of the questions, what should I do?

A. Upon registering for the HIA TRADEPASS you would have been sent an email with a link to the questionnaire, and a user guide (which this document may be part of) to assist you through the process. Please see section 3 of this guide for clarification on the questions asked. If you need further assistance, please call or email a friendly member of the HIA TRADEPASS team during business hours on 1300 650 620.

Q. What documentation do I need to provide?

A. As a contractor you will be asked a series of questions relating to safety, insurance, and your business generally. You may be required to upload documentation of this nature depending on your responses to the questions. Further detail is contained in the Contractor User Guide which will be emailed to you upon registering for the HIA TRADEPASS process.

Q. I've submitted the questionnaire, now what?

A. The HIA TRADEPASS team will be in contact with you to advise of your TRADEPASS status. The team aims to get back to all contractors within 48 business hours of submission (subject to peak periods). The team may ask you some further questions, or liaise with you about finalising some further information before confirming the receipt of a TRADEPASS.

Q. The HIA TRADEPASS team is telling me I cannot receive a TRADEPASS due to missing information and documentation – what do I do?

A. The HIA TRADEPASS team will work with you as far as reasonably practicable to assist you in obtaining a HIA TRADEPASS. This may mean that you may need to revisit your business documents, and liaise with professionals to get your documentation in order. If this is the case the HIA TRADEPASS team, will assist in directing you to professionals who can help, and will await your submission of further documentation for a HIA TRADEPASS (subject to time restraints).

6. FREQUENTLY ASKED QUESTIONS

Q. I have been advised I am now a HIA TRADEPASS Contractor, what does this mean for me?

A. Congratulations, you now have an industry recognised approval. You will receive an email confirming this status. Through the 'My HIA' section of the HIA website you will be able to log in your details at any point in time to update your details. Your business will be searchable by HIA member Builders who are wanting to view contractors through a HIA TRADEPASS Contractor Management Dashboard. Builders may send you requests to access your information, which gives you opportunity to grow and expand your business.

Q. I am a Contractor, and I want to invite my own sub-contractors to get a HIA TRADEPASS, what should 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.

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

A. HIA has partnered with, Rapid Global Software for the development and workforce management software solution for HIA TRADEPASS. Rapid Global has extensive experience in software workforce management solutions, serving clients throughout Australian 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.

7. GLOSSARY OF TERMS

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

COMPLIANT means a Contractor who complies with 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 accreditation of contractors;

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

8. GETTING HELP

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