



Resthaven
Incorporated



Online Contractor Induction Process

Property User Guide





Online Contractor Induction Guide

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Overview

This guide provides an overview of the new Resthaven online contractor induction system and information to assist Resthaven Management and employees to answer any associated queries.

Resthaven has developed an online contractor induction system in conjunction with *Rapid Induct* to ensure all contractors are provided with important and consistent information regarding the company's Health, Safety and Environmental responsibilities and requirements to ensure Legislative compliance.

The system consists of an online Contractor Induction Centre where the contractor company must first complete an online registration. Once the contractor completes the registration, they may securely log in and manage their own employee and subcontractor inductions. The online Contractor Induction Centre is accessible at: <http://www.rapidinduct.com.au/resthaven>

All Resthaven contractors and subcontractors who are performing work must complete the online general induction by the due date.

The contractor induction course consists of one general contractor induction and each contractor must successfully answer several questions regarding the information covered in the course. Following successful completion of the course, the inductee will be presented with a certificate/induction pass that the inductee will need to print. The certificate/induction pass is valid for two years unless there is a change in Resthaven's procedures.



It is **mandatory** for those contractors and subcontractors who are performing work at any Resthaven site which has the potential to have risks to complete this online induction. This includes the requirement for contractor companies to upload a job safety analysis/safe work method statement when registering the company online.

Following the successful completion of the course, inductees will be presented with a certificate/induction pass that the inductee will need to print. The contractor pass is for verification of contractor induction only and does not constitute security identification or allow site access. If a contractor pass cannot be presented the contractor must present photo identification (for example a driver's license) so that their induction records can be confirmed on site. Contractors will still be required to sign in and out at reception at each site.

Please note that there will be a cost associated with the online induction. The benefit to the contractor is that it reduces the time spent on site completing the Resthaven induction. This system is more efficient and will ensure a more streamlined process.

It is the responsibility of the contractor company to ensure that all their contractors, employees and subcontractors that will be working at a Resthaven site have completed an induction prior to attending a site.

Contractor Queries

Contractors have been advised of the following contacts if they have any queries regarding the system.

All technical queries should be referred to the Rapid Induct Client Services Team.

- Email: support@rapidinduct.com.au
- Free call 1800 307 595, 8.30am – 6pm, Monday to Friday (AEST)

Examples of these types of questions may include queries regarding log on, password, computer settings, accessing the contractor or inductee web pages, contractor registration process, issuing passwords, payment etc.

Any queries regarding the course content or the site induction process should be referred to:

- **OHS Coordinator – Lesley Marsh, 8206 0115 or Imarsh@resthaven.asn.au**

Escalation Points

If a Resthaven employee receives a query and the information in this guide does not appropriately answer the question they should contact the following:

- For any technical query, contact Rapid Induct as per details above
- For all other queries contact Lesley Marsh



Summary Induction Requirements

- All Resthaven contractors and subcontractors who are performing work on site must complete the online general induction by the due date.
- The online induction course must be completed every 2 years.
- Contractors and subcontractors must present their Contractor Pass (certificate/induction pass) when attending any Resthaven site.
- If a Contractor Pass cannot be presented, the contractor must present photo identification at reception.
- The contractor pass is for verification of contractor induction only and contractors will still be required to sign in and out at reception at each site.

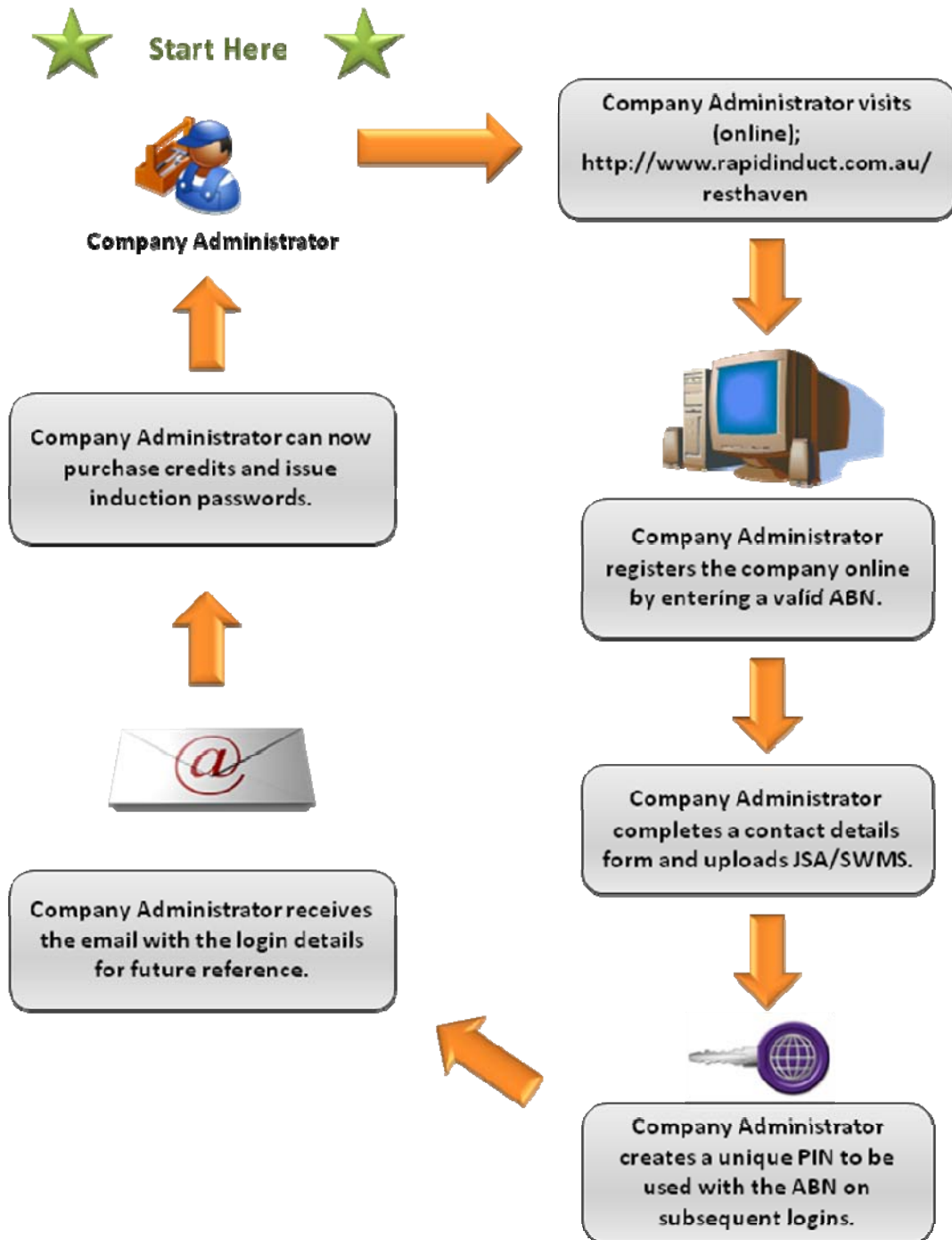
Timelines for Course Completion

A one month transition period has been allocated to give all contractor companies time to register in the system and all contractor employees and sub contractors time to complete the induction course. To ensure that all contractor employees and subcontractors who will be working on Resthaven sites have completed the online induction course by **15th September 2011**, contractors have been advised that this timeline is to be met or they will be refused entry to the site.



Registration Process Overview

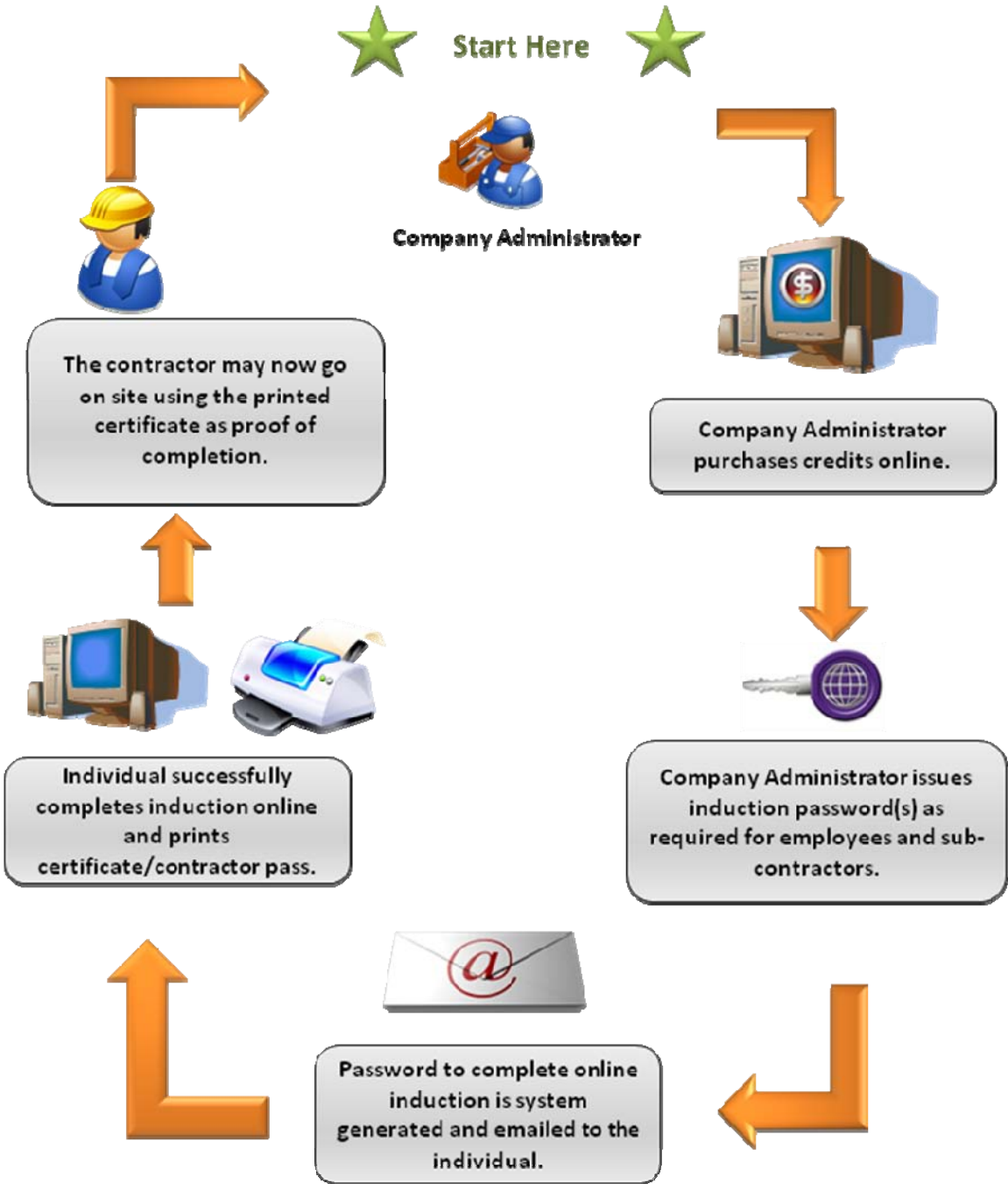
The following provides an overview of the process to be followed by the contractor company to register their company on the online Contractor Induction Centre and manage the company inductions.





Induction Process Overview

Once the Company has successfully registered, the Company Administrator can log in at: <http://www.rapidinduct.com.au/resthaven> and proceed with purchasing and issuing passwords.





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Contractor Induction Centre

The contractor induction Centre is accessible at: <http://www.rapidinduct.com.au/resthaven>

It has four radio buttons which allows for:

1. A Resthaven employee to log on and complete an induction OR a Resthaven administrator to log on and administer the online induction system
2. A contractor employee or subcontractor to log on with the password that they were sent and to complete an induction
3. The contractor company to log on for the first time to register in the system
4. The contractor company to log on with their password and manage their inductions



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Welcome

Please select one of the following:

I am a Resthaven employee and have been given a password to complete an induction

I am an employee or subcontractor of a contracting company and have been given a password to complete an induction

I am from a new contracting company and have been requested to register my ABN

I am from a contracting company, have already registered my ABN and wish to manage my inductees

Employee

Contractor Employee

New Contractor Registration

Existing Contracting Company



FAQs – Using the Contractor Induction Centre

Question	How to
Who is the Contractor Company Administrator?	<ul style="list-style-type: none">➤ Company Administrator is the person who the contractor company elects to manage their Resthaven inductions and will be the main contact within the company for any associated issues.➤ The Company Administrator will have access to navigate the Induction Centre, purchase credits and issue passwords to company employees and subcontractors required to complete the induction course.
How do I log on to the Contractor Induction Centre and register?	<ul style="list-style-type: none">➤ The primary contact of your company will receive an email request to register online. Click on the link supplied in this email. Alternatively you can also copy and paste this link into your browser.➤ Complete/Verify your company details, upload your JSA/SWMS information and create a unique password.
How do I complete company details?	<ul style="list-style-type: none">➤ Information to be recorded includes the Company Administrator contact details and the Business details.➤ The Company Administrator will be asked to create a unique Password which will be used to re-enter the system.➤ A “Contractor Registration confirmation” email confirming the password will then be sent to the Company Administrator for future log in purposes.
How do I purchase credit points (1 credit point for one inductee)?	<ul style="list-style-type: none">➤ Credits points are required to be purchased by the Contractor Administrator so that they can assign a password to an inductee.➤ Go to “Purchase Credits” tab on the Induction Centre.➤ You will need a credit card to purchase credit points for company inductees and you will be provided with a tax invoice.➤ Once credits are purchased they can be used by the Company Administrator to assign these credits to individuals – see “Issue Password”.



	<ul style="list-style-type: none">➤ Each individual who is required to complete the Induction must be assigned one credit point, to complete the induction and receive a certificate/induction pass.➤ The cost of one credit point is \$40.00 (excluding GST).➤ Cost per inductee = \$40.00 + GST
How do I issue inductee passwords?	<ul style="list-style-type: none">➤ Ensure you have purchased one credit point for the inductee you wish to issue a password to.➤ Go to “Issue Password” from the Induction Centre.➤ Enter inductee details which includes an email address whereby the inductees password will be sent straight to the inductee.➤ If the inductee does not receive email with personal password, Company Administrator can access this information – go to “Resend password”.
How do I have a Contractor Pass re-issued (if a contractor has lost their Contractor Pass)?	<ul style="list-style-type: none">➤ Log in to the system as an administrator. Go to the Find/Edit section in the Inductee Tab. Locate the inductee. Select the course and click on the print certificate icon.
Can I receive reports on inductee completion?	<ul style="list-style-type: none">➤ The Company Administrator can run reports on induction completion via the “Inductee reports” tab on the Induction Centre home page.



FAQs – Inductee Course Completion

Question	How to
How does an inductee complete the course?	<p>The inductee will receive an email with the link to the Induction Centre – http://www.rapidinduct.com.au/resthaven</p> <ul style="list-style-type: none">➤ Email includes unique password.➤ Enter unique password to access the induction course.
What if I forget my password?	<ul style="list-style-type: none">➤ Company Administrator can find all passwords issued within a date range and choose to resend them to the same email address or to another one.➤ Alternatively refer to Rapid Induct Team who can confirm passwords via email at support@rapidinduct.com.au
Who do I contact for any technical queries?	<ul style="list-style-type: none">➤ Refer to Rapid Induct Team on 1800 307 595
Who do I contact for any queries regarding content?	<ul style="list-style-type: none">➤ Queries – referred to Lesley Marsh 8206 0115
Can the course be stopped and started at the same page?	<ul style="list-style-type: none">➤ It is preferred that the course is completed within one sitting.➤ If this is not possible, you can log back into the course again with the password and be taken to the last page the inductee stopped the course.
What happens if I get a question wrong?	<ul style="list-style-type: none">➤ You will be directed back to the relevant page of information and then asked a different question regarding the topic.
What happens after I complete the course?	<ul style="list-style-type: none">➤ At the successful completion of the course you will be able to print a Contractor Pass (certificate/induction pass)



FAQs - General Course Queries

Question	How to
Why should a contractor have to complete the course?	<ul style="list-style-type: none">➤ It ensures that contractors are provided with important information about Resthavens' requirements, procedures and common hazards to ensure their continued safety when working at any Resthaven site.➤ It is an OHS legislative requirement to complete an appropriate induction.➤ Completion of the online course decreases the amount of paper work a contractor has to read and sign. No longer the requirement to read and sign the Contractor Requirements document.
Why is there a cost to complete the course?	<ul style="list-style-type: none">➤ Refer to Resthaven site contact – Lesley Marsh on 8206 0115
What if the contractor hasn't completed the online induction?	<ul style="list-style-type: none">➤ It is mandatory for contractors and subcontractors who are performing work at any Resthaven site, to complete this online induction.
How often must the online induction course be completed?	<ul style="list-style-type: none">➤ Every two years.
Is it the contractor's responsibility for sub contractors to complete the induction?	<ul style="list-style-type: none">➤ Yes, the contractor company must ensure that the online induction requirement is communicated to sub contractors.➤ They can do this by either:<ol style="list-style-type: none">1) purchasing credit points and issuing passwords to sub contractor individually; or2) ensuring the sub contractor company has the appropriate details to log into the system and manage the purchase of credits / induction completion for their employees.➤ It is the contractor company responsibility to monitor / verify sub contractor completion.
How can I obtain a report on whether contractors have completed the course?	<ul style="list-style-type: none">➤ Refer to Resthavens' Site Contacts who can run reports.



FAQs – Course Queries

Question	How to
Who do I contact for course queries?	Refer to Lesley Marsh on 8206 0115
Is there a site induction process?	Visitors and delivery drivers only will be required to complete a site induction at reception.
Are work permits required?	It is expected that contractors use the Resthaven work permit system in place. Permits are required for the following work: <ul style="list-style-type: none">• Working at Heights