

## Defence Housing Australia (DHA)

# Guide to Online Services for Residential Maintenance Services (RMS) Contractors

Version 1.5 - November 2016

## Table of Contents

- Background .....3**
- Introduction to Online Services .....3**
  - Overview .....3
  - RMS Panel Contractors .....3
  - Getting started .....3
  - Logging in .....4
  - Forgotten password .....4
- Your Dashboard .....5**
  - Overview .....5
- Sharing Access .....6**
- Work Quotes .....6**
- Allocation of Work .....9**
- Work Bundles .....10**
- Booking Work .....12**
- Completing Work .....14**
- Invoicing .....18**
- Managing your Contact Details and Notifications .....23**
- Managing your Insurance .....24**
- Viewing My DHA Contract .....25**
- Managing your Availability .....26**
- Recalls .....27**
- Other Information .....28**

## Background

DHA manages a panel of approximately 800 contractors via the Residential Maintenance Services (RMS) panel which provides routine maintenance and emergency repair services to the DHA housing portfolio across almost 40 trades. Contractors are required to communicate electronically through Online Services to receive, manage, complete and invoice when completed the work allocated to them.

This user guide has been developed to guide RMS contractors through the use of Online Services.

## Introduction to Online Services

### Overview

DHA Online Services is a portal available for DHA's customers and business partners to interact electronically with DHA.

The system is accessed from DHA Online Services at <https://www.dha.gov.au/partnering>

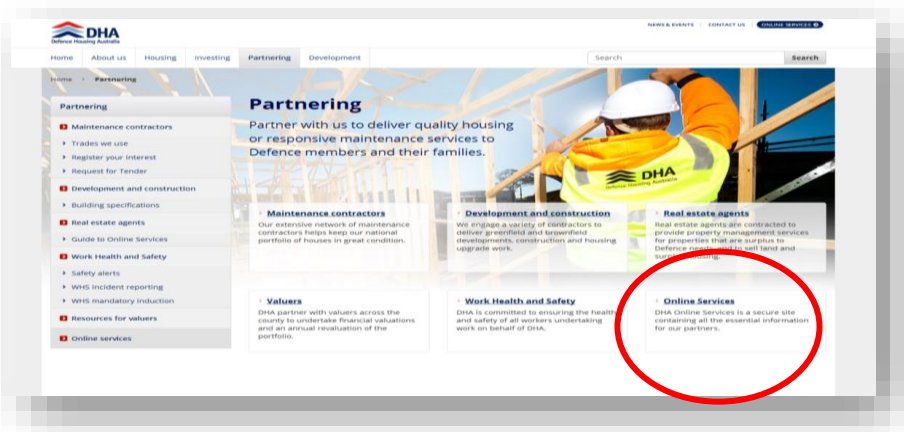
### RMS Panel Contractors

Through Online Services, contractors who are contracted with DHA to provide residential maintenance services will have access to:

- Details of any work items including their current status
- Details of any quotes including their current status
- Work Health and Safety Reports
- Contractor contact details and the ability to update them via online services
- Contractor company insurance details and the ability to update them via online services
- A copy of the contractor's current contract with DHA
- Contractor availability and the ability to update these details via online services
- A link to contractor resources.

### Getting started

Go to <https://www.dha.gov.au/partnering> and click on **Online Services**:



# Guide to Online Services

## Logging in

Once you click on the Online Services icon you will be taken to the Login page:

The screenshot shows the DHA Online Services Login page. The 'LOGIN' section is highlighted with a red oval. It includes a 'Username' field, a 'Password' field, a 'Log In' button, and a link for 'Forgotten your password?'. To the right, there are sections for 'For ADF Members', 'For Lessors', and 'For Suppliers' with their respective service lists. The footer contains copyright information and links for Accessibility, Copyright, Disclaimer, Privacy, Terms and Conditions, and Contact us.

- Your username is the email address your company previously provided to DHA
- An email notification is automatically sent when your company is set up as a DHA business partner on DHA Online Services. This email provides your first temporary password
- On your first login, you will be prompted to change your password. You will also be required to enter a secret question and answer which can be used to authenticate you in case you forget your password.

## Forgotten password

- If you have forgotten your password, select the Forgotten your password link. This will prompt you for the answer to your secret question which if correct will send your password to your email (username) address
- If you have forgotten your username, please contact DHA.

## Your Dashboard

### Overview

Once loaded the Dashboard will default to the Overview page. The overview provides the top layer of information used to manage DHA work requests.

The screenshot shows the DHA Online Services Dashboard. At the top, there is a navigation menu with links for Dashboard, Work, Invoicing, WHS Reports, My Details, Search, Contractor Resources, and My Account. Below the navigation menu, there are two yellow warning ribbons: one for 11 overdue booking items and another for 41 overdue invoicing items. A central section displays four tabs: NEW WORK (5), AWAITING BOOKING (13), SCHEDULED WORK (0), and AWAITING COMPLETION (40). Below these tabs is a table of work items with columns for ID, Address, Suburb, Postcode, Instructions, Booking Required, Target Start, and Target End. The table lists three items: MITM-2092699, MITM-2095234, and MITM-2095235. Below the table, there are sections for AVAILABLE WORK BUNDLES (0) and ALL WORK BUNDLES (0), both indicating no bundles require attention. A QUOTES REQUIRED section also indicates no quotes requiring action.

ID	Address	Suburb	Postcode	Instructions	Booking Required	Target Start	Target End
MITM-2092699	[REDACTED]	SINGLETON HEIGHTS	2330	Pest Inspection Report	18/10/2016 10:30 AM	14/10/2016	28/10/2016
MITM-2095234	[REDACTED]	CAMPBELL	2612	Pest Control T&M	15/11/2016 10:10 AM	11/11/2016	25/11/2016
MITM-2095235	[REDACTED]	CAMPBELL	2612	Pest Control T&M	15/11/2016 10:10 AM	11/11/2016	25/11/2016

From the main Dashboard you can:

- Update your password and secret question through **My Account**
- Update your contact details, licence information and insurance information through **My Details**
- Search through all Work Items and Quotes
- Search all Work Items awaiting invoicing, as well as non-invoiceable Work Items awaiting completion
- Search through all Work Items and Quotes
- View WHS reports
- Search for a specific Work Item
- View your notifications.

Current Work Items that are more than 7 days overdue for booking and other important information will appear in a yellow highlighted ribbon(s) at the top of your screen.

Work Items that are more than 14 days overdue for invoicing will appear in a yellow highlighted box just underneath Work Items more than 7 days overdue for booking.

Note that numbers next to the various tabs denote how many Work Items are within each tab.

## Sharing Access

If your company requires more than one login, you can share your access with others by clicking on the **My Account** button on your Dashboard:

The screenshot shows the DHA Online Services Dashboard. At the top left is the DHA logo and 'ONLINE SERVICES' text. Below the logo are navigation tabs: Dashboard, Work, Invoicing, WHS Reports, My Details, Search, and Contractor Resources. On the far right of this navigation bar is a 'My Account' dropdown menu, which is circled in red. Below the navigation bar are two yellow warning banners. The first banner states: 'You currently have 11 work items that are more than 7 days overdue for booking, please contact the tenant and arrange an appointment.' with a 'View' link. The second banner states: 'You currently have 41 work items that are more than 14 days overdue for invoicing, please submit invoices or update appointment dates.' with a 'View' link. Below the banners are four status filters: 'NEW WORK 3', 'AWAITING BOOKING 13', 'SCHEDULED WORK 0', and 'AWAITING COMPLETION 40'. A table displays work items with columns: ID, Address, Suburb, Postcode, Instructions, Booking Required, Target Start, and Target End. The table contains three rows of data. Below the table is a section for 'AVAILABLE WORK BUNDLES 0' and 'ALL WORK BUNDLES 0', with a message: 'There are currently no bundles which require your attention.' Below that is a section for 'QUOTES REQUIRED' with a message: 'You have no quotes requiring action'.

ID	Address	Suburb	Postcode	Instructions	Booking Required	Target Start	Target End
MITM-2092699	[REDACTED]	SINGLETON HEIGHTS	2330	Pest Inspection Report	18/10/2016 10:30 AM	14/10/2016	28/10/2016
MITM-2095234	[REDACTED]	CAMPBELL	2612	Pest Control T&M	15/11/2016 10:10 AM	11/11/2016	25/11/2016
MITM-2095235	[REDACTED]	CAMPBELL	2612	Pest Control T&M	15/11/2016 10:10 AM	11/11/2016	25/11/2016

- Click on **Manage My Delegates** in the drop down list
- You will not have any registered delegates when you are sharing access for the first time
- Click on the **Create Delegation** button
- Click on the **Share My Access** box to allow your delegate to perform all functions in Online Services which relate to you as a contractor. Alternatively, click on the **Assign Work** to allow you to assign work items to a person for completion
- Enter the email address of the delegate you wish to share access with and create your own Confirmation Key
- Make a record of the Confirmation Key as your delegate will be required to enter this value when they choose to accept your request.

## Work Quotes

DHA will request work item quotes from time to time. If you have been requested to quote for a certain work item it will appear on your Dashboard under **Quotes Required**.

# Guide to Online Services

**QUOTES REQUIRED**

ID	Required	Address	Suburb	Postcode	Scope of Works
<a href="#">MQUO-40467</a>	13/05/2016	501/503/505/507/509/511/513/515/517/519/521/523/525/527/529/531/533/535/537/539/541/543/545/547/549/551/553/555/557/559/561/563/565/567/569/571/573/575/577/579/581/583/585/587/589/591/593/595/597/599/601/603/605/607/609/611/613/615/617/619/621/623/625/627/629/631/633/635/637/639/641/643/645/647/649/651/653/655/657/659/661/663/665/667/669/671/673/675/677/679/681/683/685/687/689/691/693/695/697/699/701/703/705/707/709/711/713/715/717/719/721/723/725/727/729/731/733/735/737/739/741/743/745/747/749/751/753/755/757/759/761/763/765/767/769/771/773/775/777/779/781/783/785/787/789/791/793/795/797/799/801/803/805/807/809/811/813/815/817/819/821/823/825/827/829/831/833/835/837/839/841/843/845/847/849/851/853/855/857/859/861/863/865/867/869/871/873/875/877/879/881/883/885/887/889/891/893/895/897/899/901/903/905/907/909/911/913/915/917/919/921/923/925/927/929/931/933/935/937/939/941/943/945/947/949/951/953/955/957/959/961/963/965/967/969/971/973/975/977/979/981/983/985/987/989/991/993/995/997/999/1001/1003/1005/1007/1009/1011/1013/1015/1017/1019/1021/1023/1025/1027/1029/1031/1033/1035/1037/1039/1041/1043/1045/1047/1049/1051/1053/1055/1057/1059/1061/1063/1065/1067/1069/1071/1073/1075/1077/1079/1081/1083/1085/1087/1089/1091/1093/1095/1097/1099/1101/1103/1105/1107/1109/1111/1113/1115/1117/1119/1121/1123/1125/1127/1129/1131/1133/1135/1137/1139/1141/1143/1145/1147/1149/1151/1153/1155/1157/1159/1161/1163/1165/1167/1169/1171/1173/1175/1177/1179/1181/1183/1185/1187/1189/1191/1193/1195/1197/1199/1201/1203/1205/1207/1209/1211/1213/1215/1217/1219/1221/1223/1225/1227/1229/1231/1233/1235/1237/1239/1241/1243/1245/1247/1249/1251/1253/1255/1257/1259/1261/1263/1265/1267/1269/1271/1273/1275/1277/1279/1281/1283/1285/1287/1289/1291/1293/1295/1297/1299/1301/1303/1305/1307/1309/1311/1313/1315/1317/1319/1321/1323/1325/1327/1329/1331/1333/1335/1337/1339/1341/1343/1345/1347/1349/1351/1353/1355/1357/1359/1361/1363/1365/1367/1369/1371/1373/1375/1377/1379/1381/1383/1385/1387/1389/1391/1393/1395/1397/1399/1401/1403/1405/1407/1409/1411/1413/1415/1417/1419/1421/1423/1425/1427/1429/1431/1433/1435/1437/1439/1441/1443/1445/1447/1449/1451/1453/1455/1457/1459/1461/1463/1465/1467/1469/1471/1473/1475/1477/1479/1481/1483/1485/1487/1489/1491/1493/1495/1497/1499/1501/1503/1505/1507/1509/1511/1513/1515/1517/1519/1521/1523/1525/1527/1529/1531/1533/1535/1537/1539/1541/1543/1545/1547/1549/1551/1553/1555/1557/1559/1561/1563/1565/1567/1569/1571/1573/1575/1577/1579/1581/1583/1585/1587/1589/1591/1593/1595/1597/1599/1601/1603/1605/1607/1609/1611/1613/1615/1617/1619/1621/1623/1625/1627/1629/1631/1633/1635/1637/1639/1641/1643/1645/1647/1649/1651/1653/1655/1657/1659/1661/1663/1665/1667/1669/1671/1673/1675/1677/1679/1681/1683/1685/1687/1689/1691/1693/1695/1697/1699/1701/1703/1705/1707/1709/1711/1713/1715/1717/1719/1721/1723/1725/1727/1729/1731/1733/1735/1737/1739/1741/1743/1745/1747/1749/1751/1753/1755/1757/1759/1761/1763/1765/1767/1769/1771/1773/1775/1777/1779/1781/1783/1785/1787/1789/1791/1793/1795/1797/1799/1801/1803/1805/1807/1809/1811/1813/1815/1817/1819/1821/1823/1825/1827/1829/1831/1833/1835/1837/1839/1841/1843/1845/1847/1849/1851/1853/1855/1857/1859/1861/1863/1865/1867/1869/1871/1873/1875/1877/1879/1881/1883/1885/1887/1889/1891/1893/1895/1897/1899/1901/1903/1905/1907/1909/1911/1913/1915/1917/1919/1921/1923/1925/1927/1929/1931/1933/1935/1937/1939/1941/1943/1945/1947/1949/1951/1953/1955/1957/1959/1961/1963/1965/1967/1969/1971/1973/1975/1977/1979/1981/1983/1985/1987/1989/1991/1993/1995/1997/1999/2001/2003/2005/2007/2009/2011/2013/2015/2017/2019/2021/2023/2025/2027/2029/2031/2033/2035/2037/2039/2041/2043/2045/2047/2049/2051/2053/2055/2057/2059/2061/2063/2065/2067/2069/2071/2073/2075/2077/2079/2081/2083/2085/2087/2089/2091/2093/2095/2097/2099/2101/2103/2105/2107/2109/2111/2113/2115/2117/2119/2121/2123/2125/2127/2129/2131/2133/2135/2137/2139/2141/2143/2145/2147/2149/2151/2153/2155/2157/2159/2161/2163/2165/2167/2169/2171/2173/2175/2177/2179/2181/2183/2185/2187/2189/2191/2193/2195/2197/2199/2201/2203/2205/2207/2209/2211/2213/2215/2217/2219/2221/2223/2225/2227/2229/2231/2233/2235/2237/2239/2241/2243/2245/2247/2249/2251/2253/2255/2257/2259/2261/2263/2265/2267/2269/2271/2273/2275/2277/2279/2281/2283/2285/2287/2289/2291/2293/2295/2297/2299/2301/2303/2305/2307/2309/2311/2313/2315/2317/2319/2321/2323/2325/2327/2329/2331/2333/2335/2337/2339/2341/2343/2345/2347/2349/2351/2353/2355/2357/2359/2361/2363/2365/2367/2369/2371/2373/2375/2377/2379/2381/2383/2385/2387/2389/2391/2393/2395/2397/2399/2401/2403/2405/2407/2409/2411/2413/2415/2417/2419/2421/2423/2425/2427/2429/2431/2433/2435/2437/2439/2441/2443/2445/2447/2449/2451/2453/2455/2457/2459/2461/2463/2465/2467/2469/2471/2473/2475/2477/2479/2481/2483/2485/2487/2489/2491/2493/2495/2497/2499/2501/2503/2505/2507/2509/2511/2513/2515/2517/2519/2521/2523/2525/2527/2529/2531/2533/2535/2537/2539/2541/2543/2545/2547/2549/2551/2553/2555/2557/2559/2561/2563/2565/2567/2569/2571/2573/2575/2577/2579/2581/2583/2585/2587/2589/2591/2593/2595/2597/2599/2601/2603/2605/2607/2609/2611/2613/2615/2617/2619	2913	Front of property: front window has cracked and progressively become worse over time, assess and report on reason for crack in window. Supply costing for the remedy or replacement to be reviewed by the property owner. Contact Pm Attila	
<a href="#">MQUO-405460</a>	11/05/2016		KATHERINE EAST	0850	Current shower screen is cracked (noticed at Welcome Visit) Supply and install a new shower screen. Current screen is a three panel sliding door with reinforced glass, if a single sheet shower screen door is a cheaper alternative please go ahead with the best option.
<a href="#">MQUO-40555</a>	10/05/2016		JERRABOMBERRA	2619	Replacement of bottom fixed panel to main bedroom window which has a large chip near the top.  **Please attend as soon as possible to quote which is required by Lessor - to include labour and materials as separate items on quote.

Displaying items 1 - 3 of 3

Copyright Defence Housing Australia, 2016. [DHA Accessibility](#) [Copyright](#) [Disclaimer](#) [Privacy](#) [Terms and Conditions](#) [Contact us](#)

To provide a quote for a work item click on the appropriate quote request by clicking on the **ID** number.

**QUOTE DETAILS**

Quote ID: MQUO-421247

Address: [Redacted]

Scope of Works: To Cut down and remove the two trees at the front of the property which have been assessed and deemed high risk to failure. These trees have already lost large limbs. Failure of these trees could result in power lines being knocked out of the trees fall in the neighbouring house and causing severe damage to the property. One of the trees has branches over hanging the power lines which means that as part of the quote you will have to work with the power company to shut of the power whilst these branches are removed in order to then proceed with the rest of the trees. Your price should include removal of trees and disposing of all the debris, which can be done on base at the green waste site. Price to include stumps ground out and the area made good and tidied prior to completion. See tree assessment report which is attached to this quote.

Location: Exterior Grounds

Required By: 10/08/2016

Timeframe: 12/08/2016 to 06/09/2016

Appointment Date: 06/08/2016

Appointment Time: 8:30 AM

Attachments: [Tree report 5 Sananada.pdf](#)

**Decline Quote** **Submit Quote** **Save Appointment**

**ACCESS DETAILS**

Tenant: [Redacted]

Mobile Phone: [Redacted]

Work Phone: [Redacted]

Home Phone: [Redacted]

Alternate Phone: [Redacted]

Access Details: [Redacted]

**Important Information**

- Please provide all inclusive costs associated with the work described above.
- Variations to the quoted amount will not be accepted.
- If you believe the scope of works is inadequate please advise DHA of your findings as soon as possible.

**Disclaimer:** This is not a request for repairs. You will not be paid for this work without authorisation from Defence Housing Australia via a Work Item.

[Print Quote](#) [Download PDF](#)

# Guide to Online Services

This screen will then display all the details for the job including the address, scope of works, the timeframe in which the job needs to be completed, access details and a property floor plan if applicable. You may also print or download a copy of the quote from this screen.

After arranging an appointment time and inputting these details in the boxes provided, click on **Save Appointment** and then click on **Submit Quote**.

Alternatively, should you not be interested in quoting for this job click **Decline Quote**.

The screenshot shows a web form for submitting a quote. The form is divided into several sections:

- Location:** Exterior Property
- Required By:** 31/10/2016
- Timeframe:** 17/11/2016 to 01/12/2016
- Attachments:** No Attachments
- Quoted Amount (incl. GST):** A text input field with a dollar sign prefix.
- Comments:** A large text area for entering notes.
- Contractor Reference (optional):** A text input field.
- Add Attachment(s):** A button labeled "Select file to upload..."
- Appointment Date:** A date picker set to 30/09/2016.
- Appointment Time:** A time picker set to 2:45 AM.

At the bottom left is a "Cancel" button, and at the bottom right is a "Confirm" button, which is circled in red. A red rectangular box highlights the entire form area.

**Important Information**

1. Please provide all inclusive costs associated with the work described above.
2. Variations to the quoted amount will not be accepted.
3. If you believe the scope of works is inadequate please advise DHA of your findings as soon as possible.

You will then be presented with a screen that requests your quotation, any comments, reference numbers (optional) and the opportunity to upload any associated documents if needed.

Once you have completed all the required details and uploaded any attachments click on **Confirm**.

You may also decline quote requests. To do this click on the appropriate quote request and click on **Decline Quote**.

You must enter a valid reason from the drop down list for declining the quote request. The options are:

- Timeframe restrictions
- Scope too large
- Scope too small
- Scope not to skill set.

You will then be asked to click on **Confirm** or you can click on **Cancel** if you change your mind.



## Allocation of Work

When DHA allocates Work Items to you they will appear on the **New Work Items** tab on your Dashboard. The number next to **New Work Items** denotes how many new work items have been assigned to you:

The screenshot shows the DHA ONLINE SERVICES dashboard. At the top, there is a navigation bar with tabs: Dashboard, Work (selected), Invoicing, WHS Reports, My Details, Search, Contractor Resources, and My Account. Below the navigation bar, there are two yellow warning messages: "You currently have 11 work items that are more than 7 days overdue for booking, please contact the tenant and arrange an appointment." and "You currently have 41 work items that are more than 14 days overdue for invoicing, please submit invoices or update appointment dates." Below these messages, there are four tabs: **NEW WORK 3** (circled in red), **AWAITING BOOKING 13** (circled in red), **SCHEDULED WORK 0**, and **AWAITING COMPLETION 40**. Below the tabs is a table with the following columns: ID, Address, Suburb, Postcode, Instructions, Booking Required, Target Start, and Target End. The table contains three rows of work items. The first row has ID MITM-2092699, Suburb SINGLETON HEIGHTS, Postcode 2330, Instructions Pest Inspection Report, Booking Required 18/10/2016 10:30 AM, Target Start 14/10/2016, and Target End 28/10/2016. The second row has ID MITM-2095234, Suburb CAMPBELL, Postcode 2612, Instructions Pest Control T&M, Booking Required 15/11/2016 10:10 AM, Target Start 11/11/2016, and Target End 25/11/2016. The third row has ID MITM-2095235, Suburb CAMPBELL, Postcode 2612, Instructions Pest Control T&M, Booking Required 15/11/2016 10:10 AM, Target Start 11/11/2016, and Target End 25/11/2016. At the bottom right of the table, it says "Displaying items 1 - 3 of 3".

ID	Address	Suburb	Postcode	Instructions	Booking Required	Target Start	Target End
MITM-2092699		SINGLETON HEIGHTS	2330	Pest Inspection Report	18/10/2016 10:30 AM	14/10/2016	28/10/2016
MITM-2095234		CAMPBELL	2612	Pest Control T&M	15/11/2016 10:10 AM	11/11/2016	25/11/2016
MITM-2095235		CAMPBELL	2612	Pest Control T&M	15/11/2016 10:10 AM	11/11/2016	25/11/2016

Clicking on a **New Work Item** under the **ID** column will provide specific details on the property and work required. Once you click on a **New Work Item** it will be moved to the **Awaiting Booking** tab. Through this process you will be aware of which **New Work Items** you have viewed and those you have not.

# Guide to Online Services

## Work Bundles

DHA has recently introduced Work Bundling. Work Bundling is a request for quotation on two or more Work Items. This request for quote may be sent to two or more relevant contractors with DHA deciding on the outcome.

These new requests will appear on the **Available Work Bundles** tab. Both new and previously quoted Work Bundles will appear in the **All Work Bundles** tab. To view a Work Bundle request click on the ID reference number:

The screenshot shows the DHA ONLINE SERVICES dashboard. At the top, there are navigation tabs: Dashboard, Work, Invoicing, WHS Reports, My Details, Search, Contractor Resources, and My Account. Below the navigation, there are two yellow warning banners. The main content area has three tabs: NEW WORK ITEMS (0), AWAITING BOOKING (1), and AWAITING COMPLETION (6). The 'AVAILABLE WORK BUNDLES' tab is selected and circled in red. Below it, a table displays work bundle information:

ID	Area	Work Type	Submission Required By	Timeframe	Status
MBND-26	Queanbeyan	Grounds Maintenance	07/10/2016	30/09/2016 to 17/10/2016	Awaiting Submission

Displaying items 1 - 1 of 1

You will then be presented with an overview of the Work Bundle including: how many jobs on how many properties, submission required by date, status, and the timeframe to complete the works. To see more detail on each job click on the relevant ID reference number. Once you have reviewed the Work Bundle request you must decide to either **Decline** the Work Bundle quote request or **Submit an Amount for Evaluation** by choosing the corresponding button:

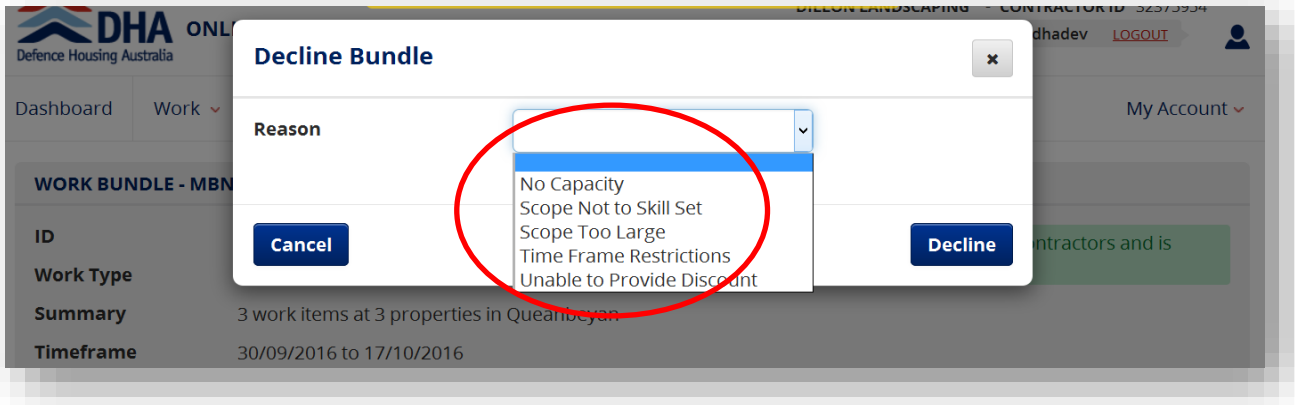
The screenshot shows the 'WORK BUNDLE - MBND-26' overview page. It includes a green notification box: "This work bundle is being offered to 5 contractors and is awaiting your submission." Below this, a table lists individual work items:

ID	Property	Instructions	Target Start	Target Completion
<a href="#">MITM-2035218</a>		Grounds maintenance T&M	30/09/2016	17/10/2016
<a href="#">MITM-2035220</a>		Grounds maintenance T&M	30/09/2016	17/10/2016
<a href="#">MITM-2035219</a>		Grounds maintenance T&M	30/09/2016	17/10/2016

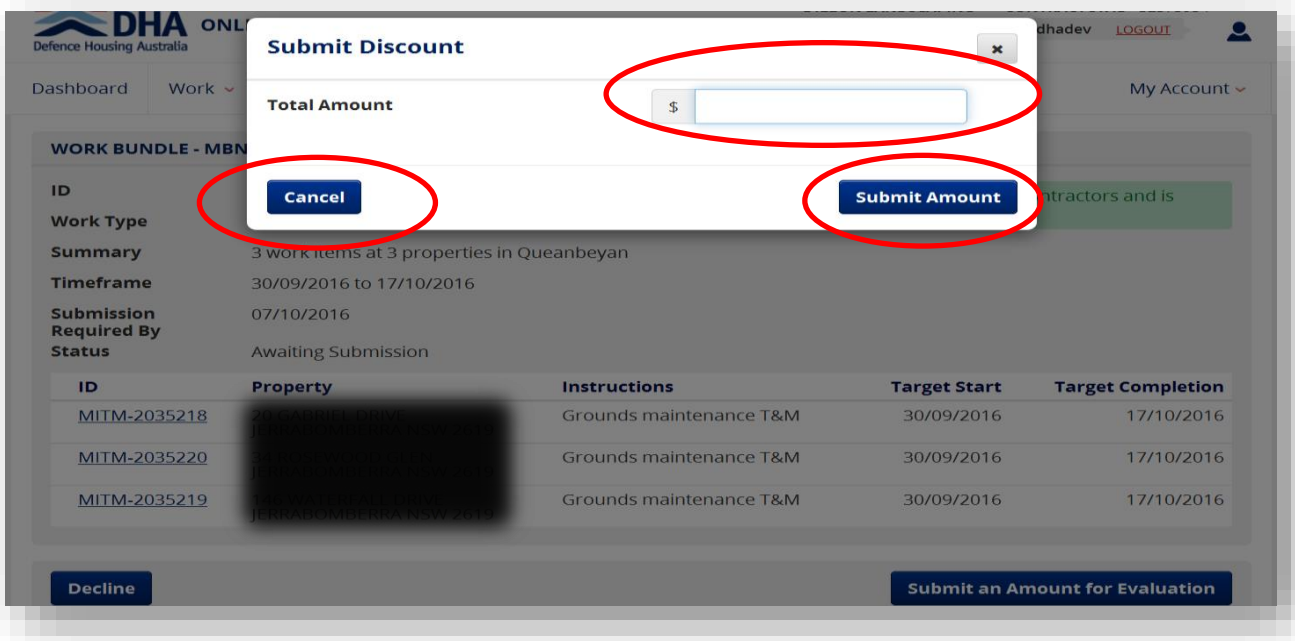
At the bottom of the page, there are two buttons: "Decline" and "Submit an Amount for Evaluation", both of which are circled in red.

# Guide to Online Services

Should you decline the Work Bundle quote request you will be prompted to provide a reason for this decision:



Should you choose to submit a quote you will be prompted to enter a total amount for the Work Bundle. Alternatively, you may be requested to enter a discount percentage off your current rates that you have previously provided to DHA. Once satisfied with your input click on **Submit Amount** or **Cancel** if you change your mind:

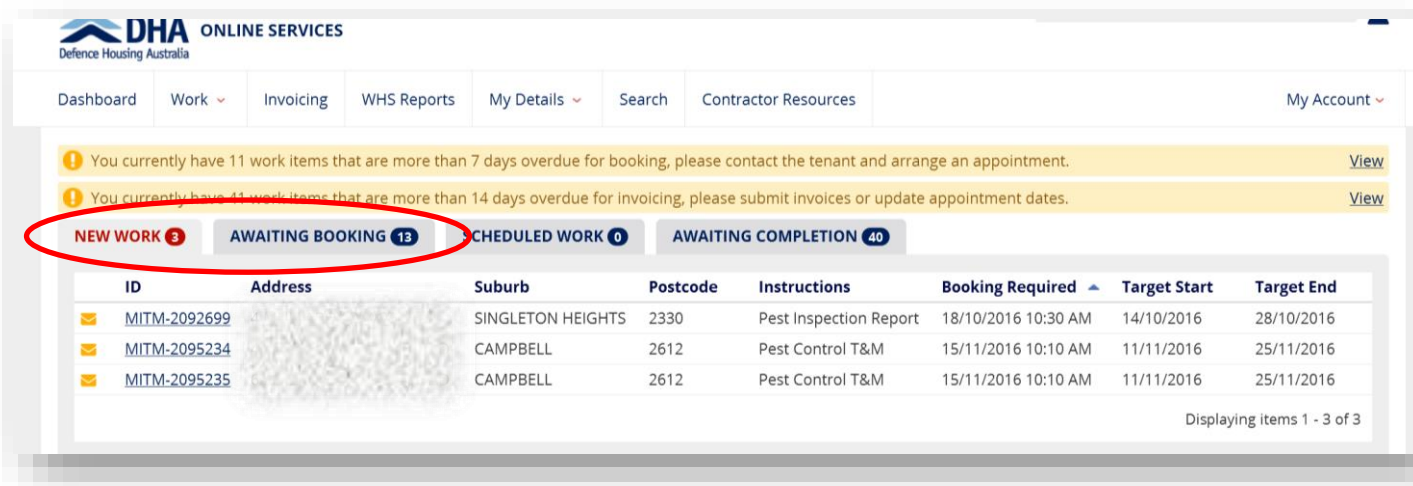


Please remember that if you have previously submitted a quote for a Work Bundle you still have the opportunity to change this quote up until the **Submission Required By** date. After this date has passed DHA staff will review the submissions and issue the Work Bundle to the successful contractor.

## Booking Work

To Action a Work Item that has been assigned to you, click on the relevant Work Item under the **New Work** tab, or if you have already viewed it will appear under the **Awaiting Booking** tab.

Please note that you have 48 hours (from the time of allocation) to attempt to contact the tenant to arrange a booking as per contractual requirements for routine maintenance.



The screenshot shows the DHA Online Services dashboard. At the top, there is a navigation bar with links for Dashboard, Work, Invoicing, WHS Reports, My Details, Search, Contractor Resources, and My Account. Below the navigation bar, there are two yellow warning messages: "You currently have 11 work items that are more than 7 days overdue for booking, please contact the tenant and arrange an appointment." and "You currently have 11 work items that are more than 14 days overdue for invoicing, please submit invoices or update appointment dates." Below the warnings, there are four tabs: NEW WORK (3), Awaiting Booking (13), SCHEDULED WORK (0), and AWAITING COMPLETION (40). The Awaiting Booking tab is highlighted with a red circle. Below the tabs, there is a table of work items with columns for ID, Address, Suburb, Postcode, Instructions, Booking Required, Target Start, and Target End. The table contains three rows of work items, all with yellow envelope icons in the ID column. The first row has ID MITM-2092699, Suburb SINGLETON HEIGHTS, Postcode 2330, Instructions Pest Inspection Report, Booking Required 18/10/2016 10:30 AM, Target Start 14/10/2016, and Target End 28/10/2016. The second row has ID MITM-2095234, Suburb CAMPBELL, Postcode 2612, Instructions Pest Control T&M, Booking Required 15/11/2016 10:10 AM, Target Start 11/11/2016, and Target End 25/11/2016. The third row has ID MITM-2095235, Suburb CAMPBELL, Postcode 2612, Instructions Pest Control T&M, Booking Required 15/11/2016 10:10 AM, Target Start 11/11/2016, and Target End 25/11/2016. At the bottom right of the table, it says "Displaying items 1 - 3 of 3".

ID	Address	Suburb	Postcode	Instructions	Booking Required	Target Start	Target End
MITM-2092699		SINGLETON HEIGHTS	2330	Pest Inspection Report	18/10/2016 10:30 AM	14/10/2016	28/10/2016
MITM-2095234		CAMPBELL	2612	Pest Control T&M	15/11/2016 10:10 AM	11/11/2016	25/11/2016
MITM-2095235		CAMPBELL	2612	Pest Control T&M	15/11/2016 10:10 AM	11/11/2016	25/11/2016

Once you click on a Work Item you will be taken to an overview screen of the Work Item where the following information is displayed:

- Instructions
- Schedule and booking details
- Contact Attempt details
- Property Floor Plan.

You also have the opportunity to print or PDF download these details with the options of seeing:

- Work details only
- Work details with floor plan
- Floor plan only.

# Guide to Online Services

**SCOPE OF WORKS**

ID	Instructions	Location	Work Type	Attachments
MITM-2004616	Inspect and repair faulty light fitting and/or transformer. Investigate and repair switch - doesn't seem to turn on anything - advise Mber of operation. Report if major works are required.	Entry	<a href="#">Time and Materials - Electrical</a>	No Attachments

**SCHEDULE DETAILS**

Booking Required By: 10/08/2016 05:00 PM

Target Start: 08/08/2016

Target Completion: 15/08/2016

**CONTACT ATTEMPTS**

Date	Reason
09/08/2016 4:41 PM	Appointment Booked For 15/08/2016 2:30 PM

Attended but could not access property

[Save Contact Attempt](#)

**BOOKING DETAILS**


Appointment Date:

Appointment Time:

Contractor Reference:

[Save Appointment](#)  
[Save Reference](#)

**PROPERTY FLOOR PLAN**



**PROPERTY ACCESS DETAILS**

Address:

Tenant:

Mobile Phone:

Work Phone:

[Print](#)
[Download PDF](#)
[Next Awaiting Booking](#)

- Please take note of the **Booking Required By** date under the **Schedule Details** section and ensure that the tenant has been contacted prior to this date
- Once you have arranged a time with the tenant insert these details in the **Booking Details** section
- Should you not be able to contact the tenant please choose the correct drop down box in the **Contacts Attempt** section
- Once you have either inputted the **Booking Details** or the **Contact Attempts** section please click on **Next Awaiting Booking** at the bottom right.

Note that all Work Items once booked will now appear under the **Scheduled Work** tab:

**DHA ONLINE SERVICES**  
Defence Housing Australia

Dashboard | Work | Invoicing | WHS Reports | My Details | Search | Contractor Resources | My Account

! You currently have 11 work items that are more than 7 days overdue for booking, please contact the tenant and arrange an appointment. [View](#)

! You currently have 41 work items that are more than 14 days overdue for invoicing, please submit invoices or update appointment dates. [View](#)

NEW WORK **2** | AWAITING BOOKING **12** | **SCHEDULED WORK 1** | AWAITING COMPLETION **40**

ID	Appointment	Address	Suburb	Postcode	Instructions	Target End
<a href="#">MITM-2095235</a>	23/11/2016 1:30 PM	6 ROBERT CAMPBELL ROAD	CAMPBELL	2612	Pest Control T&M	25/11/2016

Displaying items 1 - 1 of 1

## Completing Work

**DHA ONLINE SERVICES**  
Defence Housing Australia

Dashboard | Work | Invoicing | WHS Reports | My Details | Search | Contractor Resources | My Account

**NEW WORK 2** | **AWAITING BOOKING 12** | **SCHEDULED WORK 1** | **AWAITING COMPLETION 40**

ID	Scheduled Completion	Address	Suburb	Postcode	Instructions
MITM-1831729 <i>Ref: 206890819</i>	01/07/2016 8:00 AM	[REDACTED]	OLD BAR	2430	Pest Inspection Report
MITM-1841685 <i>Ref: 206890820</i>	01/07/2016 10:00 AM	[REDACTED]	OLD BAR	2430	Pest Inspection Report
MITM-1817296 <i>Ref: 206018252</i>	14/07/2016 10:00 AM	[REDACTED]	JUNCTION HILL	2460	Pest Inspection Report
MITM-1960631 <i>Ref: 10431</i>	22/07/2016 1:00 PM	[REDACTED]	Beaumont Hills	2155	Pest Control T&M
MITM-1980038 <i>Ref: Fol 301182003</i>	13/08/2016 11:00 AM	[REDACTED]	SALE	3850	Pest Inspection Report
MITM-2032202	06/09/2016 2:30 PM	[REDACTED]	GUNN	0832	Pest Inspection Report
MITM-2033999	14/09/2016 12:00 PM	[REDACTED]	SINGLETON	2330	Pest Inspection Report
MITM-2057129	15/09/2016 10:00 AM	[REDACTED]	LARRAKEYAH	0820	Pest Inspection Report
MITM-2034021 <i>Ref: Fol 301182004</i>	16/09/2016 10:00 AM	[REDACTED]	Sale	3850	Pest Inspection Report
MITM-1965510 <i>Ref: 120093530</i>	24/09/2016 12:00 PM	[REDACTED]	BURWOOD	2134	Pest Inspection Report
MITM-2061931	29/09/2016 7:00 AM	[REDACTED]	MIDDLE RIDGE	4350	Pest Inspection Report

Once you have completed a job you must ensure that you click on the Work Completed button at the bottom right of the screen that details scope of work. These jobs will appear in the tab on the main dashboard titled **Awaiting Completion**. The number next to **Awaiting Completion** denotes how many jobs are awaiting completion.

Once you identify the job that is completed click on the corresponding **ID** reference number.

# Guide to Online Services

The screenshot displays the Defence Housing Australia online services interface. At the top, there is a navigation menu with options: Dashboard, Work, Invoicing, WHS Reports, My Details, Search, Contractor Resources, and My Account. A yellow warning banner states: "This work item is more than 14 days overdue for invoicing, please submit an invoice or update the appointment date." Below this, the "SCOPE OF WORKS" section contains a table with the following data:

ID	Instructions	Location	Work Type	Attachments
MITM-1944696	Please attend to patch and paint hole in ceiling gyprock which is damaged. PM Emma 0421 040 055	Garage	Time and Materials - Painting	No Attachments

Other sections include "SCHEDULE DETAILS" (Booking Required By: 14/06/2016 05:00 PM, Target Start: 14/06/2016, Target Completion: 24/06/2016), "BOOKING DETAILS" (Appointment Date: 24/06/2016, Appointment Time: 9:30 AM), "CONTACT ATTEMPTS" (Date: 12/07/2016 12:40 PM, Reason: Appointment Booked For 24/06/2016 9:30 AM), and "PROPERTY ACCESS DETAILS" (Address, Tenant, Mobile Phone, Access Details). A "PROPERTY FLOOR PLAN" is also visible. At the bottom, there are buttons for "Print", "Download PDF", "Next Awaiting Bookin", "Work Completed" (circled in red), and "Invoice Now".

You will then be presented with a screen that details the Scope of Works. Click on the **Work Completed** button at the bottom right.



# Guide to Online Services

The screenshot shows the DHA Online Services interface for a work item. At the top, there is a navigation bar with 'Dashboard', 'Work', 'Invoicing', 'WHS Reports', 'My Details', 'Search', 'Contractor Resources', and 'My Account'. The main content area is for work item '36/121 STREETON DRIVE STIRLING, ACT 2611'. It includes a 'Completion Date' field set to '24/06/2016' and a 'Completion Time' field set to '9:30 AM'. Below this is the 'WORK ITEM - MITM-1944696' section with a description: 'Please attend to patch and paint hole in ceiling gyprock which is damaged.' and 'PM Emma 0421 040 055'. There are input fields for 'Time Spent - Hours' (0), 'Time Spent - Minutes' (00), and 'Materials Cost' (\$). A 'Further Actions Required' text area is present. The 'ADDITIONAL ATTACHMENTS' section shows a dropdown menu with 'MITM-1944696' selected, a 'Select file to upload...' button, and a list of attachment types including 'Asbestos Work Method Statement', 'Building Inspection', 'Compliance Certificate', 'Contractor Photo', 'Heat Load Calculation', 'Maintenance Report', 'Manual', 'Pest Inspection Report', 'Quote', 'Site Map', 'Technical Assessment', and 'Warranty Item'. A 'Cancel' button is on the left and a 'Complete Work' button is on the right. The footer contains copyright information and links for 'DHA Accessibility', 'Copyright', 'Disclaimer', 'Privacy', 'Terms and Conditions', and 'Contact Us'.

For Time and Material (T&M) jobs you will then be required to enter details including:

- Time spent on the job in hours and minutes
- Total cost of materials
- Any attachments (optional)
- Noting of any further action required.

Click on the **Work Completed** button at the bottom right when completed.

Please note that clicking **Work Completed** does not automatically generate an invoice to DHA. You must complete the invoicing component separately as described in the next section.

Should the **Work Completed** button be unavailable it means that you have already marked this job as complete.



# Guide to Online Services

Defence Housing Australia

Dashboard Work Invoicing WHS Reports My Details Search Contractor Resources My Account

**12 TULLY PLACE JERRABOMBERRA, NSW 2619**

Completion Date: 16/09/2016

Completion Time: 8:00 AM

**WORK ITEM - MITM-2021321**

Extra Over, supply and install carpet and 10mm underlay to stair/s (all types). Measured by M (2 treads and 2 riser = 1 M2) - MAKE GOOD

Carpet Replacement  
Carpet to be ripped up Wednesday 24/08  
Carpet to be installed Friday 16/09  
Colour - like for like

**Further Actions Required**

**WORK ITEM - MITM-2021320**

Renew carpet, supply and install solution dyed 26 oz, 100% nylon, including underlay - MAKE GOOD

Carpet Replacement  
Carpet to be ripped up Wednesday 24/08  
Carpet to be installed Friday 16/09  
Colour - like for like

**ADDITIONAL ATTACHMENTS**

MITM-2021321 [dropdown] [dropdown] [Select file to upload...]

Cancel [button] Complete Work [button]

For Schedule of Rates (SoR) jobs you will be required to enter details including:

- Any attachments (optional)
- Noting of any further action required.

## Invoicing

### SCOPE OF WORKS

ID	Instructions	Location	Work Type	Attachments
MITM-2000426	<p>As Per Further Actions on MITM-1906850 Fans have been tightened but because of the style of fan it is not able to be rebalanced sufficiently and will loosen again immediately. A replacement fan is required - does not recommend like for like replacement as the style of fan is what has caused it to come loose. These fans are throughout the property.</p> <p>Modification/Upgrade Removal and offsite disposal of BER Fans as required Supply &amp; install ceiling fans with oyster/clipper LED light, as per specifications to previously installed fan locations and additionally - install fans to all living areas and bedrooms that currently do not have fans installed as required - 7 fans in total. Provide DHA with make, model, serial and warranty details Please leave any operational manuals at site with Mfbers. Ensure site is clean and all rubbish has been removed.</p> <p>***** Supply and fit 5 replacement upgraded fans with new fans with LED lights (DLS1345W) to 4 bedrooms and lounge room and install 2 new fans, AND ONE CENTRED IN DINING/FAMILY ROOM Works not to include any painting or patching - please</p>	Interior Property	<a href="#">Quoted Rate - Electrical</a>	No Attachments

### SCHEDULE DETAILS

Booking Required By: 05/08/2016 05:00 PM  
Target Start: 03/08/2016  
Target Completion: 19/09/2016

### BOOKING DETAILS

As per Quote: MQUO-421969  
Appointment Date: 08/08/2016  
Appointment Time: 7:00 AM  
Contractor Reference:

[Save Appointment](#) [Save Reference](#)

### PROPERTY ACCESS DETAILS


Address: 18 PITTIE RD/ALMY NORTH QLD 4017 QLD  
Tenant:   
Mobile Phone:   
Work Phone:   
Home Phone:

### CONTACT ATTEMPTS

Date	Reason
08/08/2016 4:38 PM	Appointment Booked For 09/08/2016 7:00 AM
09/08/2016 7:01 AM	Appointment Booked For 08/08/2016 7:00 AM

[Save Contact Attempt](#)

### PROPERTY FLOOR PLAN



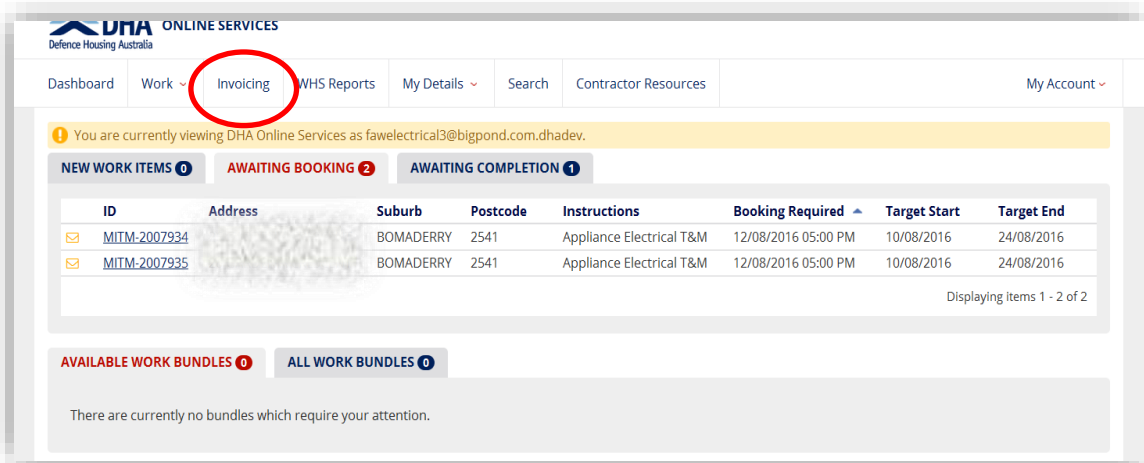
[Print](#) [Download PDF](#) [Next Awaiting Booking](#) [Work Completed](#) [Invoice Now](#)

Copyright Defence Housing Australia, 2016. DHA Accessibility Copyright Disclaimer Privacy Terms and Conditions Contact us

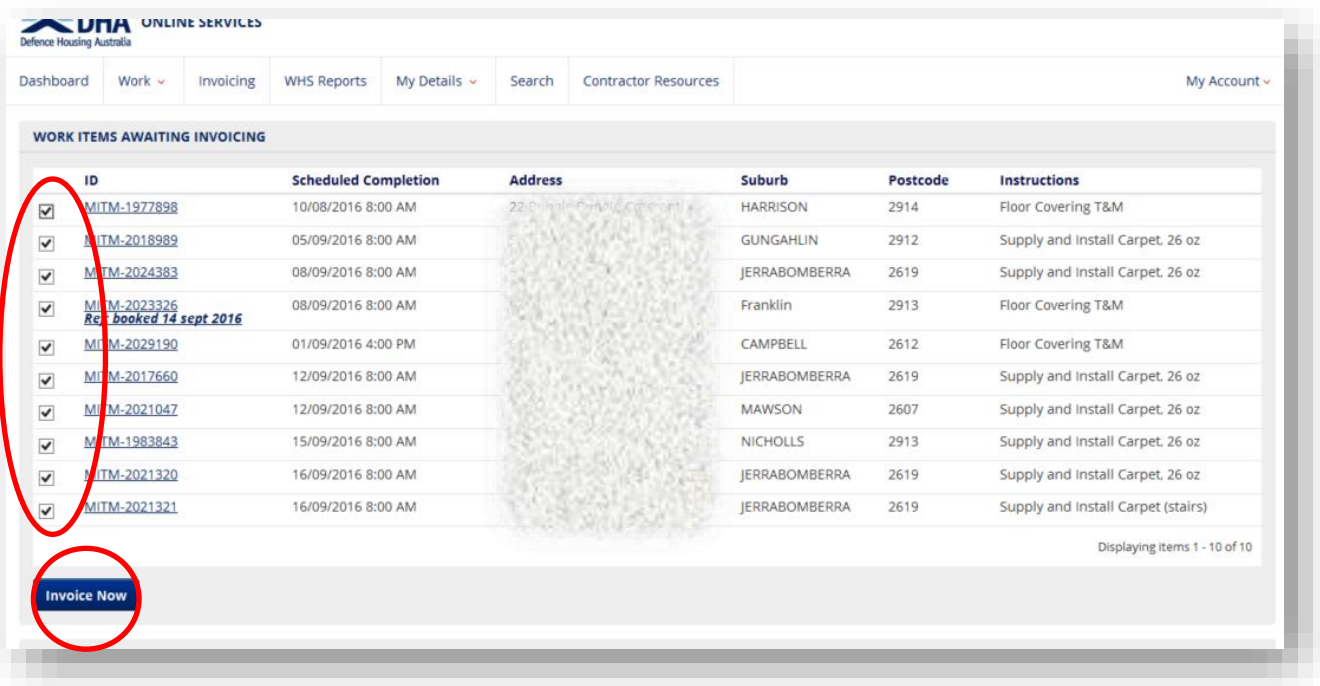
Once you have physically completed a Work Item and ticked the **Work Completed** button, you are able to invoice for this Work Item.

# Guide to Online Services

To create an invoice click on the **Invoicing** tab from your Dashboard:



The screen will then display all the work items that have been marked by you as completed that are awaiting invoice:



You can invoice for more than one Work Item at a time. Tick the relevant boxes for all Work Items that you wish to create an invoice for and click **Invoice Now**.

Depending on the number of work items you have selected to invoice you will be asked to progress through the proceeding screens for each Work Item and complete details as appropriate. Once you are satisfied with the inputted details click on **Proceed to Invoice Confirmation** at the bottom right of the screen.

# Guide to Online Services

The screenshot displays the 'Defence Housing Australia' online services interface. At the top, there is a navigation menu with options: Dashboard, Work, Invoicing, WHS Reports, My Details, Search, Contractor Resources, and My Account. The main content area shows a 'Completion Date' field set to '01/09/2016' and a 'Completion Time' field set to '4:00 PM'. Below this, a 'WORK ITEM - MITM-2029190' is detailed with the description 'carpet to property area pull and re secure as starting to bubble up' and 'PM All 0417 027 019'. A table lists the following values: Time Spent - Hours (5), Time Spent - Minutes (00), Rate (\$ 94.18), Total for Time Spent (incl. GST) (\$ 470.90), Materials Cost (\$ 50), and Total Amount for Invoicing (incl. GST) (\$ 520.90). A 'Further Actions Required' field is present but empty. At the bottom right, a 'Next' button is visible.

Completion Date	01/09/2016	Currently displaying item 1 of 3 for invoicing.
Completion Time	4:00 PM	
<b>WORK ITEM - MITM-2029190</b>		
carpet to property area pull and re secure as starting to bubble up PM All 0417 027 019		
Time Spent - Hours	5	Further Actions Required
Time Spent - Minutes	00	
Rate	\$ 94.18	
Total for Time Spent (incl. GST)	\$ 470.90	
Materials Cost	\$ 50	
Total Amount for Invoicing (incl. GST):	\$ 520.90	
<b>Next</b>		

For Time and Materials (T&M) Work Items you will be requested to enter completion date details, including how long you spent on the job and materials costs incurred. This information will be pre-populated if you had previously completed the Work Completed process described in the previous section.

Once you are comfortable with your inputs click on the **Next** button at the bottom right, or if it is the final Work Item for invoicing click on the **Proceed to Invoice Confirmation** button.

# Guide to Online Services

For Schedule of Rates (SoR) Work Items you will be requested to enter date completion details if you have not previously completed this during the Work Completed stage:

Completion Date: 08/08/2016  
Completion Time: 7:00 AM

Currently displaying item 1 of 1 for invoicing.

**WORK ITEM - MITM-2000426**

As Per Further Actions on MITM-1906850  
Fans have been tightened but because of the style of fan it is not able to be rebalanced sufficiently and will loosen again immediately. A replacement fan is required - does not recommend like for like replacement as the style of fan is what has caused it to come loose. These fans are throughout the property.

Modification/Upgrade  
Removal and offsite disposal of BER Fans as required  
Supply & install ceiling fans with oyster/clipper LED light, as per specifications to previously installed fan locations and additionally - install fans to all living areas and bedrooms that currently do not have fans installed as required - 7 fans in total.  
Provide DHA with make, model, serial and warranty details  
Please leave any operational manuals at site with Mbers.  
Ensure site is clean and all rubbish has been removed.

\*\*\*\*\*  
Supply and fit 5 replacement upgraded fans with new fans with LED lights (DLS1345W) to 4 bedrooms and lounge room and install 2 new fans , AND ONE CENTRED IN DINING/FAMILY ROOM  
Works not to include any painting or patching - please

Quoted Amount (incl. GST) \$ 2400.00  
Total Amount for Invoicing (incl. GST) \$ 2400.00

Further Actions Required

**Proceed to Invoice Confirmation**

Once you have completed all details for the Work Items you wish to invoice for and have clicked **Proceed to Invoice Conversation** you will be taken to the **Confirm Invoice** screen. Should you wish to attach your own invoice please input your invoice reference number here in the box provided and upload your own invoice by choosing **Select file to upload...** You must ensure that the information provided in your invoice matches the details you provided for invoicing on Online Services:

DHA ONLINE SERVICES  
Defence Housing Australia

Dashboard Work Invoicing WHS Reports My Details Search Contractor Resources My Account

You are currently viewing DHA Online Services a

**CONFIRM INVOICE**

ID	Address	Completion Date	Total (incl. GST)
MITM-2000426		08/08/2016 7:00 AM	\$2,400.00
		Sub-total (excl. GST)	\$2,181.82
		GST Total	\$218.18
		<b>Grand Total (incl. GST)</b>	<b>\$2,400.00</b>

Invoice Number:

Attach Invoice:

**ADDITIONAL ATTACHMENTS**

Work Item ID:

Attachment Type:

Attach File:

**Previous**

# Guide to Online Services

You may also upload additional files for each work item you have included in the invoice:

The screenshot shows the 'CONFIRM INVOICE' form. At the top, there is a table with the following data:

ID	Address	Completion Date	Total (incl. GST)
MITM-2000426	[Redacted]	08/08/2016 7:00 AM	\$2,400.00
		Sub-total (excl. GST)	\$2,181.82
		GST Total	\$218.18
		<b>Grand Total (incl. GST)</b>	<b>\$2,400.00</b>

Below the table, there is an 'Invoice Number' field, an 'Attach Invoice' button, and a 'Select file to upload...' button. The 'ADDITIONAL ATTACHMENTS' section is highlighted with a red circle and contains:

- Work Item ID: [Redacted]
- Attachment Type: [Redacted]
- Attach File: Select file to upload...

At the bottom, there are 'Previous' and 'Submit Invoice' buttons.

To submit the invoice click on the **Submit Invoice** button:

This screenshot is identical to the previous one, but the 'Submit Invoice' button at the bottom right is highlighted with a red circle.

The status of this invoice will then progress to awaiting approval and will now appear under the **Invoicing** tab (located in the top header of the Dashboard Overview):

# Guide to Online Services

**WORK ITEMS AWAITING INVOICING**

ID	Scheduled Completion	Address	Suburb	Postcode	Instructions
<input type="checkbox"/> MITM-2000426	08/08/2016 7:00 AM	[REDACTED]	NORTH NOWRA	2541	Electrical T&M

Displaying Items 1 - 1 of 1

**Invoice Now**

**WORK BUNDLES AWAITING INVOICING**

There are no work bundles awaiting invoicing

**NON-INVOICEABLE WORK ITEMS AWAITING COMPLETION**

There are no work items awaiting completion

**INVOICES APPROVED AND AWAITING PAYMENT**

DHA Invoice ID	Your Invoice ID	Invoice Submitted	Total Amount	Scheduled Payment
<a href="#">MINV-1280799</a>	INV-3023	08/08/2016	\$326.69	16/08/2016
<a href="#">MINV-1280808</a>	INV-3026	08/08/2016	\$66.88	16/08/2016

Displaying Items 1 - 2 of 2

**INVOICES AWAITING APPROVAL BY DHA**

DHA Invoice ID	Your Invoice ID	Invoice Submitted	Total Amount
<a href="#">MINV-1181280</a>	INV-2446	01/02/2016	\$113.00

Displaying Items 1 - 1 of 1

Once approved by DHA this invoice will progress through to the Invoices Approved and Awaiting Payment status.

## Managing your Contact Details and Notifications

To manage your notifications please choose **My Contact Details** under the **My Details** tab on the header of the dashboard as shown below:

**DHA ONLINE SERVICES**  
Defence Housing Australia

Dashboard | Work | Invoicing | WHS Reports | **My Details** | Search | Contractor Resources | My Account

**My Contact Details** (circled in red)

- My Insurance Details
- My DHA Contract
- My Availability

**NEW WORK ITEMS** (1) | **AWAITING BOOKING** (2)

You currently have no new work items awaiting booking

# Guide to Online Services

The screenshot shows the 'My Details' page in the DHA ONLINE SERVICES portal. The page has a navigation bar with 'Dashboard', 'Work', 'Invoicing', 'WHS Reports', 'My Details', 'Search', 'Contractor Resources', and 'My Account'. The main content area is divided into two sections: 'PRIMARY CONTACT DETAILS' and 'POSTAL ADDRESS'. The 'PRIMARY CONTACT DETAILS' section includes fields for Daytime Phone, After Hours Phone, Fax Number, and Mobile Phone. There are also checkboxes for 'Receive Notifications' for both SMS and email. The email address field is pre-filled with a placeholder and has a 'Receive Notifications' checkbox checked. A red warning icon and text state: 'Please contact DHA if your email address needs to be amended.' A blue 'Submit' button is located at the bottom of this section. The 'POSTAL ADDRESS' section has a single 'Address' field with a search icon. At the bottom of the page, there is a copyright notice for 2016 and a footer with links for Accessibility, Copyright, Disclaimer, Privacy, Terms and Conditions, and Contact us.

Please complete all telephone and postal information in the boxes provided. You are responsible in maintaining these details if any changes are necessary.

Please note that email address is the address you provided when tendering for your contract. Please contact DHA at [contractors@dha.gov.au](mailto:contractors@dha.gov.au) if your email address requires changing.

There is also two boxes that are default ticked to receive Short Message Service (SMS) and email notifications. Please untick these boxes if you do not wish to receive notifications via SMS or email, noting that you will still be allocated work by DHA.

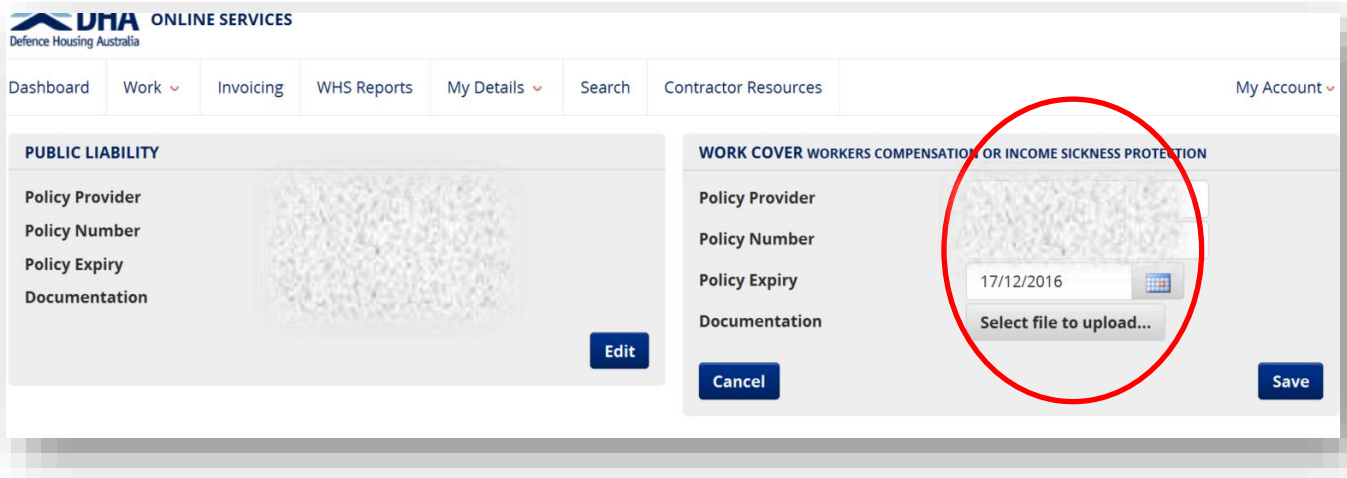
## Managing your Insurance

To manage your insurance details please choose **My Insurance Details** under the **My Details** tab on the header of the dashboard as shown below:

The screenshot shows the DHA ONLINE SERVICES dashboard. The navigation bar includes 'Dashboard', 'Work', 'Invoicing', 'WHS Reports', 'My Details', 'Search', 'Contractor Resources', and 'My Account'. The 'My Details' dropdown menu is open, showing options: 'My Contact Details', 'My Insurance Details' (circled in red), 'My DHA Contract', and 'My Availability'. The main content area displays several notifications: 'You currently have 2 work items that are more than 7 days overdue', 'You currently have 5 work items that are more than 7 days overdue', and 'You currently have no new work items awaiting booking'. There are also buttons for 'NEW WORK ITEMS' and 'AWAITING BOOKING'. At the bottom, there are two yellow notification boxes with 'View' links.



# Guide to Online Services

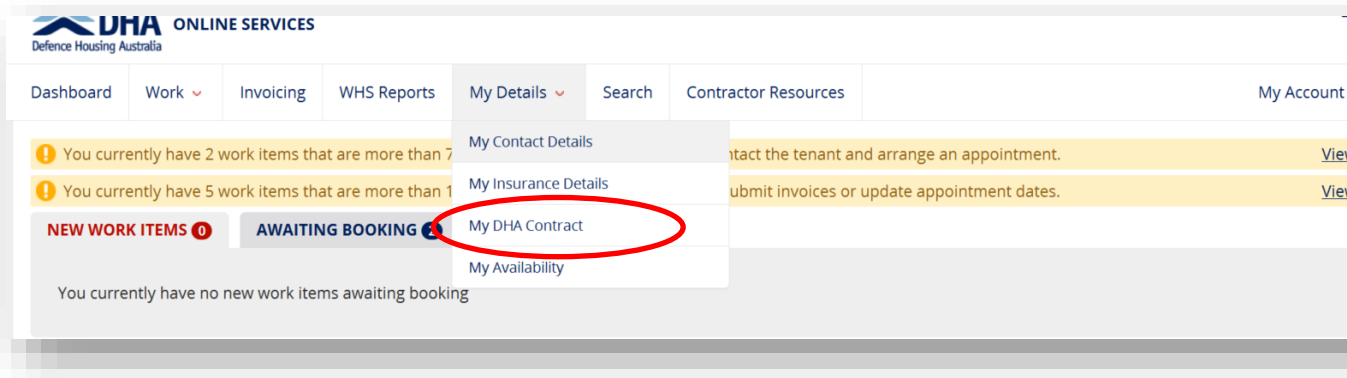


The **My Insurance Details** displays the current insurance documentation. To edit please click on the **Edit** button and update the policy provider and associated details. Please select **file to upload** button to attach your current documentation and click on the **Save** button once complete.

Please note that is a requirement of your contract to maintain and display current insurance and workers compensation documents on DHA's Online Services. Failure to maintain and display this information will see DHA prohibit issuing of any work items until rectified.

## Viewing My DHA Contract

Should you wish to view your current contract and your submitted rates and capacity for trades and maintenance areas please go to **My DHA Contract** under the **My Details** tab on the Dashboard as per below:



# Guide to Online Services

The screenshot shows the DHA ONLINE SERVICES dashboard. At the top, there is a navigation bar with links for Dashboard, Work, Invoicing, WHS Reports, My Details, Search, Contractor Resources, and My Account. Below this, the account ID is 115973. A table lists three contracts, with the 'Executed Contract' column circled in red. Below the table, there is a section for 'CONTRACT RATES FOR TENDER (01/07/2014 TO 30/06/2017)'. This section has two dropdown menus, 'Area' and 'Grounds Maintenance', both circled in red. Below these are several rows of contract rates with columns for Area, Description, Availability, Emergency Availability, Quantity Range, and Rate (incl. GST).

Contract Type	Rates Start	Rates End	Executed Contract
Tender	01/07/2014	30/06/2017	
Tender	01/07/2010	30/06/2014	
Tender	29/06/2009	30/06/2010	

Area	Grounds Maintenance	Availability	Emergency Availability	Quantity Range	Rate (incl. GST)
Darwin	For 1 week, Maintain/Water grounds. In a tidy, green and healthy state. Mow and edge lawns, remove clippings/prunings from site, sweep paths/driveways and empty mailbox. Weed and trim gardens.	5	5	Up to 300 m2	\$110.00
Darwin	For 1 week, Maintain/Water grounds. In a tidy, green and healthy state. Mow and edge lawns, remove clippings/prunings from site, sweep paths/driveways and empty mailbox. Weed and trim gardens.	5	5	301 - 750 m2	\$159.00
Darwin	For 1 week, Maintain/Water grounds. In a tidy, green and healthy state. Mow and edge lawns, remove clippings/prunings from site, sweep paths/driveways and empty mailbox. Weed and trim gardens.	5	5	751 - 950 m2	\$179.00
Darwin	For 2 weeks, Maintain/Water grounds. In a tidy, green and healthy state. Mow and edge lawns, remove clippings/prunings from site, sweep paths/driveways and empty mailbox. Weed and trim gardens.	5	5	Up to 300 m2	\$130.00
Darwin	For 2 weeks, Maintain/Water grounds. In a tidy, green and healthy state. Mow and edge lawns, remove clippings/prunings from site, sweep paths/driveways and empty mailbox. Weed and trim gardens.	5	5	301 - 750 m2	\$179.00

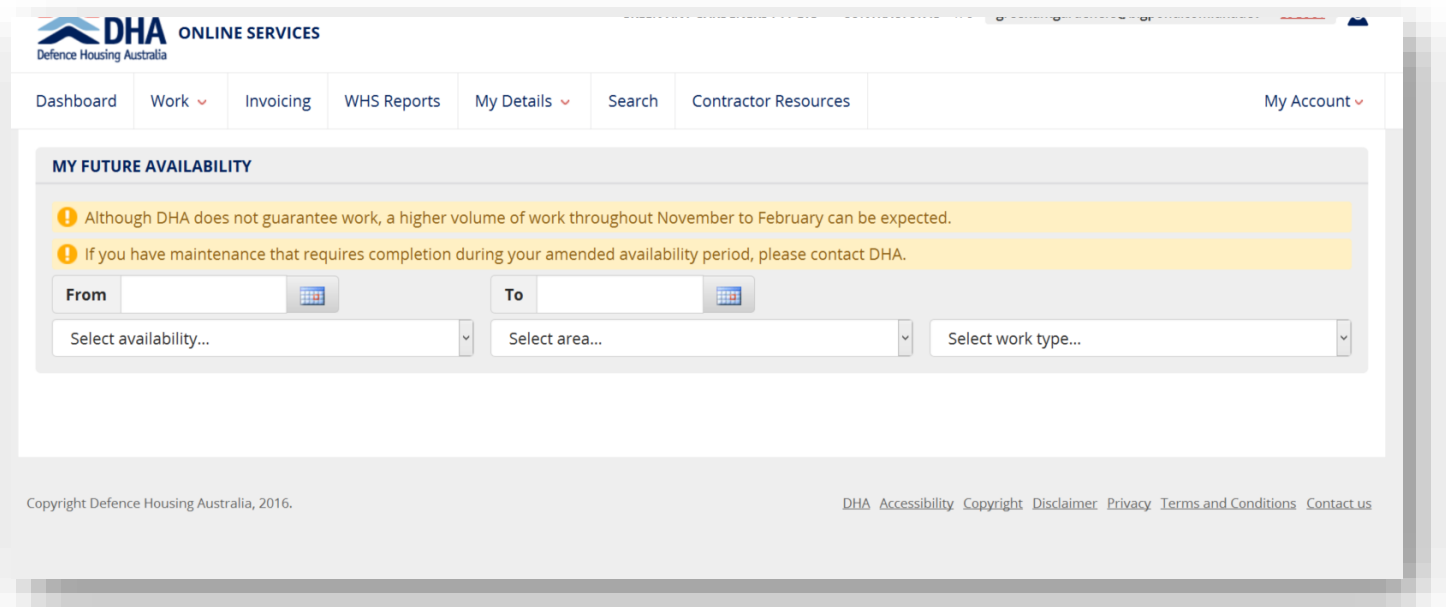
Within the **My DHA Contract** screen you can view your current contract by clicking on the PDF file under the **Executed Contract** column. You can also view and filter your rates for each maintenance area and trade.

## Managing your Availability

Should you be unavailable to undertake any work items for a period of time please access **My Availability** under the **My Details** tab on the Dashboard as per below:

The screenshot shows the DHA ONLINE SERVICES dashboard with the 'My Details' dropdown menu open. The menu items are: My Contact Details, My Insurance Details, My DHA Contract, and My Availability. The 'My Availability' option is circled in red. There are also notification banners for work items and a 'NEW WORK ITEMS' section.

# Guide to Online Services



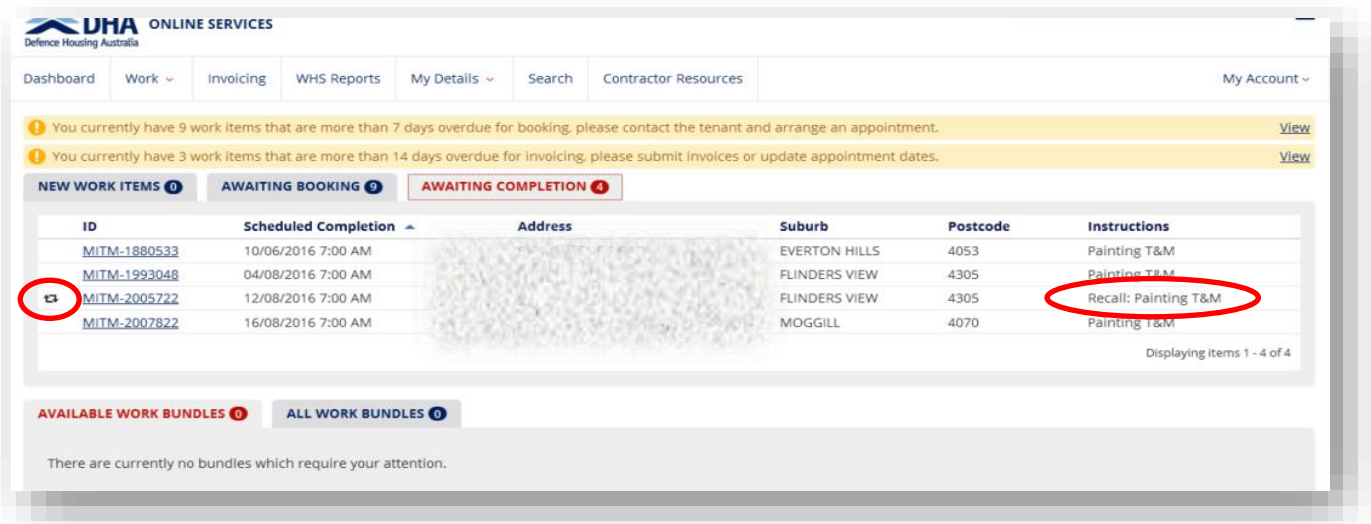
You can now enter the start and end dates for when you are unavailable. These date can also be completed for when you have a:

- Reduced capacity
- Reduced coverage of DHA Maintenance Areas
- Reduction in types of work that can be undertaken.

Please contact DHA if you have pre-existing work items that require completion during your amended availability.

## Recalls

Recalls are Work Items that require the contractor to return to a property and complete the scope of works as described in the original Work Item. You cannot invoice for Recalls – only the original Work item. A recall is identified in the Dashboard under the **New Work Items** tab by the revolve symbol and in the title of the Work Item under the **Instructions** column:



## Other Information

Other tabs on the dashboard are:

- WHS Reports
- Search function – this allows you to search for:
  - Work Items
  - Invoiced Items
  - Quoted Items.

Please utilise the other fields to narrow your search.

- Contractor Resources – provides a link to <https://www.dha.gov.au/partnering/maintenance-contractors> where there is further information for contractors on servicing DHA properties.