

Background

DHA manages a panel of builders who are responsible for the design and construction of more than 1,000 dwellings, as well as the acquisition and leasing of more than 2,000 properties nationwide.

Builders are required to coordinate and manage any builder defect maintenance items that have been identified on properties within the contract warranty through Online Services.

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

Introduction to Online Services

Overview

Online Services is a 24/7 web-based system available for DHA's customers and business partners to interact electronically with DHA.

The system can be accessed from DHA's main website page or via <https://www.dha.gov.au/partnering/development-and-construction>

Builders

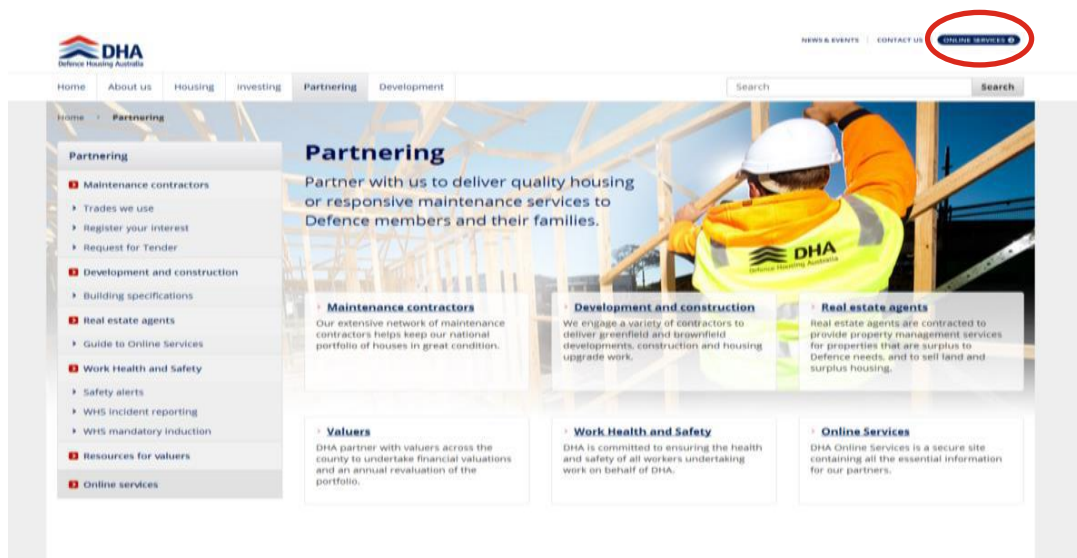
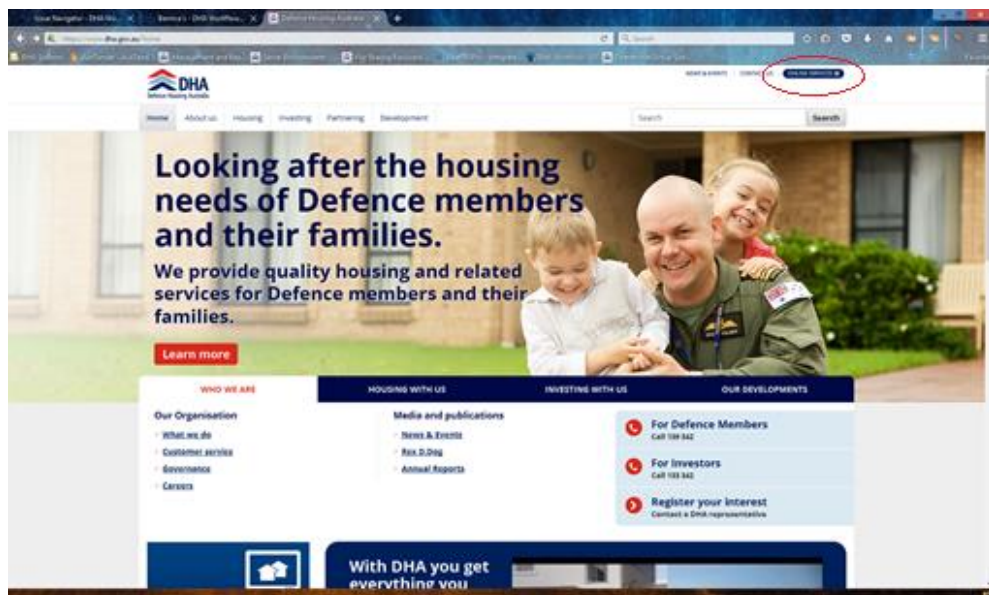
Through Online Services, builders will have access to:

- details of any raised maintenance work items including their current status
- view contact details of tenants
- book appointment dates and time with tenants
- upload Work Health and Safety Reports and Insurances, and
- builder contact details and the ability to update them via Online Services.

Guide to Online Services

Getting started

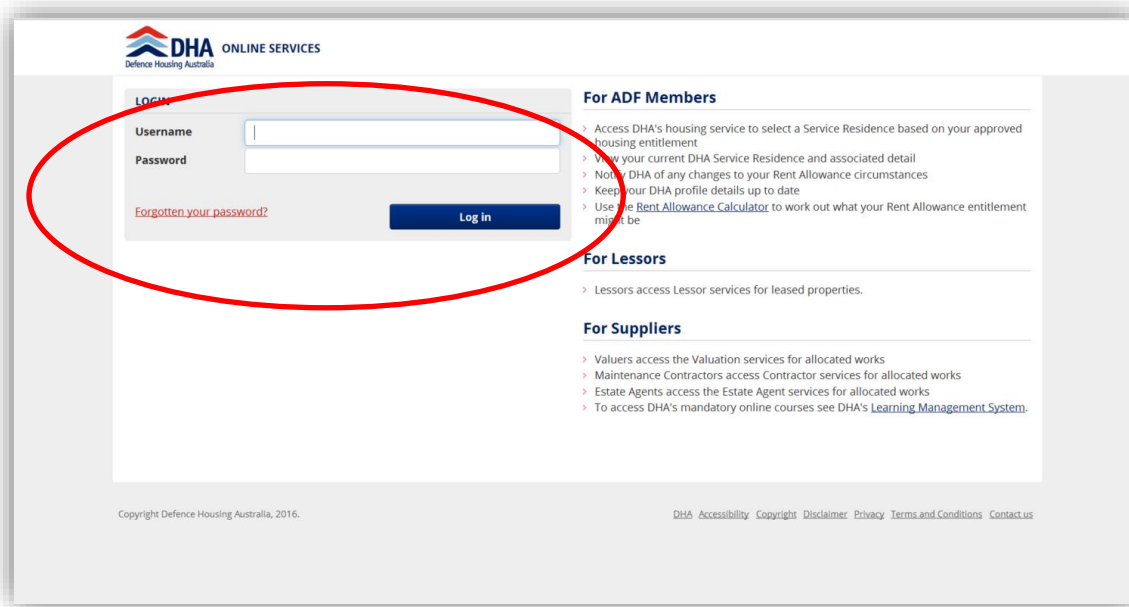
Go to <https://www.dha.gov.au> and click on **Online Services**, or visit www.dha.gov.au/online



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Logging in

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



- Please enter your username and password
- 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 then 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's Maintenance Call Centre on 139 342.

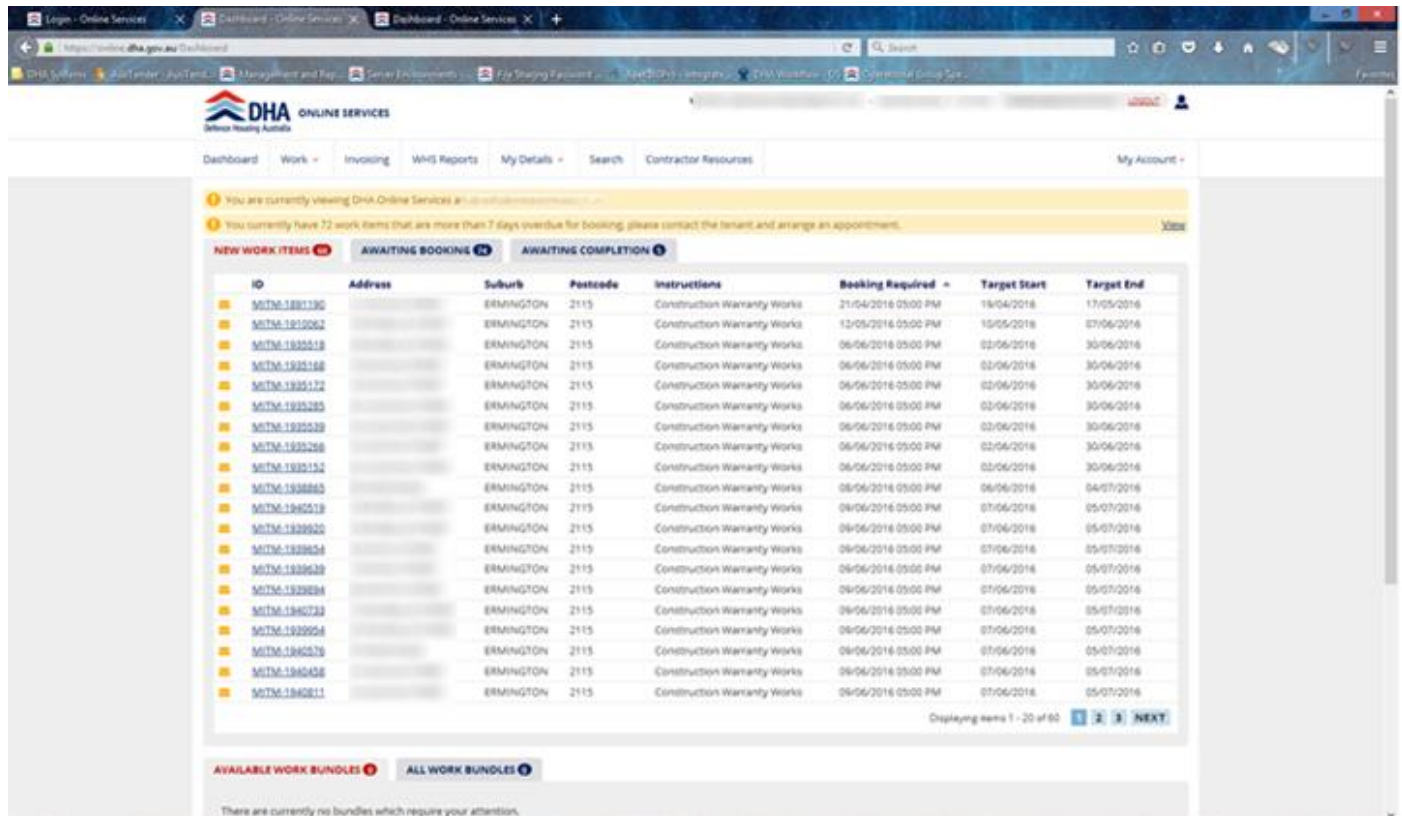
Guide to Online Services

Your Dashboard

Overview

Your Dashboard will be displayed after successful login.

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 bar with the DHA logo and the text 'DHA ONLINE SERVICES'. Below this is a menu with options: Dashboard, Work, Invoicing, WHS Reports, My Details, Search, Contractor Resources, and My Account. A yellow notification banner at the top of the main content area states: 'You currently have 72 work items that are more than 7 days overdue for booking, please contact the tenant and arrange an appointment.' Below the notification, there are three tabs: 'NEW WORK ITEMS' (with a red indicator), 'AWAITING BOOKING' (with a blue indicator), and 'AWAITING COMPLETION' (with a blue indicator). The 'NEW WORK ITEMS' tab is active, displaying a table with the following columns: ID, Address, Suburb, Postcode, Instructions, Booking Required, Target Start, and Target End. The table contains 20 rows of data, all for 'Construction Warranty Works' in 'ERMINGTON' with postcode '2115'. The 'Booking Required' column shows dates from 21/04/2016 to 08/06/2016. The 'Target Start' column shows dates from 18/04/2016 to 07/06/2016. The 'Target End' column shows dates from 17/05/2016 to 05/07/2016. At the bottom of the table, it says 'Displaying items 1 - 20 of 60' and 'NEXT'. Below the table, there are two buttons: 'AVAILABLE WORK BUNDLES' (with a red indicator) and 'ALL WORK BUNDLES' (with a blue indicator). A message below these buttons states: 'There are currently no bundles which require your attention.'

From the Dashboard you can:

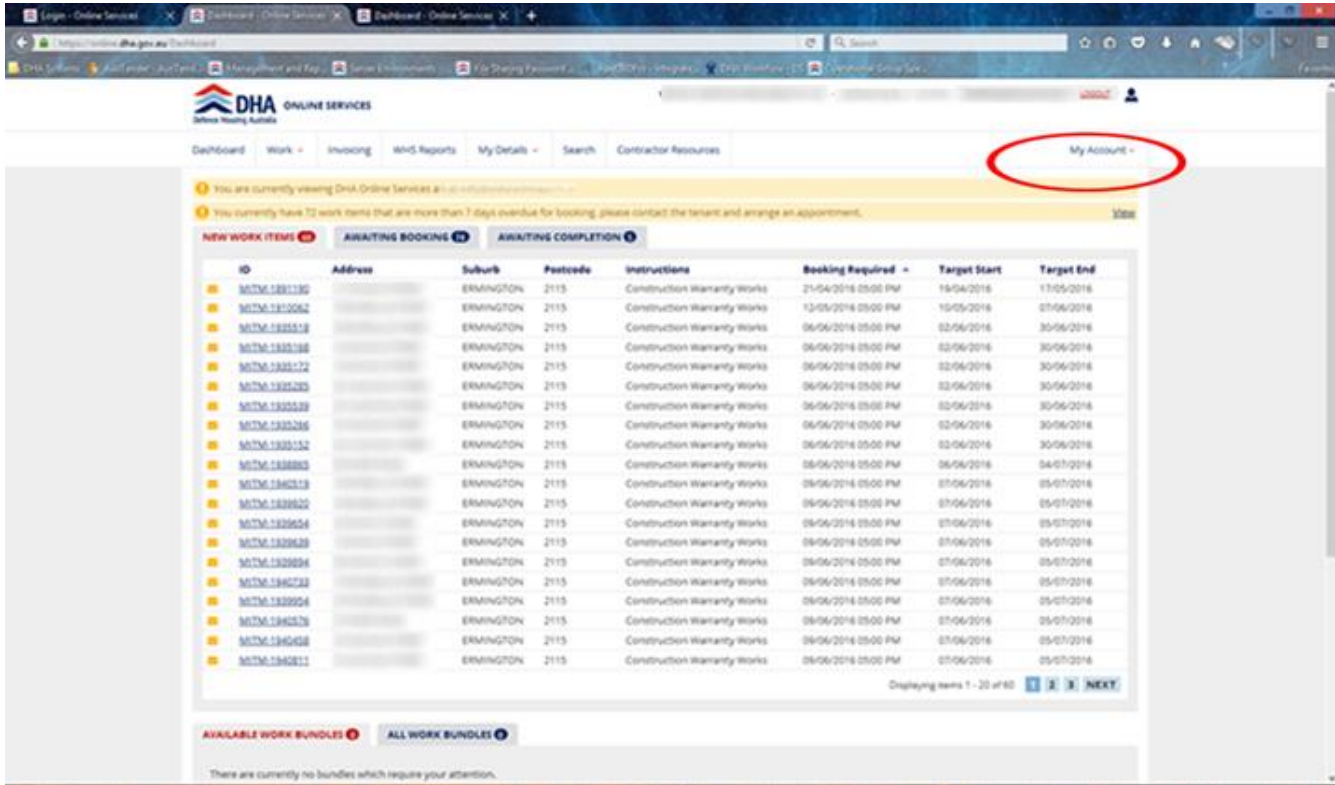
- Update your password and secret question on **My Account**
- Update your contact details, licence information and insurance information at **My Details**
- Search through all Work Items
- View WHS reports
- Search for a particular Work Item.

View Work Items that are more than 7 days overdue for booking will appear in a yellow highlighted box at the top of your screen.

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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:



- Click on **Manage My Delegates** in the drop down list. Please note that 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.

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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. The 'NEW WORK ITEMS' tab is highlighted with a red circle. Below the navigation tabs, there is a table of work items. The table has the following columns: ID, Address, Suburb, Postcode, Instructions, Booking Required, Target Start, and Target End. The first row of data is circled in red.

ID	Address	Suburb	Postcode	Instructions	Booking Required	Target Start	Target End
MITM-1881130	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	21/04/2016 05:00 PM	19/04/2016	17/05/2016
MITM-1810062	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	12/05/2016 05:00 PM	10/05/2016	07/06/2016
MITM-1830518	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	06/06/2016 05:00 PM	02/06/2016	30/06/2016
MITM-1832168	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	06/06/2016 05:00 PM	02/06/2016	30/06/2016
MITM-1832172	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	06/06/2016 05:00 PM	02/06/2016	30/06/2016
MITM-1832263	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	06/06/2016 05:00 PM	02/06/2016	30/06/2016
MITM-1832539	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	06/06/2016 05:00 PM	02/06/2016	30/06/2016
MITM-1832566	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	06/06/2016 05:00 PM	02/06/2016	30/06/2016
MITM-1832132	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	06/06/2016 05:00 PM	02/06/2016	30/06/2016
MITM-1838861	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	06/06/2016 05:00 PM	06/06/2016	04/07/2016
MITM-1840518	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	09/06/2016 05:00 PM	07/06/2016	05/07/2016
MITM-1839920	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	09/06/2016 05:00 PM	07/06/2016	05/07/2016
MITM-1839954	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	09/06/2016 05:00 PM	07/06/2016	05/07/2016
MITM-1839929	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	09/06/2016 05:00 PM	07/06/2016	05/07/2016
MITM-1839894	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	09/06/2016 05:00 PM	07/06/2016	05/07/2016
MITM-1840733	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	09/06/2016 05:00 PM	07/06/2016	05/07/2016
MITM-1839954	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	09/06/2016 05:00 PM	07/06/2016	05/07/2016
MITM-1840579	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	09/06/2016 05:00 PM	07/06/2016	05/07/2016
MITM-1840458	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	09/06/2016 05:00 PM	07/06/2016	05/07/2016
MITM-1840811	[REDACTED]	ERMINGTON	2115	Construction Warranty Works	09/06/2016 05:00 PM	07/06/2016	05/07/2016

Booking Work

To Action a Work Item that has been assigned to you, click on the relevant Work Item under the **New Work Items** tab.

The screenshot shows the DHA Online Services dashboard with the 'NEW WORK ITEMS' tab selected. A single work item is highlighted with a red circle. The work item details are as follows:

ID	Address	Suburb	Postcode	Instructions	Booking Required	Target Start	Target End
MITM-2002999	[REDACTED]	TINDAL	0833	Construction Warranty Works	15/09/2016 01:45 PM	13/09/2016	27/09/2016

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

The screenshot displays the DHA 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 user profile icon and 'LOGOUT' button are visible in the top right corner. Below the navigation, a yellow banner contains two messages: 'You are currently viewing DHA Online Services as zoe...' and 'This work item is more than 7 days overdue for booking, please contact the tenant and arrange an appointment.' The main content area is titled 'SCOPE OF WORKS' and features a table with columns: ID, Instructions, Location, Work Type, and Attachments. The table contains one entry with ID 'MITM-2101281' and instructions for 'BUILDERS DEFECTS'. Below the table, there are several sections: 'SCHEDULE DETAILS' showing booking requirements and target dates; 'CONTACT ATTEMPTS' with a text message input field and a 'Save Contact Attempt' button; 'BOOKING DETAILS' with fields for appointment date, time, and contractor reference, each with a 'Save' button; 'PROPERTY ACCESS DETAILS' listing address, tenant, and work phone; and 'PROPERTY FLOOR PLAN' showing a floor plan image. At the bottom, there are buttons for 'Print', 'Download PDF', and 'Next Awaiting Booking'.

- Work Instructions
- Schedule details: This is the work Item which has been raised, when a booking is required by and target completion date.

Please note routine maintenance has a 28-day rectification timeframe; and emergency maintenance has a 24-hour turnaround time.

Booking details

After arranging a time with the tenant to secure an appointment date and time, you would be required to save these details before saving the appointment. This appointment date and time will also be featured in the tenant's Online Services dashboard for their reference. Do not forget to click the 'Save Appointment' button when details have been entered. Contractor Reference is not required.

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N.B. Tenants are aware that builders will be in contact with them to secure an appointment date and time.

Property Access details

This section provides the tenants contact details.

Contact Attempt details

This section allows you to record the various contact attempts made to secure appointments with tenants. When a tenant is uncontactable on three occasions. The Work Item will be redirected back to DHA for further action.

Please note this Work Item will no longer be visible on your dashboard until DHA reallocates it back to you with new instructions. When this occurs, DHA will assist builders in trying to secure appointments with tenants.

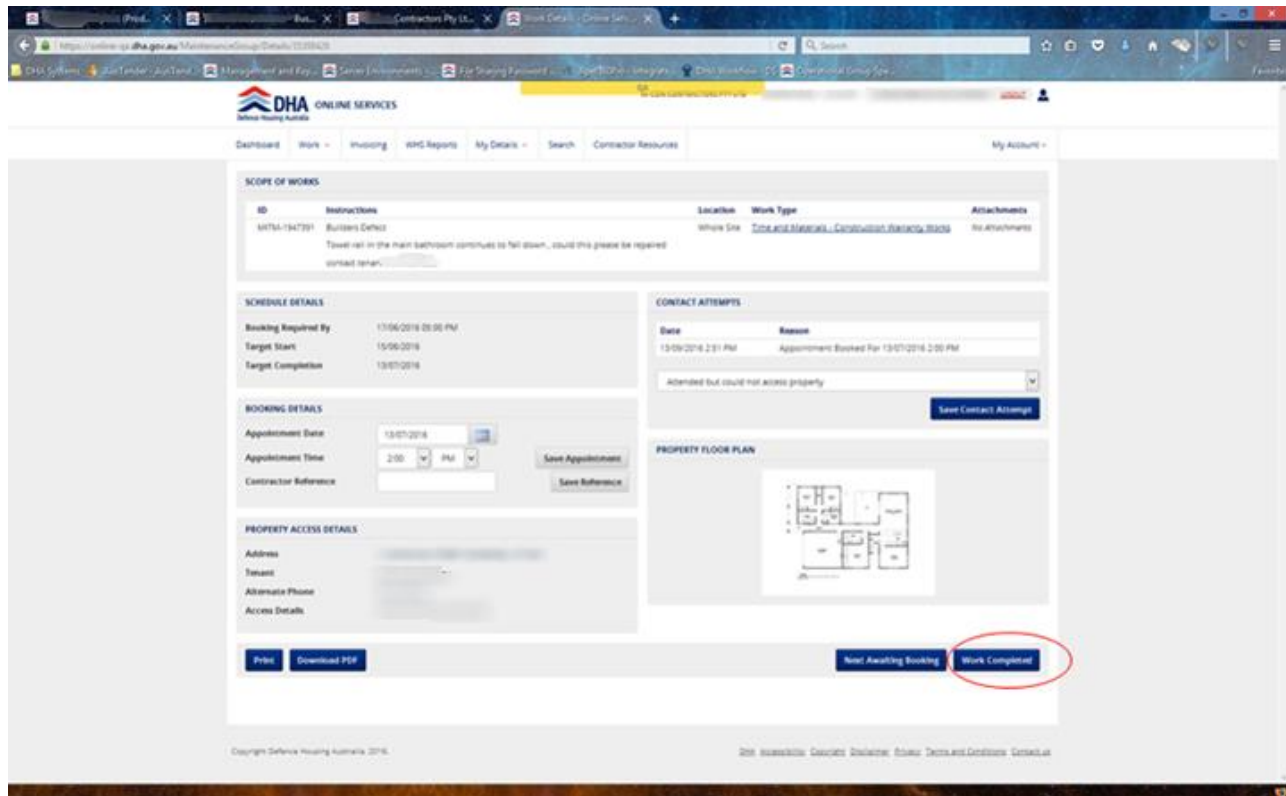
Completing Works

The screenshot shows the DHA Online Services dashboard. At the top, there is a navigation bar with 'Dashboard', 'Work', 'Invoicing', 'WHS Reports', 'My Details', 'Search', and 'Contractor Resources'. A yellow notification banner at the top states: 'You currently have 10 work items that are more than 7 days overdue for booking, please contact the tenant and arrange an appointment.' Below this, there are three tabs: 'NEW WORK ITEMS', 'AWAITING BOOKING', and 'AWAITING COMPLETION'. The 'AWAITING COMPLETION' tab is selected and highlighted with a red circle. Below the tabs is a table with the following columns: ID, Scheduled Completion, Address, Suburb, Postcode, and Instructions. The table contains six rows of data, all with 'Construction Warranty Works' as instructions. Below the table, there are three sections: 'AVAILABLE WORK BUNDLES' (no bundles require attention), 'QUOTES REQUIRED' (no quotes requiring action), and 'WORK SCHEDULED THIS WEEK' (no work items scheduled this week). The footer of the dashboard includes copyright information for Defence Housing Australia 2016 and a list of services: DHA, Accessibility, Casualty, Electrical, Estate, Finance, Insurance, Legal.

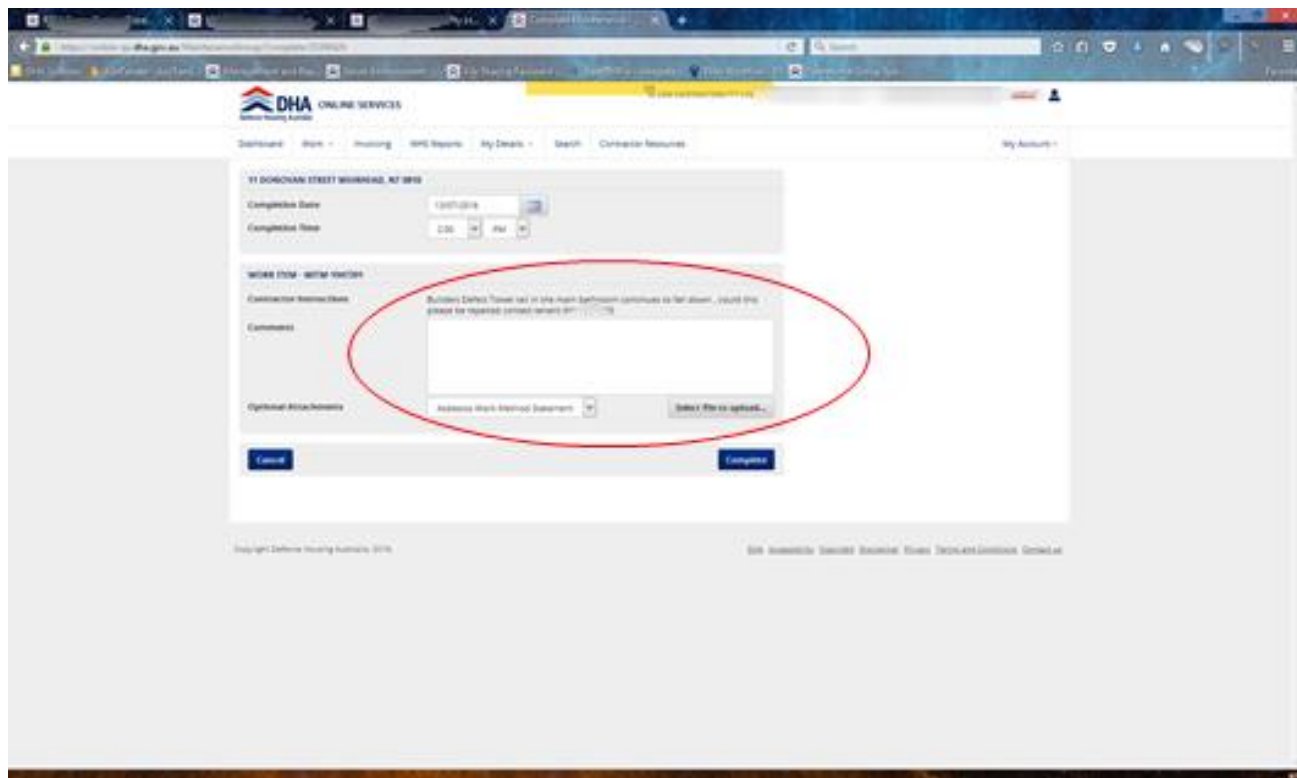
ID	Scheduled Completion	Address	Suburb	Postcode	Instructions
WIK1123456	28/04/2015 1:00 AM		EBRWINGTON	2115	Construction Warranty Works
WIK1123456	08/01/2015 1:00 AM		EBRWINGTON	2115	Construction Warranty Works
WIK1123456	23/01/2015 1:00 AM		EBRWINGTON	2115	Construction Warranty Works
WIK1123456	24/08/2015 1:00 AM		EBRWINGTON	2115	Construction Warranty Works
WIK1123456	08/12/2015 1:00 AM		EBRWINGTON	2115	Construction Warranty Works
WIK1123456	12/05/2014 2:15 PM		EBRWINGTON	2115	Construction Warranty Works

When the works have been completed in the property, the Work Item would need to be closed in the system. To do this, click on the **Awaiting Completion** tab on your Dashboard and search for the Work Item.

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Click on the **Work Completed** button. This will take you to a confirmation page.



Builders must include comments in this section such as 'works have been completed'. Once comments have been added, click the **Complete** button. This will close the Work Item on your dashboard.

WHS Reporting

Each month, WHS reporting must be completed on each project. If your project is not available to be reported against, please contact your DHA representative.

Below is an example of the “view” screen which gives an overview of all content relating to any projects the contractor is involved with.

DHA ONLINE SERVICES
Defence Housing Australia

CONTRACTOR ID [REDACTED] LOGOUT [REDACTED]

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

! You are currently viewing DHA Online Services at [REDACTED]

CURRENT REPORTS

Project	Name	Manager
CWB-118706	Canberra - Googong (37) - 16/17	Harvey, Phillip
CWB-125463	Canberra - Moncrieff (23) - 16/17	Harvey, Phillip

Displaying items 1 - 2 of 2

REPORT HISTORY

Project	Name	Manager
CWB-99294	Canberra - Googong (22) - 15/16	Harvey, Phillip

Displaying items 1 - 1 of 1

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To access these reports click on the **WHS Reports** main menu item. If the contractor is on multiple projects these will appear as a list under **Current Reports**.

Click on the Project ID number located under the **Project** column.

Each section has a **New** button allowing the contractor to add entries to each section. Clicking on a **New** button will bring up a dialog box (window) to allow the user to create a new entry - see examples below.

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You are currently viewing DHA Online Services as [REDACTED]

PROJECT INFORMATION

Project Name Canberra - Gogong (37) - 16/17
DHA Contract Manager Harvey, Phillip









WORKING HOURS

Month	Working Hours	
June 2016	3183	
July 2016	1420	
August 2016	1742	
September 2016	2111	

Displaying items 1 - 4 of 4

[New Working Hours](#)

WHS REVIEWS

Month	Type	Count	
June 2016	Safety Inspection - Site	65	
June 2016	Site Induction	59	
June 2016	Toolbox Meeting	4	
July 2016	Safety Inspection - Site	21	
July 2016	Site Induction	10	
July 2016	Toolbox Meeting	1	
August 2016	Safety Inspection - Site	23	
August 2016	Site Induction	8	
September 2016	Safety Inspection - Site	22	


Displaying items 1 - 9 of 9

[New Review](#)

CORRECTIVE & PREVENTATIVE ACTIONS

[New Action](#)

INCIDENTS

Date	Reported	Treatment Required	Injury	Type	Notifiable	Loss of Next Work Shift	Lost Days	
18/08/2016	18/08/2016	No Treatment	No Injury	Motor Vehicle Accident	No	No	0	

Displaying items 1 - 1 of 1

[New Incident](#)

COMPLIANCE

[New Compliance](#)

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Edit Working Hours Screen

Below is an example of the **Working Hours** window.

To input new working hours click the **New Working Hours** button located under the working hours column on the right of your screen.

The following dialog box will be displayed.

Month	Working Hours
July 2016	1420
August 2016	1742
September 2016	2111

- Input your new working hours
- This can be added per week/month by selecting the correct month from the calendar view under **Month**.

Please note the system automatically calculates the working hours for the month when you click **Save**.

The user can cancel or save the entry, and also save the new entry and immediately create another via the **New Working Hours** button.

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New WHS Review Screen

This is an example of a **New WHS Review** window.

The screenshot shows a web application interface. At the top, there are fields for 'Project Name' (DHA Contract Manager) and 'Month' (Harvey). A 'New Review' modal window is open, containing three input fields: 'Month' (with a calendar icon), 'Type' (with a dropdown arrow), and 'Count' (with a numeric spinner). Below the modal are 'Cancel' and 'Save' buttons. In the background, a table titled 'WHS REVIEWS' is visible, showing a list of reviews with columns for 'Month', 'Type', and 'Count'. Each row has a trash icon to its right. The table data is as follows:

Month	Type	Count
June 2016	Safety Inspection - Site	65
June 2016	Site Induction	59
June 2016	Toolbox Meeting	4
July 2016	Safety Inspection - Site	21
July 2016	Site Induction	10
July 2016	Toolbox Meeting	1
August 2016	Safety Inspection - Site	23
August 2016	Site Induction	8
September 2016	Safety Inspection - Site	22

Below the table, it says 'Displaying Items 1 - 9 of 9'. At the bottom right of the table area, there is a 'New Review' button.

To display this window:

- Click on the **New WHS Review** button
- Select **Month**
- Input the desired Month period
- Select **Type**
- Select **Count** and input how many of each was undertaken.

Please note that each type only has to be entered only if it was undertaken in the month. The count of zero is not to be saved as an item.

The user can cancel or save the entry, and also save the new entry and immediately create another via the **Save & New WHS Review** button.

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Edit Corrective & Preventative Action Screen

This is an example of a **Edit Corrective & Preventative Action** window.

- Click the **Edit Corrective & Preventative Action** button
- The **New Action** dialog box will display
- The user can cancel or save the entry, and also save the new entry and immediately create another via the **Edit Corrective & Preventative Action** button.

Please note that help text is available by clicking the question mark located near **Type**.

New Incident Screen

The **New Incident** section collect information on any incidents that happen on site.

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- Click the **New Incident** button
- The user can cancel or save the entry, and also save the new entry and immediately create another via the **Save & New Incident** button.

Please note that all incidents that are notifiable must be reported directly to the DHA SHEQ team. Entering new incidents into the system does not replace this mandatory requirement.

Edit Compliance Screen

The **Edit Compliance** window is displayed when the user clicks on a row in the **Compliance** table.

The fields will be pre-populated with the existing data, which the user can manipulate. The user can cancel or save the entry.

New Compliance

Date

Type

Enforcement Action

Closed

Cancel **Save**

CORRECTIVE & PREVENTATIVE ACTIONS

INCIDENTS

Date	Reported	Treatment Required	Injury	Type	Notifiable	Loss of Next Work Shift	Lost Days
18/08/2016	18/08/2016	No Treatment	No Injury	Motor Vehicle Accident	No	No	0

Displaying items 1 - 1 of 1

COMPLIANCE

New Compliance