# Guide to Online Services

# 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

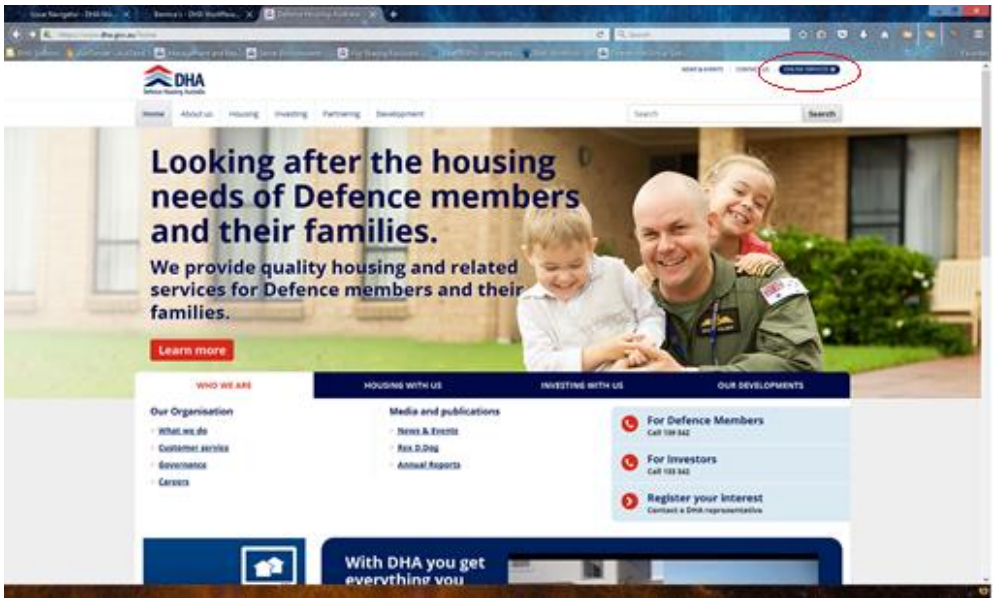
Through Online Services, builders will have access to:

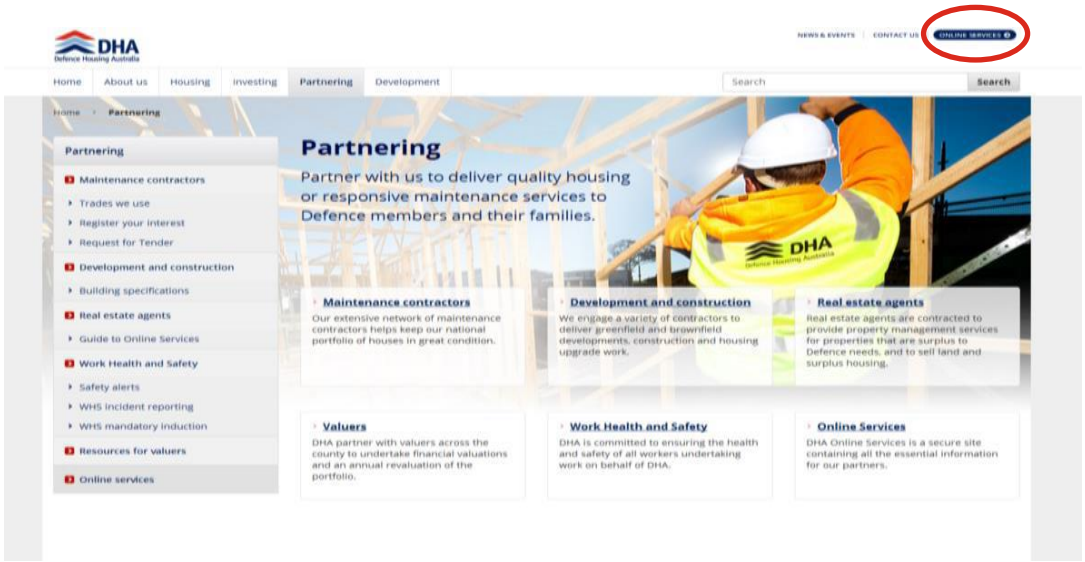
- details of any raised maintenance work items including their current status
- view contact details of tenants
- book appointment dates and time with tenants
- upload Work Health and Safety Reports and Insurances, and
- builder contact details and the ability to update them via Online Services.

# Guide to Online Services

## Getting started

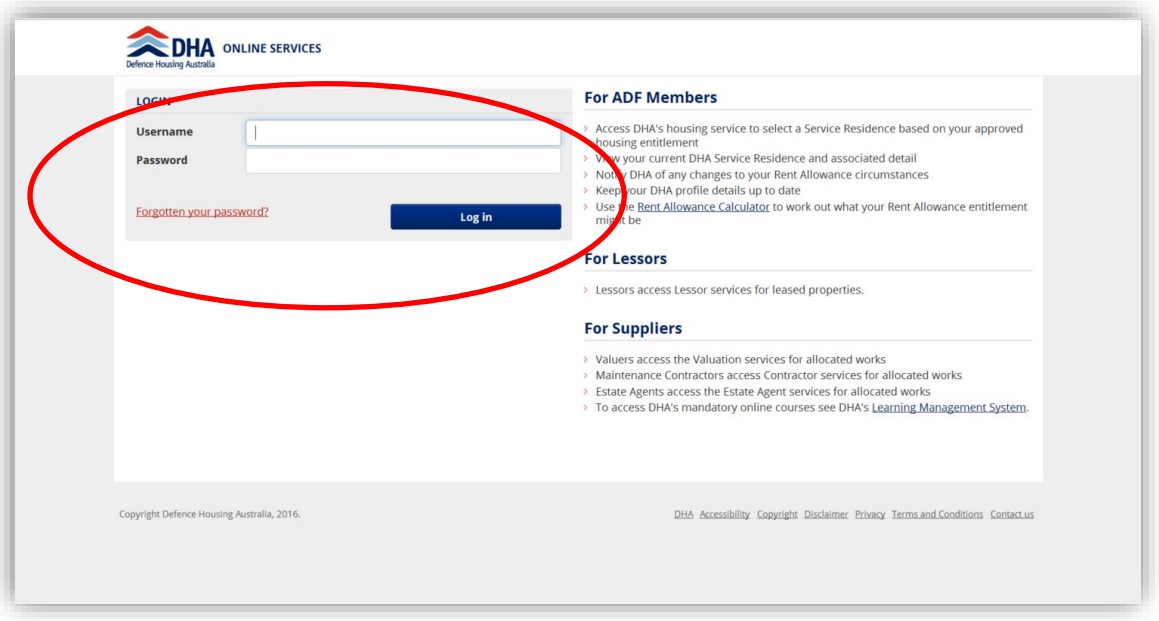
Go to https://www.dha.gov.au and click on **Online Services, or visit www.dha.gov.au/online**



## 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

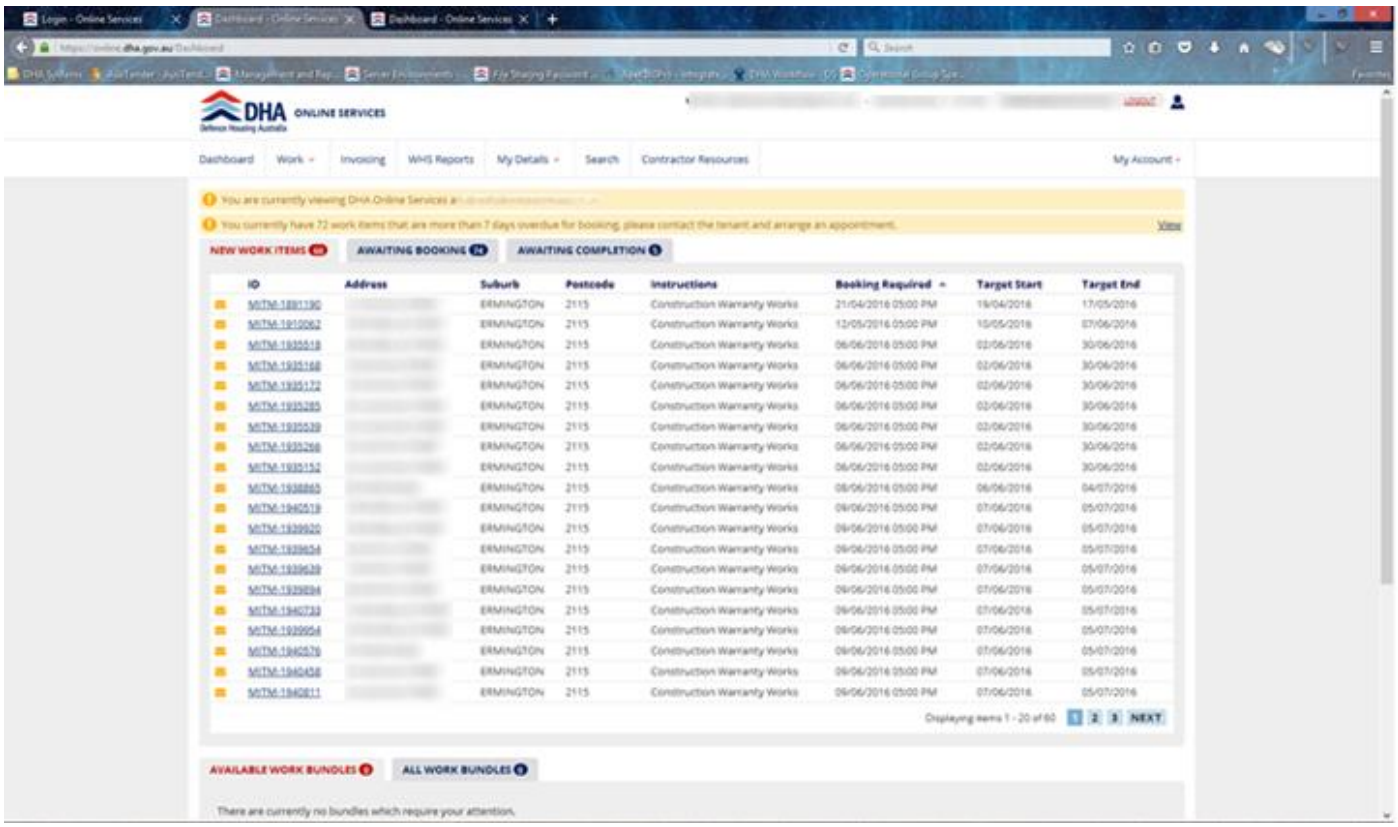
- If you have forgotten your password, select the Forgotten your password link. This will prompt you for the answer to your secret question which if correct will send your password to your email (username) address
- If you have forgotten your username, please contact DHA's Maintenance Call Centre on 139 342.

# 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.



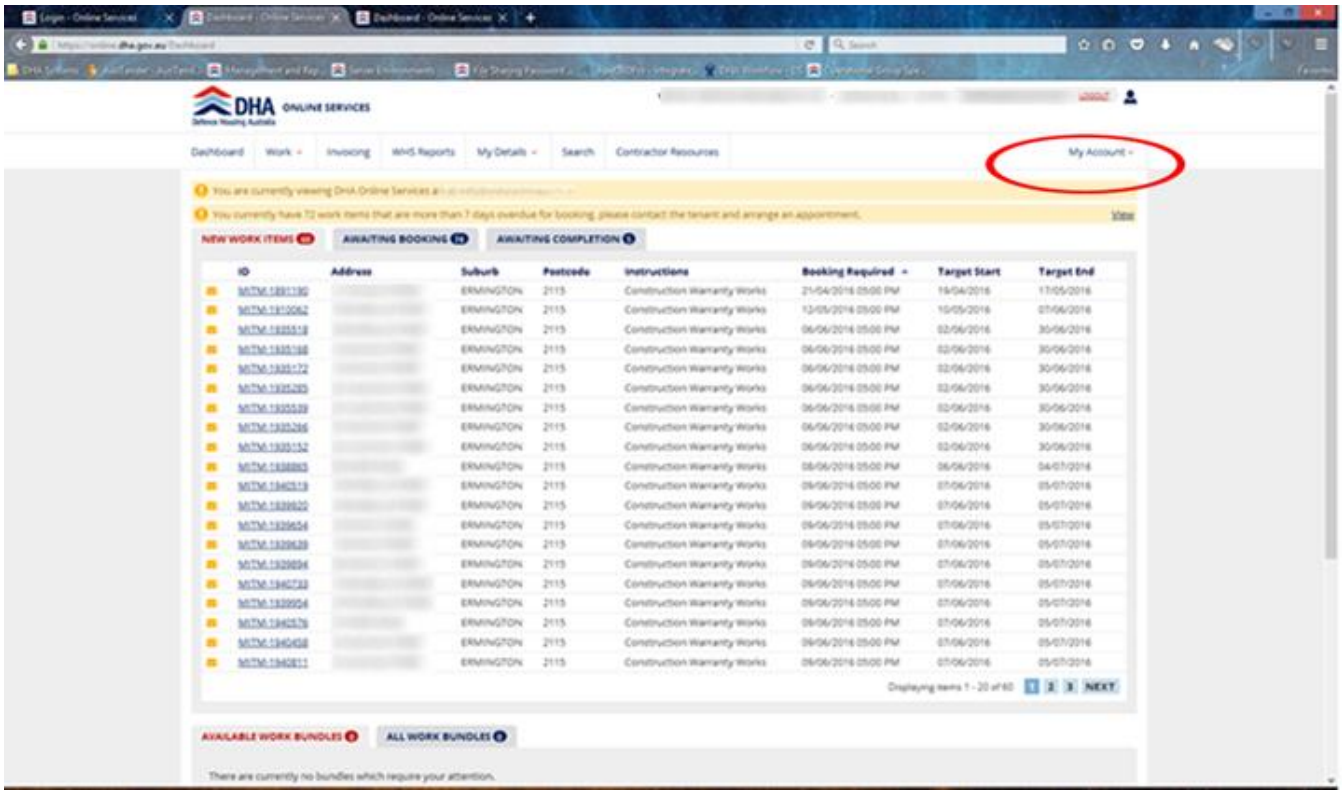

From the Dashboard you can:

- 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.

## Sharing Access

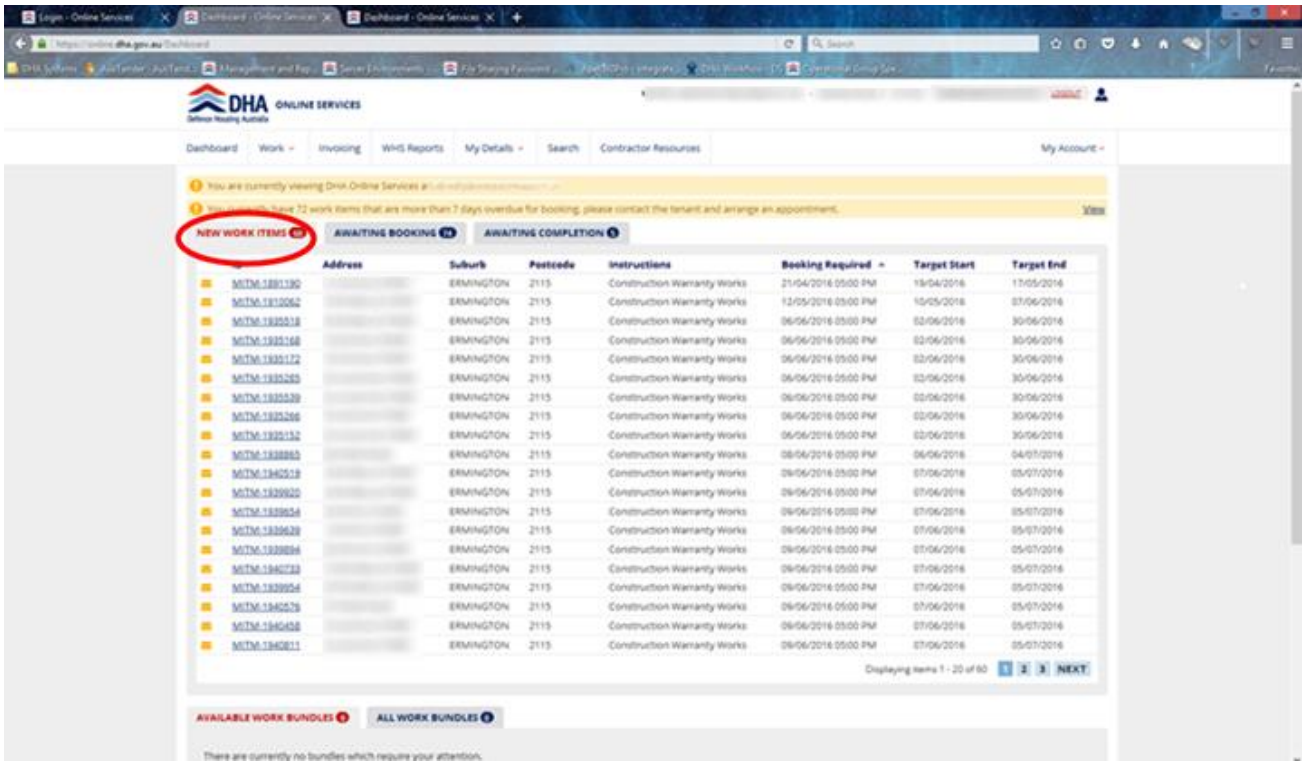
If your company requires more than one login, you can share your access with others by clicking on the **My Account** button on your Dashboard:




- 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.

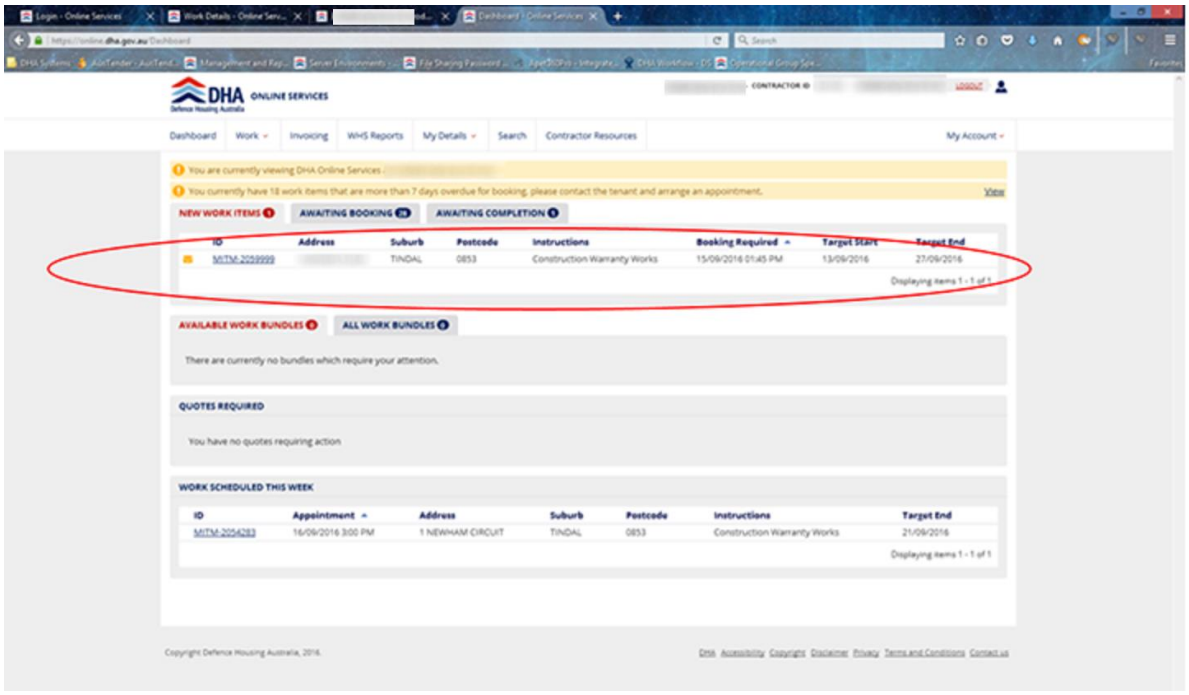
## Allocation of Work

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:

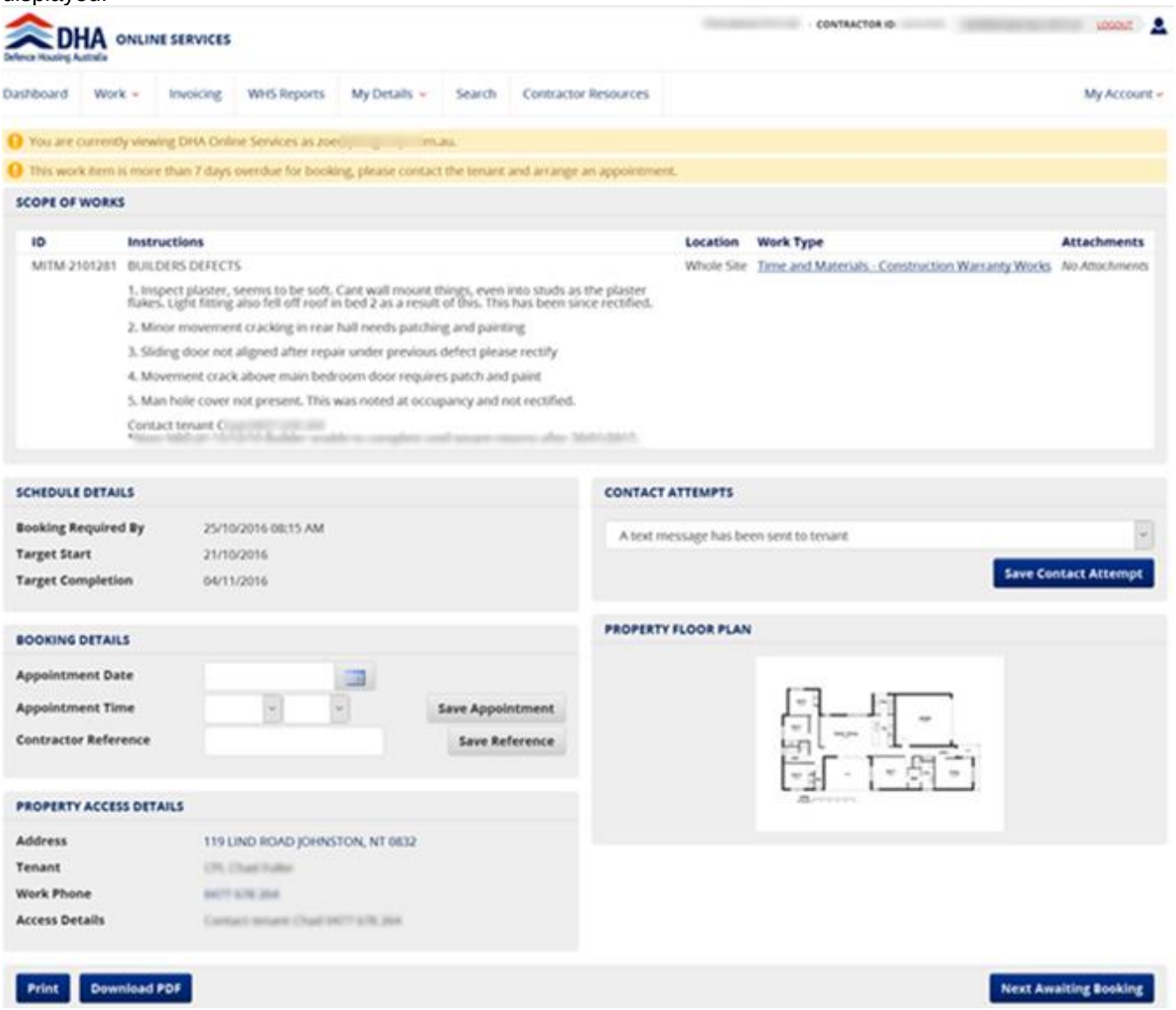



## Booking Work

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



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

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- 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.

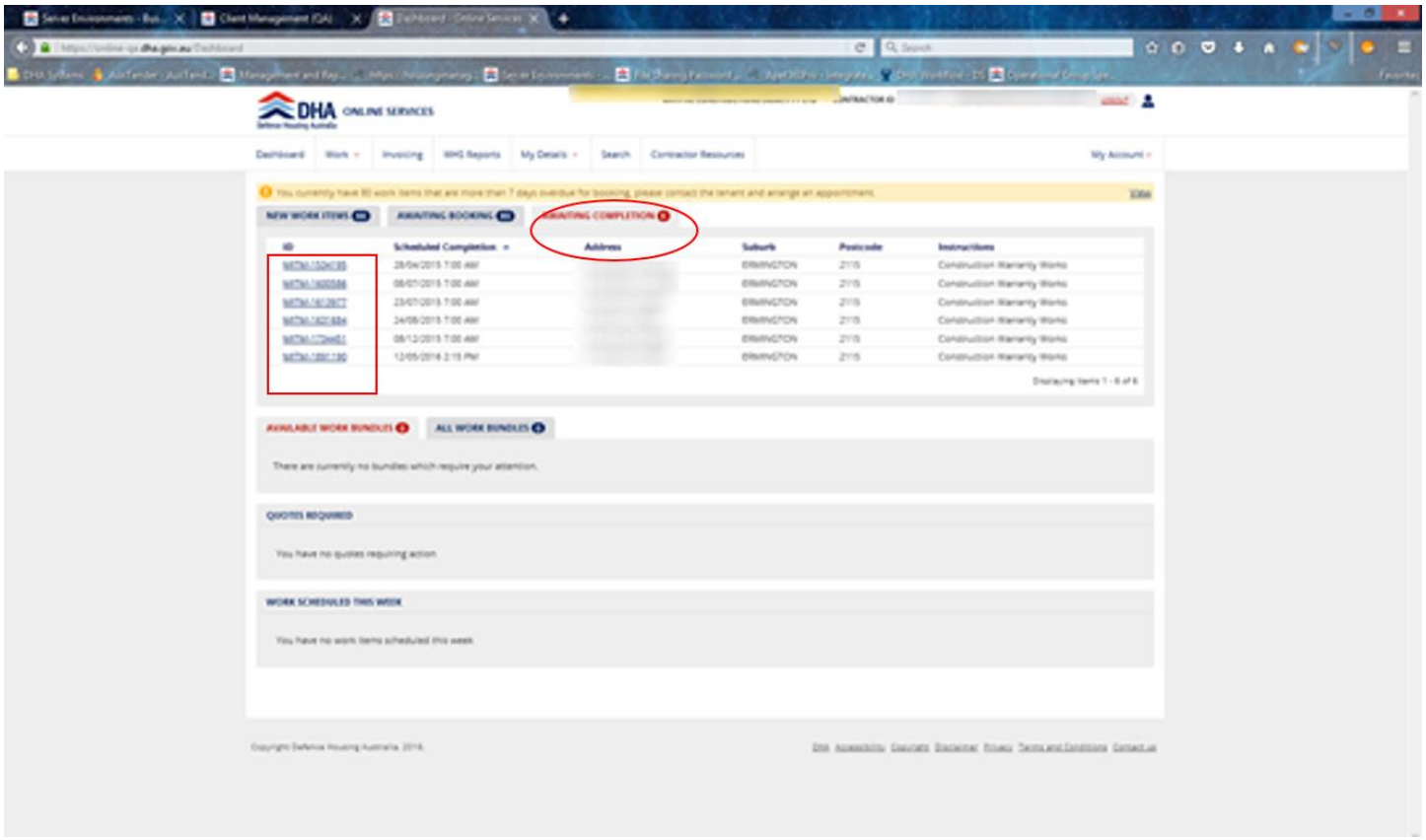
*N.B. Tenants are aware that builders will be in contact with them to secure an appointment date and time.*

Property Access details
This section provides the tenants contact details.

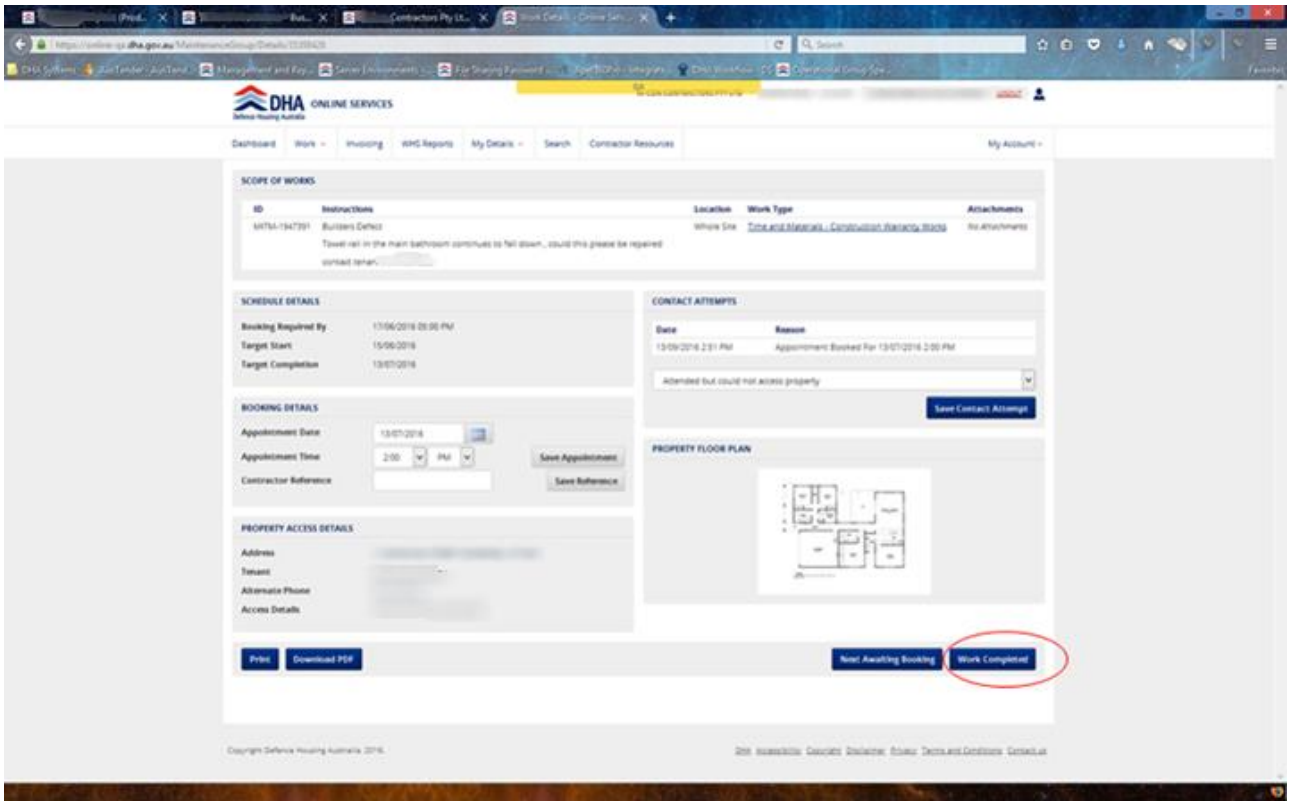
Contact Attempt details
This section allows you to record the various contact attempts made to secure appointments with tenants. When a tenant is uncontactable on three occasions. The Work Item will be redirected back to DHA for further action.

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.

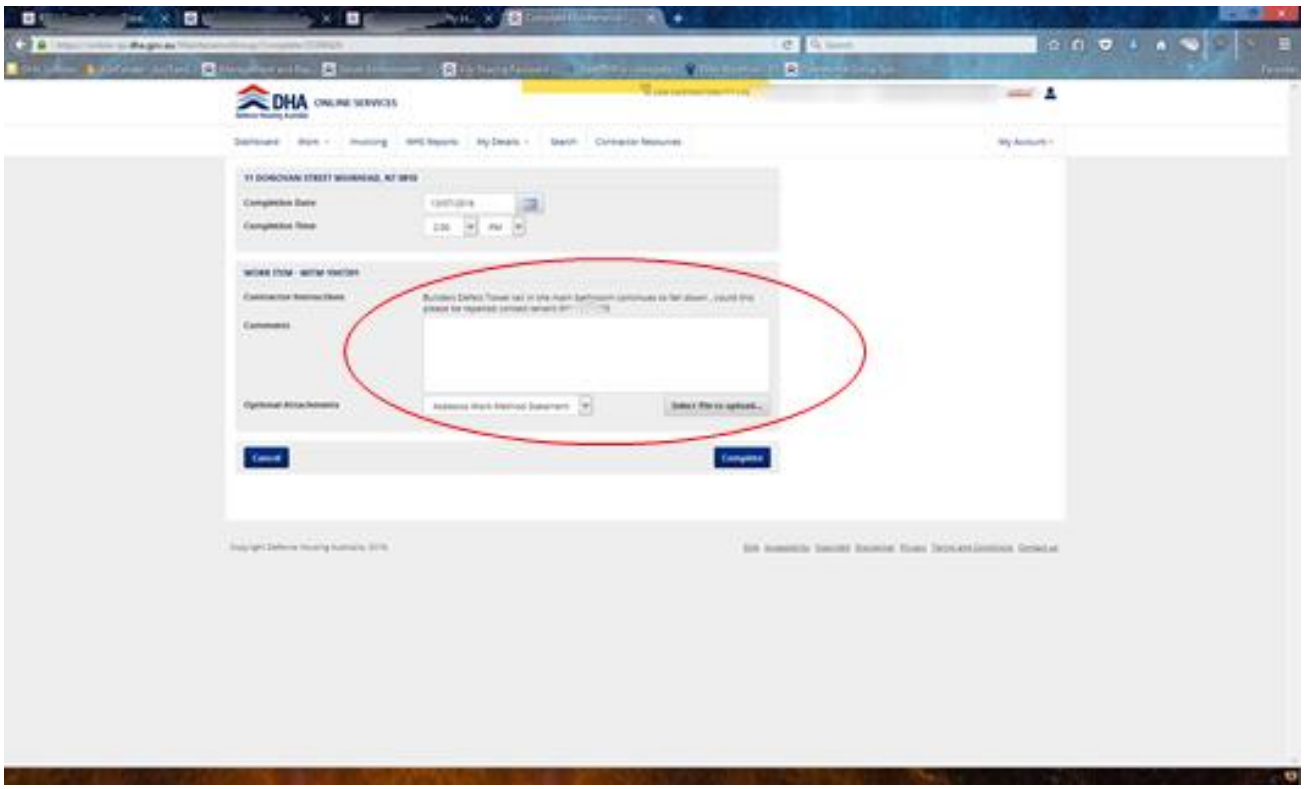
## Completing Works




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.




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

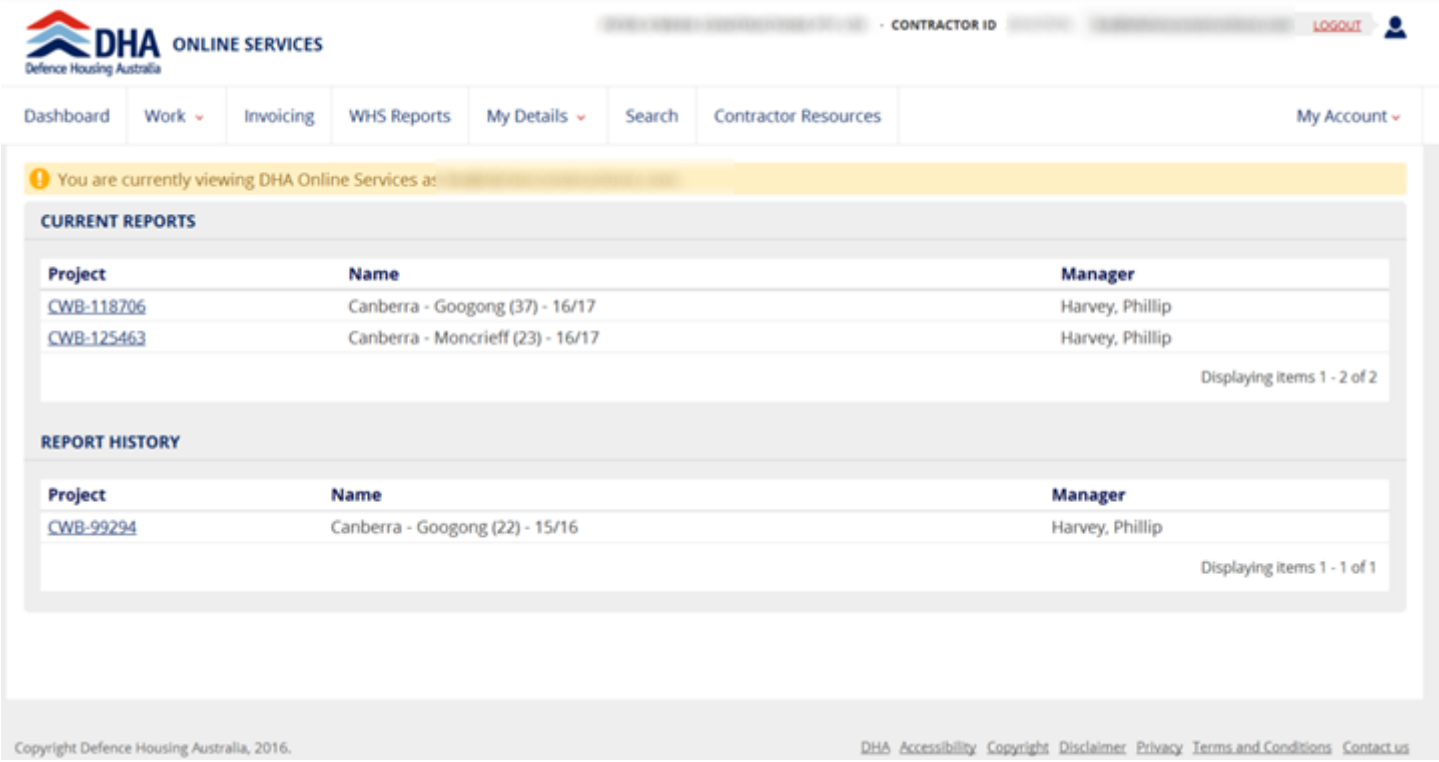



Builders must include comments in this section such as ‘works have been completed’. Once comments have been added, click the **Complete** button. This will close the Work Item on your dashboard.

## 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.

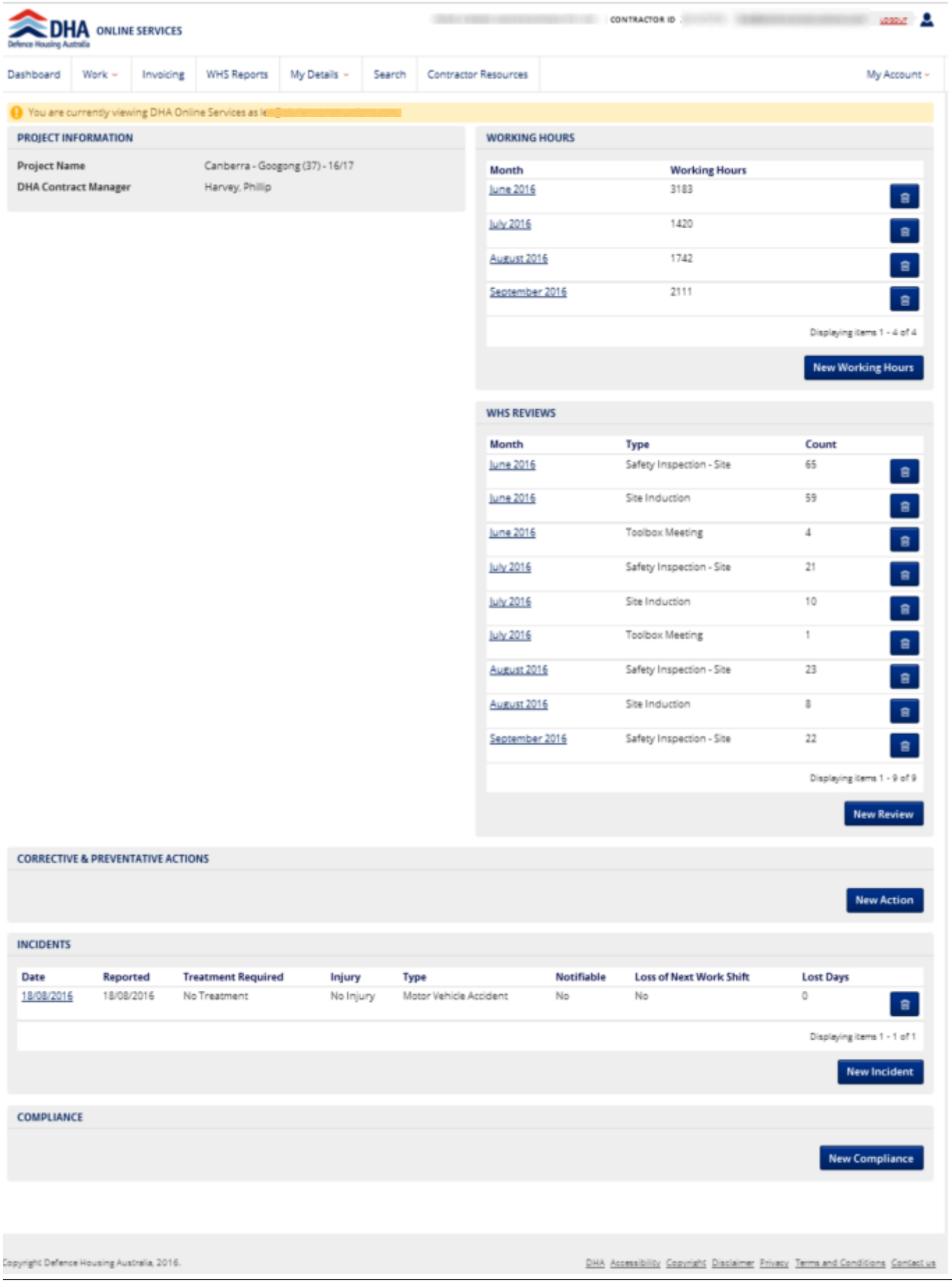
Below is an example of the “view” screen which gives an overview of all content relating to any projects the contractor is involved with.




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.


DHA ONLINE SERVICES
Defence Housing Australia
CONTRACTOR ID
Dashboard
Work
Invoicing
WHS Reports
My Details
Search
Contractor Resources
My Account
You are currently viewing DHA Online Services as
PROJECT INFORMATION
Project Name
Canberra - Googong (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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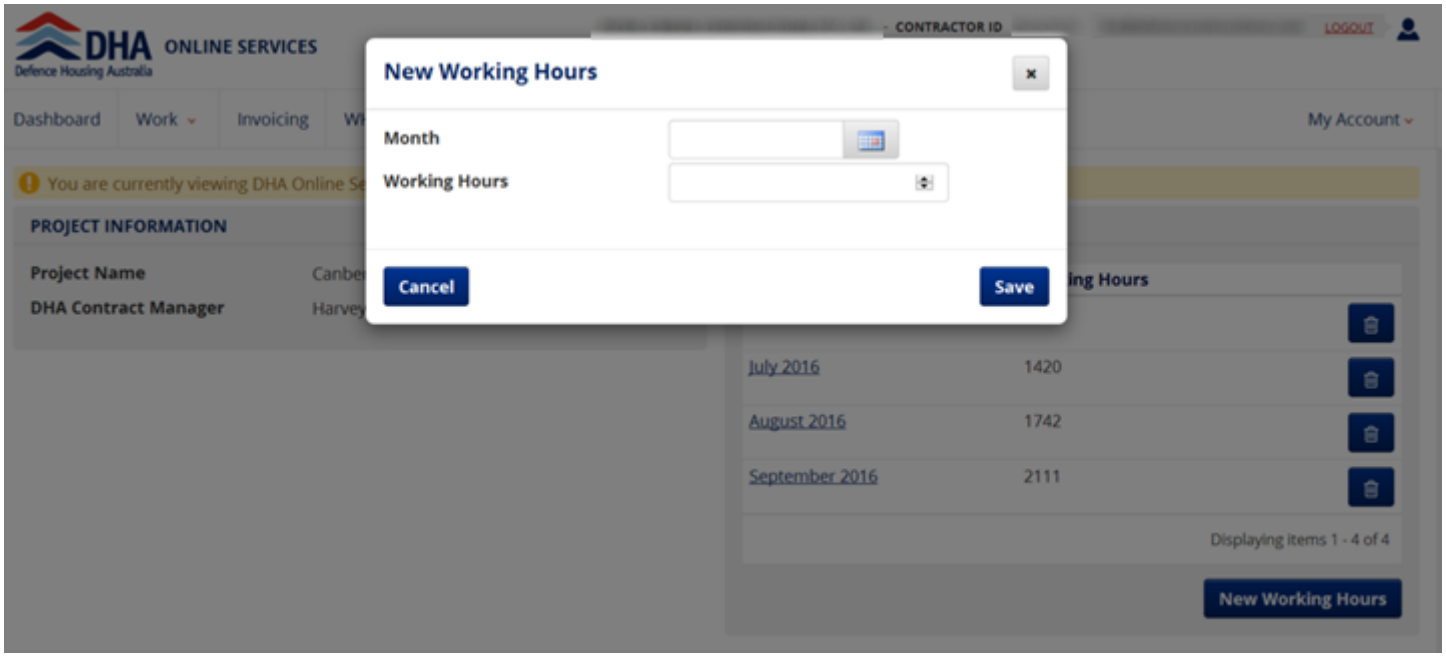
DHA Accessibility Copyright Disclaimer Privacy Terms and Conditions Contact us

## 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.



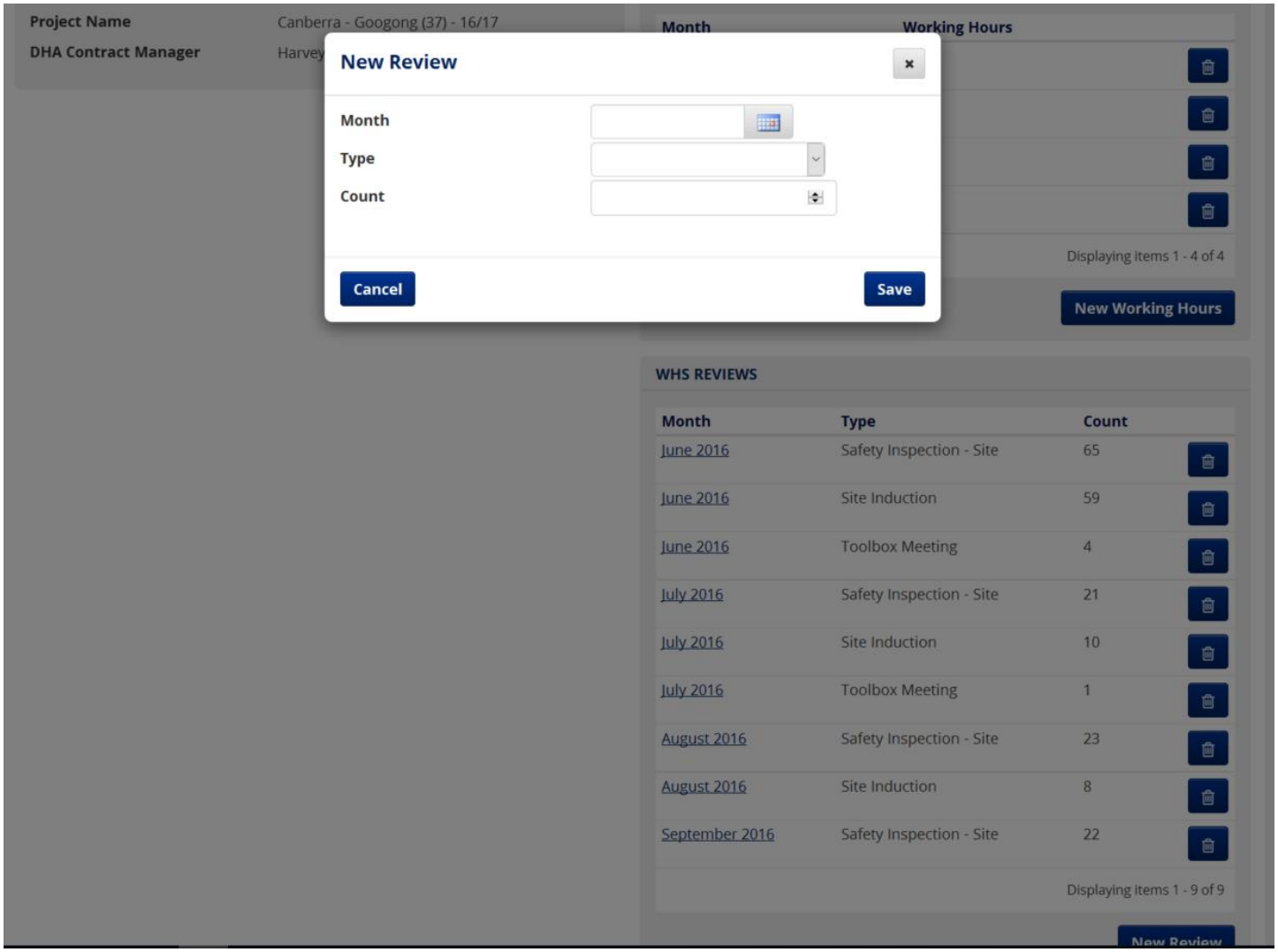

- Input your new working hours
- This can be added per week/month by selecting the correct month from the calendar view under **Month**.

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.

## New WHS Review Screen

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




To display this window:

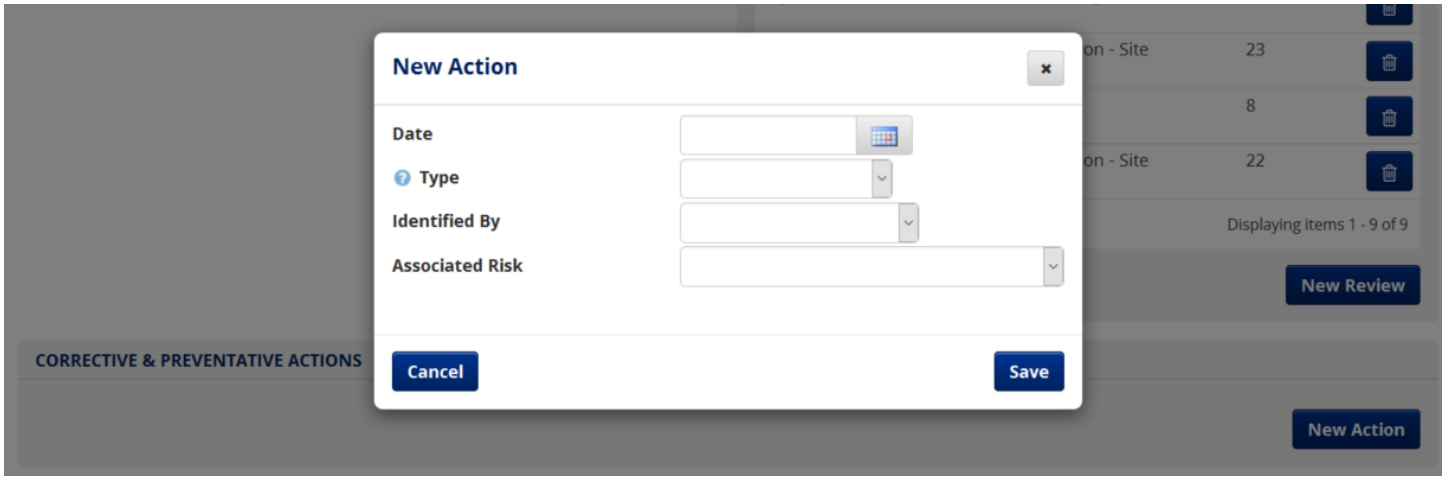
- Click on the **New WHS Review** button
- Select **Month**
- Input the desired Month period
- Select **Type**
- Select **Count** and input how many of each was undertaken.

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.

## Edit Corrective & Preventative Action Screen

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

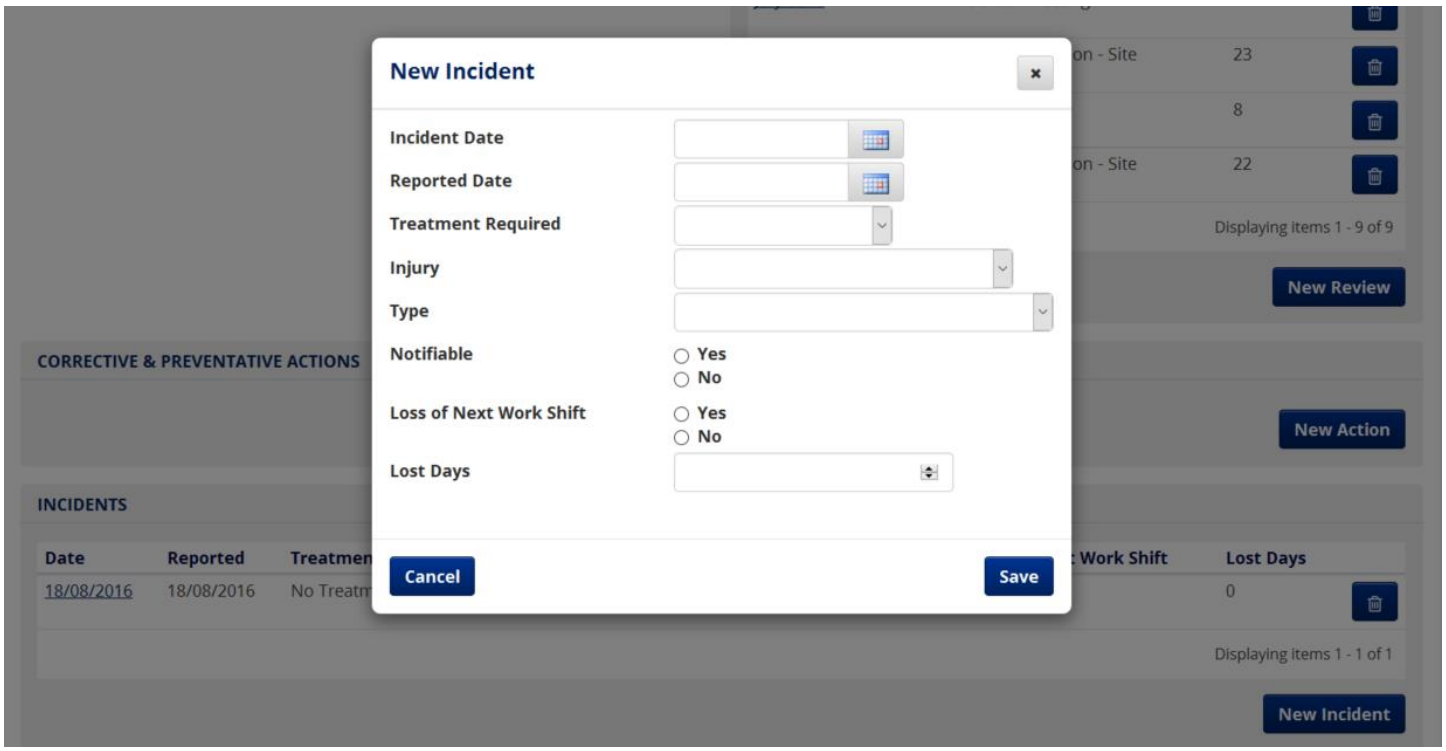



- Click the **Edit Corrective & Preventative Action** button
- The **New Action** dialog box will display
- The user can cancel or save the entry, and also save the new entry and immediately create another via the **Edit Corrective & Preventative Action** button.

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

## New Incident Screen

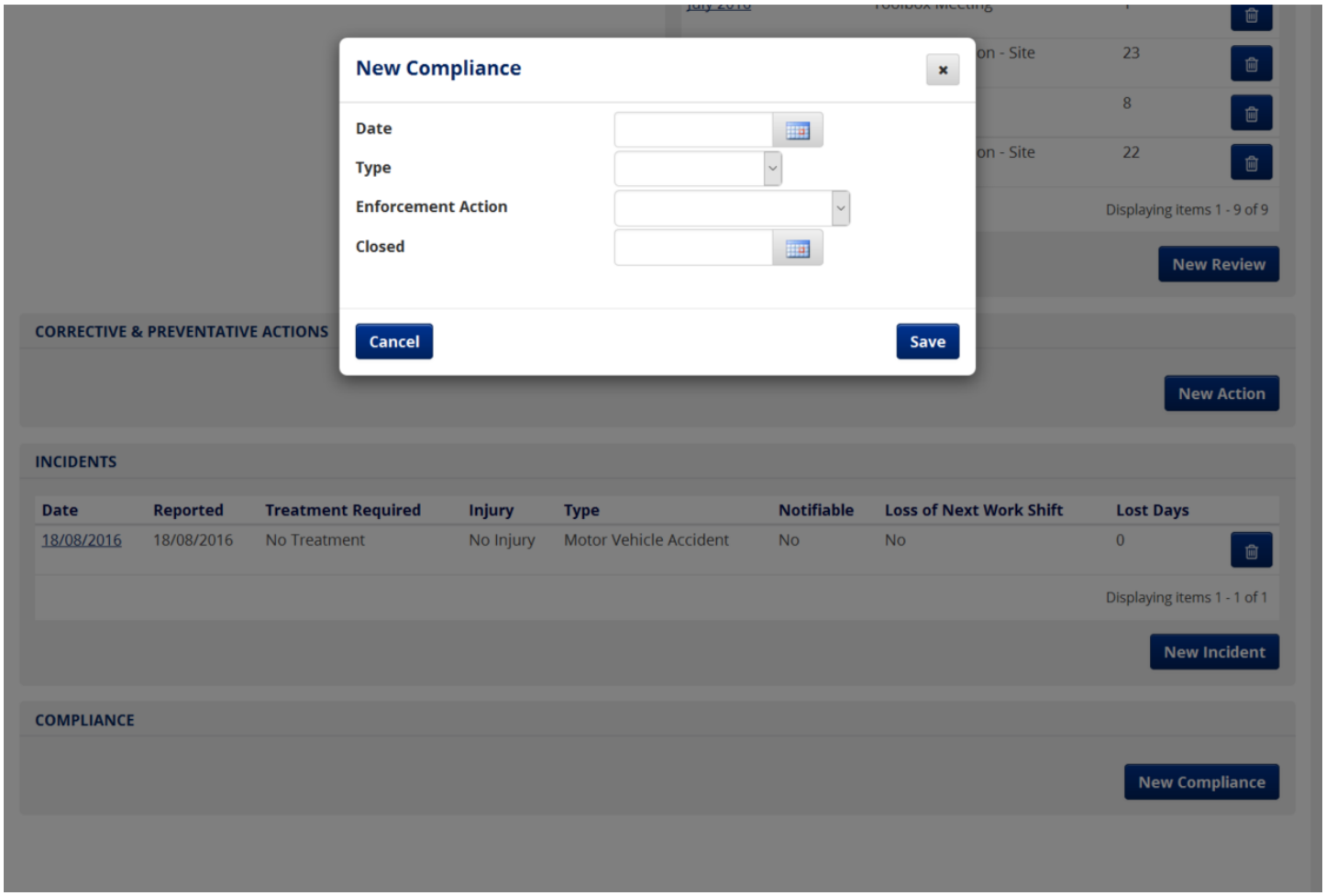
The **New Incident** section collect information on any incidents that happen on site.



- 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.