



CONTRACTOR SIGN IN FAQ

What is changing?

From 1 November 2023, all contractors are required to sign-in when arriving on Curtin Premises.

Who needs to comply?

If it has been determined that a contractor needs to be in Rapid Global, they are included in this change. It does not include visitors to site, or attendance for meetings, to supply a quote for services, or advice.

How does it work?

Contractors download the Rapid Access App from Google Play or App Store, this will allow them to sign-in from anywhere on campus from their phone. If the contractor does not have the app, they will be required to scan a QR code location before attending the work location on the Curtin campus.

QR code locations are:

- Building 110 PF&D Operations and Maintenance and Building 115 Safer Communities – Bentley Campus
- Building 960 – Midland Campus
- Building 701 – Kalgoorlie Campus
- 57 & 78 Murray Street and 137 & 139 St Georges Terrace in Perth

When the contractor leaves Curtin's premises, they sign-out from the app. For those using the static codes, they will need to return to the static QR code location, listed above, to sign-out at the conclusion of their work at Curtin. For those who opt to use the auto sign-out feature, they will be signed-out when they leave campus.

I am part of a team – do we need to sign-in or just the Team Lead?

Team sign-ins are not acceptable – all workers onsite have completed the necessary inductions for the areas they will be working in.

Why is the change happening?

Curtin values the health and safety of everyone on our premises – sign-in allows us to know who is onsite in the event of an emergency. The lack of a consistent sign-in process has been highlighted as a deficiency in two recent external audits and Curtin has committed to implementing a sign-in process as a corrective action.

Changes to the WHS Act (2020) has expanded duty of care requirements of a PCBU beyond the traditional employer-employee relationship, and this change allows us to demonstrate that we are providing a safe workplace, as far as practicable, for those onsite – including contractors.



External Document

Does a contractor still need to be active in Rapid Global if they are using Rapid Access?

Yes, contractors need to be current in Rapid Global to work on Curtin premises – if you are not, or have a new team member, the first step is to contact your company/employer to arrange access and induction. Contractors may not commence work until they have completed the Rapid Global on-boarding processes.

I am already in Rapid, but I cannot sign in – what do I do?

If you have expired inductions, have changed your details (i.e. email or phone number) or not verified a phone number, you will not be able to sign in. Please contact your company/employer to update your records.

Some contractors work for more than one company and may have two or more profiles. If this is your circumstance, you will need to contact Rapid Global on 1800 307 595 to have your profiles linked.

Will Rapid Access track my location at Curtin?

Rapid Access is not being used to track individuals' movements around campus. There is an automatic sign-out feature that you can opt into every time you attend Curtin, which will then automatically log you out when you leave campus, but this is not a mandatory feature. If a contractor uses the QR code, there is no tracking.

What is required of me as a Contract Administrator?

Contractor administrators are asked to remind contractors to sign in from 1 November 2023, update contact details and add/delete new employees as changes occur.

What if a contractor refuses to sign-in?

Sign-in and sign-out is a common requirement across many industries and locations. If a contractor refuses to sign-in at Curtin, they will not be able to commence work.

WHO CAN I CONTACT WITH ANY QUESTIONS?

The Health and Safety team are here to support the roll-out of the Rapid Access system – please contact us at healthandsafety@curtin.edu.au or 9266 4900.

