MARINE CARD PROFILE and ACCESS MANAGEMENT SYSTEM

User Guide for
Marine Card Holders

Boating Industry Association

Contents

Introduction

Under modern Workplace Health & Safety (WHS) Law, everyone in the workplace has a responsibility for safety.

Regardless of whether you are an owner/operator of a commercial marine site, work for an employer, or a contractor in the industry, the Work Health & Safety (WHS) Act 2011 requires you to play your part.

We all want to work in a safe environment where everyone goes home in one piece, and there are hefty fines for those found to have failed in their Duty of Care.

The Marine Card Program provides an industry-wide approach to improve safety awareness and performance, streamline compliance, and promote a culture of commitment to WHS in our industry.

There are three parts to the Marine Card Program.

WHS General Induction

A WHS General Induction designed specifically for the boating industry, focusing on risks and hazards found in our complex working environment and helping workers to understand their legal responsibilities and contribute to a safer workplace.

marinecard.org.au

A dedicated website designed to aid the exchange of vital WHS information between Contractor and Marine site.

Access Management System

An automated Access Management System designed to streamline and simplify Contractor access and compliance management at Marine Industry worksites.

Further information on WHS legislation and Codes of Practice in your state can be found at:

- ❖ www.safeworkaustralia.com.au
- ❖ NSW: www.safework.nsw.gov.au
- ❖ QLD: www.worksafeqld.com.au
- ❖ VIC: www.worksafevic.gov.au
- ❖ SA: www.safework.sa.gov.au
- ❖ WA: www.commerce.wa.gov.au/Worksafe/

Your Marine Card Profile

On completion of the Marine Card WHS General Induction, a basic Profile will be created on www.marinecard.org.au, which includes your Marine Card number, expiry date, and name.

If you are a principal contractor or a business owner you can add your business details, upload relevant insurance documents required to work on marine sites, and link your employees to you.

When signing in to a Marine Site using the Access Management System (AMS), the system will 'read' your profile to ensure that you and your linked employees have a valid Marine Card and sufficient insurance to work on site.

You can also add your service type and region to your profile. The Marine Card website has a 'Skill Finder' function so that people looking for your skills in your area of service can find you by conducting a simple search.

IMPORTANT NOTE

For business owners/sole traders/principal contractors/supervisors or managers:

Your profile will become the main or "parent" profile for your business. If you have employees or sub-contractors, you can link them to your profile as "dependants". Your employees and sub-contractors do not need to update their profiles.

For employees:

You will not need to access or update your profile, as your employer will link you to their profile as a "dependant".

What makes a good Profile?

Building and maintaining a good profile will make the sign in process at Marine sites quicker and easier, and make your business and services 'findable' for other contractors and Marinas.

If your business owner does not have a Marine Card but wants full control of the main profile and its insurances, contact the BIA on (02) 9438 2077 to discuss.

Up to date contact details

Being contactable is essential for any business, so add your email address, contact number/s and website address to your profile.

Current Insurance documents

The AMS and Marine Industry sites will look at the type of insurance you have and the level of cover to ensure that you meet the minimum insurance requirements for working on site.

You can upload all your insurance details to your profile including: Professional Indemnity, Public Liability, Ship Repairers Liability, Workers Compensation, and Sole Trader Accident Insurance as

applicable. If you have multiple insurances combined into one policy document, you must upload the document under each of the categories it applies to.

'Upload Documents' instructions are on page 9.

Employees (Dependants) are listed

Link your employees to your profile as 'Dependants'.

Your profile is the 'parent' profile and all insurances relating to your business appear on your profile only. This means you keep control of who is covered by your insurance.

Once your employees are linked to your profile, the AMS and Marine Industry sites recognise that they are a 'dependant' of yours and covered by your insurance.

Adding your employees to your profile will ensure that the sign in and registration process at Marine sites is quick and easy for everyone in your business, and avoids duplication of paperwork.

'Add a Dependant' instructions are on page 11.

Service Type and Regions are listed

Identify your service type/s and region/s on your profile.

The 'Skill Finder' function of the Marine Card website searches the 'Service Region' and 'Service Type' on individual profiles and display those that match, so when setting up your profile make sure you select those applicable to you.

If you do not update this section, you cannot be found in a search.

'Edit Profile' instructions are on page 8.

Logging In/Out

Access the Marine Card Website at www.marinecard.org.au.

Each profile must have a unique email address on file at BIA. If you have never logged in to your profile before, follow the "Forgotten Password" procedure on page 6. If you are unable to receive a password using this procedure, call BIA on (02) 9438 2077 and provide a secure email address which is unique to you.

If you already know your password:

- To log in:
  - Click on 'Card Holder Login' in the top right of the home page.
  - Type in your Marine Card number and password.
  - Click on 'Login'.
- To log out:
  - Click on 'Logout' in the top right of the page.

Forgotten Password

- Type in the digits only of your Marine Card number in the Marine Card number field.

- Click on 'Forgot Password'.
- Enter your email address as previously provided to BIA during registration for your Marine Card.
- Click on 'Retrieve Password'.
- A new password will be emailed to you. Change your password at the earliest opportunity.

Managing your Profile

Once logged in, you manage your profile through the Dashboard.
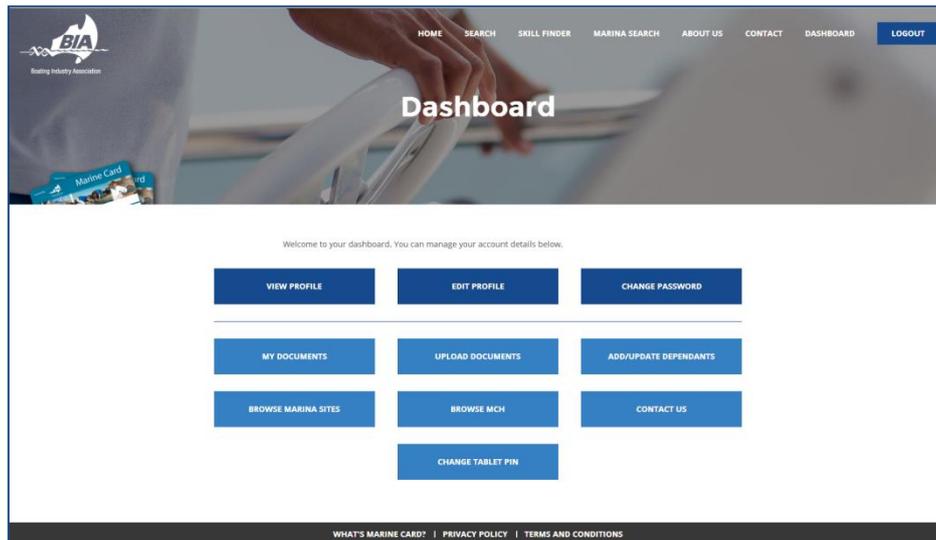
Change Password

On the Dashboard:

- Click on 'Change Password'.
- Type in your current password, then repeat in the 'Confirm Password' field.
- Click on 'Save'.

View Profile

- Click on 'View Profile'. The page displayed will be what others see when they search for you on the website.
- Click on 'Back to Dashboard' to return to the Dashboard.

Edit Profile

- Click on 'Edit Profile'.
- Type in relevant information in the following fields – enter as much or as little information as you wish to be displayed on your profile:

Field	Information
Website	Type in your website address
Email	Your email address as provided at the time of your Marine Card Induction will already be displayed. This may be changed, but you **must** provide a secure email address unique to you, for security. Tick the 'Display my email address' for it to show on your public profile. Leave it blank if you do not want it to show.
Phone (primary) / Phone (secondary)	Type in your primary contact number, and a secondary number if you have one. Tick the 'Display my contact numbers' for them to show on your public profile. Leave it blank if you do not want your numbers showing.
Service Type	Tick all boxes that describe your service type. If none apply, type in your service

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	type in the 'Other Services' field.
Service Type Description	You can add a further description of your service type in this field if you wish. This is not a compulsory field, and can be left blank.
Region of Service	Tick all boxes that cover your region of service. If yours is not listed, type your region in the 'Other Region' field.

- Click on 'Save'.

The above information will be displayed on your profile, and service type and region details will be used in the 'Skill Finder' search function. More information about the Skill Finder is on page 12.

Managing your Documents

If you are a sole trader, business owner, manager or supervisor, your profile will be the main or "parent" profile for the business.

Documents such as Insurances and Permits are to be uploaded to the main profile only. This ensures the security of your insurance documents and keeps you in control of them if an employee leaves.

Employees will be linked to your profile and your Insurances as a "Dependant". More information about Dependants is on page 11.

Upload Documents

- Click on 'Upload Documents'.

- Complete all fields on this page, as shown in the following table.

Document Type	Select the document type from the drop down box. The following are available:
	- Professional Indemnity
	- Public Liability
	- Ship Repairers Liability
	- Sole Trader Accident Insurance
	- Workers Compensation Insurance
	- Other notes/special conditions/relevant documents
	- Other – Work Health and Safety
	This last category covers SWMS, Job Safety Analysis, etc
Upload file	Click on 'Upload' to access files on your computer to upload. Files must be in PDF

	format and no bigger than 8MG.
Entity Insured	Type in the name as it appears on your document.
Insurance Company	Type in the name of the insurance company.
Policy number	Type in the Policy Number as it appears on your document.
Expiry date	Click into the field and select the correct expiry date from the pop up box. Do not type the date into this field.
Insurance value	Type in the full value without dollar signs or comma's. You will be prompted to correct this if the format you use is not acceptable. Take care when typing this number in as this is the value read by the AMS. If this is incorrectly typed and your insurance appears to be less than the amount required by a Marine site, you will be directed to the office when you sign in. If you are loading a Workers Comp document, type in the number of people it covers, not the value of wages. If desired, before uploading the Workers Comp document, cover the value of wages – this figure is not required.

- Click on 'Save'.

NOTE: If you have an insurance document that covers Public Liability AND Ship Repairers Liability, you must upload this document twice: once as type 'Public Liability' and again as type 'Ship Repairers Liability'.

View Documents

To view any documents uploaded to your profile:

- Click on 'My documents'.
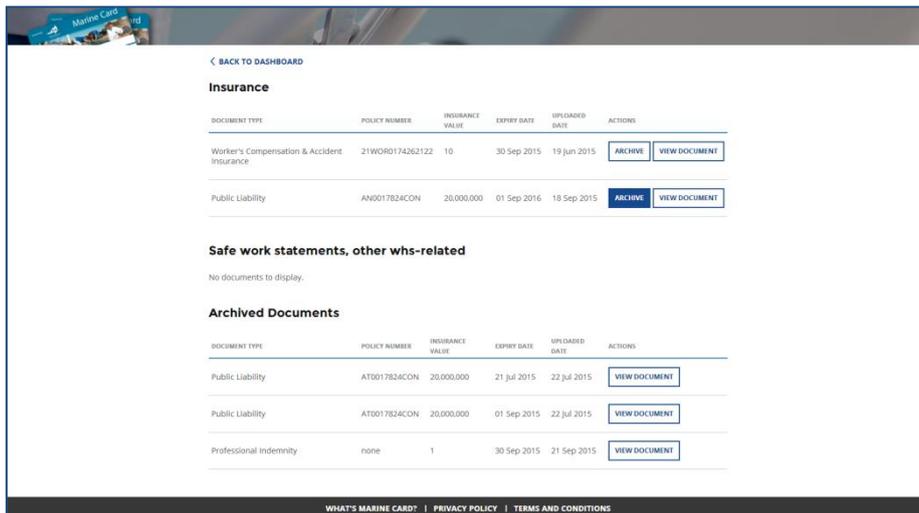
- Documents will be listed with 'Archive' and 'View Document' options available.

NOTE: Your archived documents do not appear to other people who look at your public profile.

Replacing Expired Documents

You will receive an email from the system to advise you there is a document due to expire on your profile. When your document expires, it will automatically be archived.

You can upload new documents before the old one expires. To upload your new document follow the 'Upload Documents' procedure on page 9.

Managing your Dependants

"Dependants" are employees or sub-contractors.

IMPORTANT NOTE

Linking your employees to your profile means you are acknowledging that anyone viewing your public profile will consider this person to be under your guidance and insurance coverage until such time this dependency is deleted by you.

Insurance and other documents are loaded to the "parent" profile only, and your employees do not need to update theirs. This means you are in full control of who is covered by your insurance if an employee leaves.

Add a Dependant

- Click on 'Add/Update a Dependant'.
- In the 'Add Dependants' field, type in the digits from the Marine Card number of your employee.
- A drop down box will appear. Click on the name of the person you wish to add.
- When their Marine Card Number is shown in the field, click on 'Add'.
- Click on 'OK' in the pop up box to proceed, or 'Cancel' to cancel the action.
- They will now appear as a dependant to anyone who views your profile, and to the Access Management System (AMS). More information about the AMS is on page 15.

Delete a Dependant

- Click on 'Add/Update a Dependant'.
- Your current dependants will be displayed.

- Click on 'Delete' next to the dependant you wish to remove.
- Click on 'OK' in the pop up box to proceed, or 'Cancel' to cancel the action.
- The dependant is now removed from your profile.

Using the Browse (Search) Function and Skill Finder

You can search for Marine Card Holders, specific skill sets, and Marine Sites by using the search function.

There are two ways to do this.

From your Dashboard click on 'Browse Marina Sites' or 'Browse Marine Card Holders':
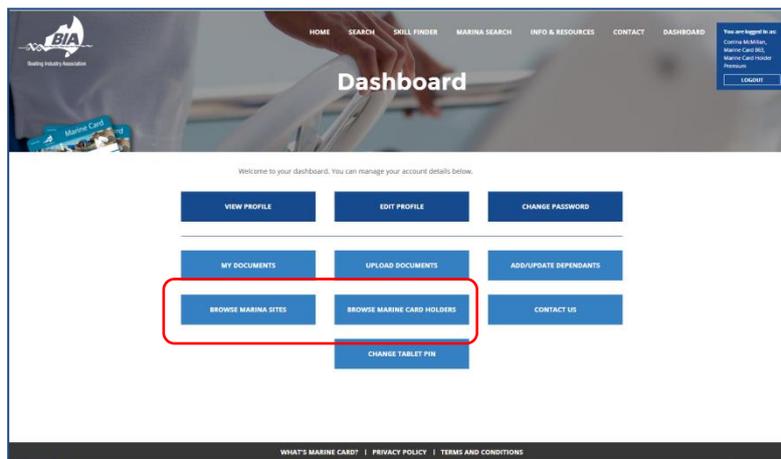
Or click 'Search' at the top of any page. You do not need to be logged in:
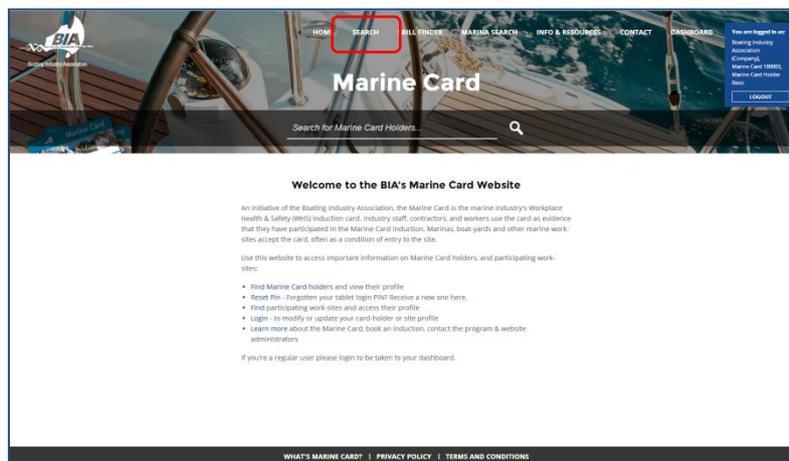
Search for Marine Card Holders

- Click on 'Basic Search'.

- Search by typing in one, some, or all of the fields:

- o   Card number
- o   Trading as (NOTE: not all profiles display a Trading name)
- o   First name
- o   Last name.
- Click on 'Search'.
- A list of profiles matching your search will be displayed.
- To view a profile, click on 'View Profile' next to the name.

Search for a specific skill set

- Click on 'Skill Finder'.

- Select the Service Type and/or Region of Service from the drop down menus, and click on 'Search'.
- The results of the search rely on information the Marine Card Holder has added to their own profile.
- To view a profile, click on 'View Profile' next to the name.

Search for Marine Sites/Marinas

- Click on 'Marina Sites'.

- Search by typing in one or all of the fields, and click on 'Search'.
- A list of Marinas matching your search will be displayed.
- To view a Marina, click on 'View Profile'.

Creating a Contractors Package

Before working on a site for the first time, you should sign a Contractors Package agreeing to the site's Terms and Conditions and provide your Insurance details.

Once your profile is up to date, you can create and print a Contractors Package using the Marine Card website, which will be populated from information on both your profile and the Marine Site's profile.

To create a Contractors Package:

- From your Dashboard, click on 'Browse Marina Sites'.
- Click on 'Marine Sites'

- Search for the site you are due to visit by Trading Name or Location.
- From the results listed, click on 'View Profile'.
- Scroll to the bottom of the page and click on "Download Contractor Package'.
- A pop up box will appear to advise it will take a minute or so to prepare. Click on 'OK'.
- Print and sign.

This can be scanned and emailed to the site contact along with your insurances prior to your visit, or taken with you on the day.

If you take it with you on the day:

- For sites that have the Access Management System installed, your insurances will be checked via the system on sign-in.
- For sites that do not have the Access Management System installed, you may need to take a copy of your insurances with you, though the Contractors Package includes hyperlinks to your profile documents and your profile can be viewed at any time at www.marinecard.org.au. Consider contacting the Marina in advance to check their requirements.

Access Management System (AMS)

The Access Management System (AMS) is an automated sign-in system, usually located in the reception, office or at the yard gates of a Marina or Club. NOTE: not all Marinas/Clubs have the AMS and will still require you to sign in manually.

The AMS 'reads' the profile (or the "parent" profile) of the worker accessing the site, looking for:

- ✓ A valid Marine Card indicating the WHS General Induction has been completed
- ✓ Current insurance/s of at least the minimum amount required to work on the site.

Providing all information on your profile is accurate, current, and meets the minimum requirements for the Marina or Club, a wristband will be printed for you to wear during the day.

This means your sign in to a site to work will be quicker and easier, without the need to go to the office with copies of paperwork to be checked.

The AMS consists of a tablet to sign in on, and a wristband printer:

Signing In/Out

First time use – PIN request

If you have never signed in using a tablet at any AMS site, you will need to be issued with a PIN.

- Tap your Marine Card number onto the tablet and tap 'Continue'.
- Your name will be displayed on the screen. Tap your name, and then tap 'Continue'.
- If your mobile number has previously been captured on your profile, a PIN will be sent by SMS. Tap your PIN onto the tablet and tap 'Continue'.
- If your mobile has not been captured on your profile, tap in your mobile number on the tablet and tap 'Continue'. A PIN will be sent by SMS. Tap this into the tablet then tap 'Continue'.

Signing In

- Tap your Marine Card number onto the tablet and tap 'Continue'.
- Tap in your PIN, then 'Continue'.
- When prompted, type in the name of the boat or job you are working on for that day. Tap on 'Continue'.
- When prompted, select each of the job types you will be working on that day. Tap on 'Continue'.

- Depending on how the site has set up their AMS, you may see a message relating to your job type. <u>Follow any instruction given by the site</u>.
- Providing your profile meets the minimum requirements for the site, a wristband will be printed for you to wear at all times you are on the site during the day.
- If your profile does not meet the minimum requirements, you will be instructed to 'Report to the Office'. For more information about "Report to Office" messages, see page 16.

Changing your PIN

The SMS sent with your new PIN contains a link that allows you to change it to a more memorable one. You must have a Smart phone for this function.

- Tap on the link in the SMS. A webpage will be displayed with the option to change your PIN.
- Type in a memorable PIN.
- Tap on 'Save'.
- Your new PIN will be confirmed by SMS.

You can also change your PIN at anytime through your profile on the Marine Card website.

Forgotten PIN

To reset your PIN:

- Access the Marine Card website www.marinecard.org.au.
- Click on 'Reset PIN' on the Home page.
- Complete all fields:
    - Marine Card number
    - Mobile number
    - First name
    - Last name
- Click on 'Submit'.
- As long as details in all the fields above match those held on file, a new PIN will be sent by SMS. If you are unable to reset your PIN in this way, please contact BIA on (02) 9438 2077.
- If you want to change your PIN to a more memorable one, follow the instructions for 'Changing your PIN' above.

Signing out

Before leaving the site, you must sign out.

- Tap your Marine Card number onto the tablet and tap 'Continue'.
- You are now signed out of the Marina/Club.

"Report to Office" Messages – no wristband printed

If your profile does not meet minimum requirements of the site, the site has not approved your documents, you have not received a site induction or you have restricted access, you will be instructed to report to the office and a wristband will not be printed.

Site Induction Not Completed

All Marine worksites should provide a site specific induction the first time you visit the site. Once this has been completed, the system will be updated to show you have completed an induction for that particular site and will not be directed to the office again for this reason.

Insurance May Not Be Valid

The table below shows the reasons why this message has displayed and also the action to take:

Reason	Action to take
You do not have your insurance/s uploaded to your profile	Upload the relevant document/s to your profile. Follow instructions on page 9.
The value of your insurance/s is not sufficient	Check you have typed in the value of your insurance/s correctly on your profile. If the value of your insurance is insufficient, you may need to increase this with your insurer. Check that combined policies such as Ship Repairers Liability and Public Liability are uploaded to both categories as most AMS venues require Public Liability at a minimum.
You have uploaded a new document/s to your profile since you last signed in	New documents will need to reviewed and verified by the site before you can continue. Once this is done and accepted, you will not be asked to report to the office again for this reason until you upload a new document to your profile.

Marinas/Clubs have the ability to view and accept paper copies of your insurance at their discretion in the short term, but you must upload your insurance/s to your profile as soon as possible following this.

Access Restricted

In some cases, the Marina/Club may restrict access to an individual. You must report to the office in this instance.

Further Assistance

If you require further assistance is updating your profile, please call BIA on (02) 9438 2077.