



Frequently Asked Questions

Online Contractor Induction Portal

The WA Country Health Service (WACHS) Online Contractor Induction (OCI) system allows Companies to register their business. The workers (Contractors) undertake their Induction online prior to attending the WACHS site. This system enables you the ability to register and maintain all documentation in a single location. Contractor Inductions are renewed every three years. Notification reminders are sent prior to the expiry date.

Company FAQs

What do we need to do as a business?

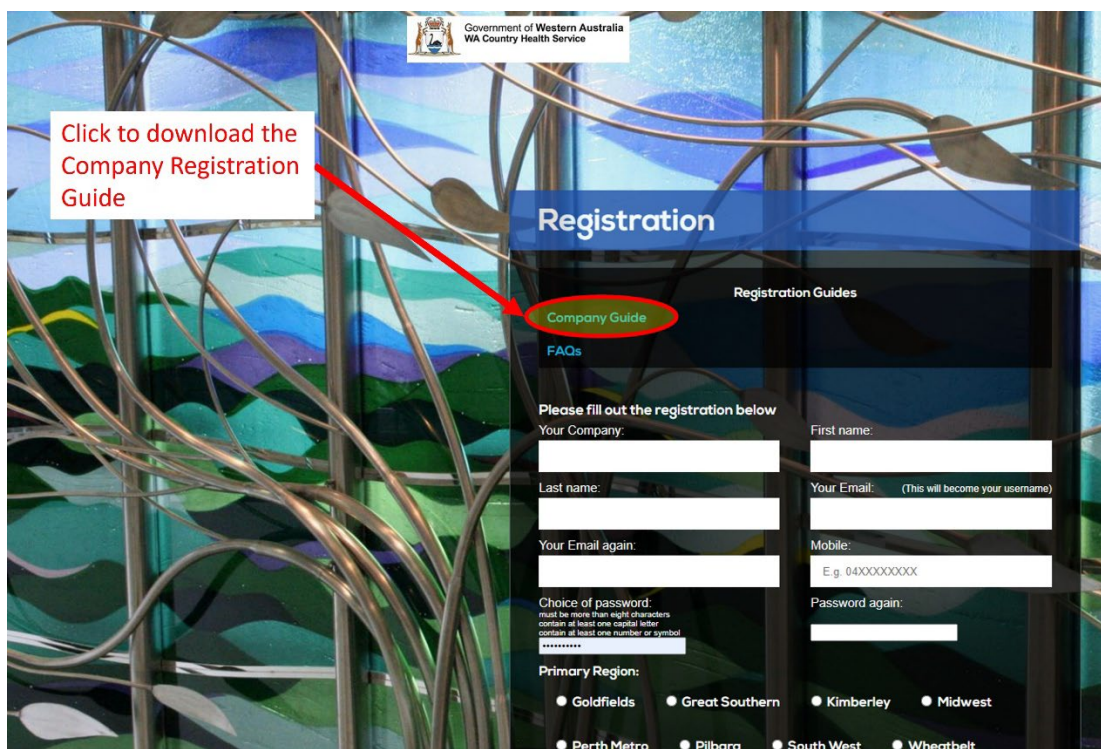
You will need to complete the Company registration to provide information pertaining to your business and upload your current insurance certificates. You then need to submit your registration for review and approval.

Where do I go to undertake my Business Registration?

Use Google Chrome or Microsoft Edge (Do Not use Internet Explorer)
<https://www.onlineinduction.com/wachs/registercompany.php>

Will I receive any training on how to register my business?

You can download the Company Registration guide by going to:
<https://www.onlineinduction.com/wachs/registercompany.php> and click on **Company Guide**





How long will it take to register my business?

If you have your documents ready for uploading into the system, it should only take approximately 10 minutes to complete.

I am a Sole Trader, do I have to register my business and undertake the Contractor Induction?

Yes, you must register your business first as a Company before registering and completing the Contractor Induction. WA Country Health Service does not differentiate between a sole trader or a company. All types of companies need to register as a company in the system. As you are also working on site, you will also need to register and complete the Contractor Induction, as this covers the safety requirements of working on WACHS sites.

What Insurance documents do I need to upload when registering my business?

You will need current certificates of currency for:

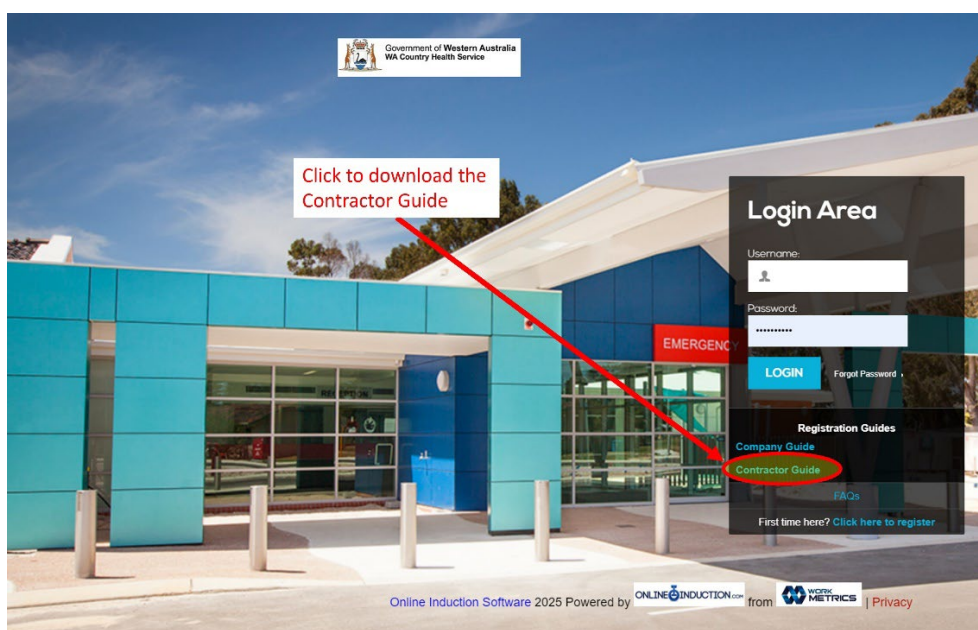
- Public Liability Insurance (Mandatory)
- Workers Compensation (if you have workers, contractors or sub-contractors)
- Professional Indemnity Insurance (if your business provides professional advice to WACHS)

What other documents do I need to upload when registering my business?

WACHS Contract number if you have been given one by your WACHS contact.

What happens after I register my business?

Once the business is registered and approved by a WACHS Authorising Officer, you will receive a company approval notification. Please email your workers the link below to download the Contractor Guide, which is a step-by-step guide to register and complete their Induction: [Online Induction Software and Online Induction System Australia](#)





My workers are required to provide a National Police Clearance. Why do they need a current National Police Clearance?

You are responsible to ensure all your employees/contractors who work on WACHS sites have a current National Police Clearance (within the last 12 months). Once approved, the National Police Clearance needs to be renewed every three years.

Please refer to the Department of Health Policies and current WA State Directions regarding National Police Clearances: [DoH Criminal Record Screening Policy and Guidelines](#)

Contractor FAQs

Where do I go to undertake my Contractor Induction?

[WACHS Online Contractor Induction Login/Registration](#)

What documents do I need to upload when completing the Contractor Induction?

You will need to scan in and upload the following documents (if applicable):

- A photo of yourself (head and shoulders – passport style)
- National Police Clearance (MANDATORY) - ID number, Issue Date and copy of certificate
- Vaccinations – COVID-19 and Influenza (only required if specified by your regional WACHS contact) – vaccination date and a copy of the vaccination certificates
- Trade Licences
- Construction Card/White Card – if required

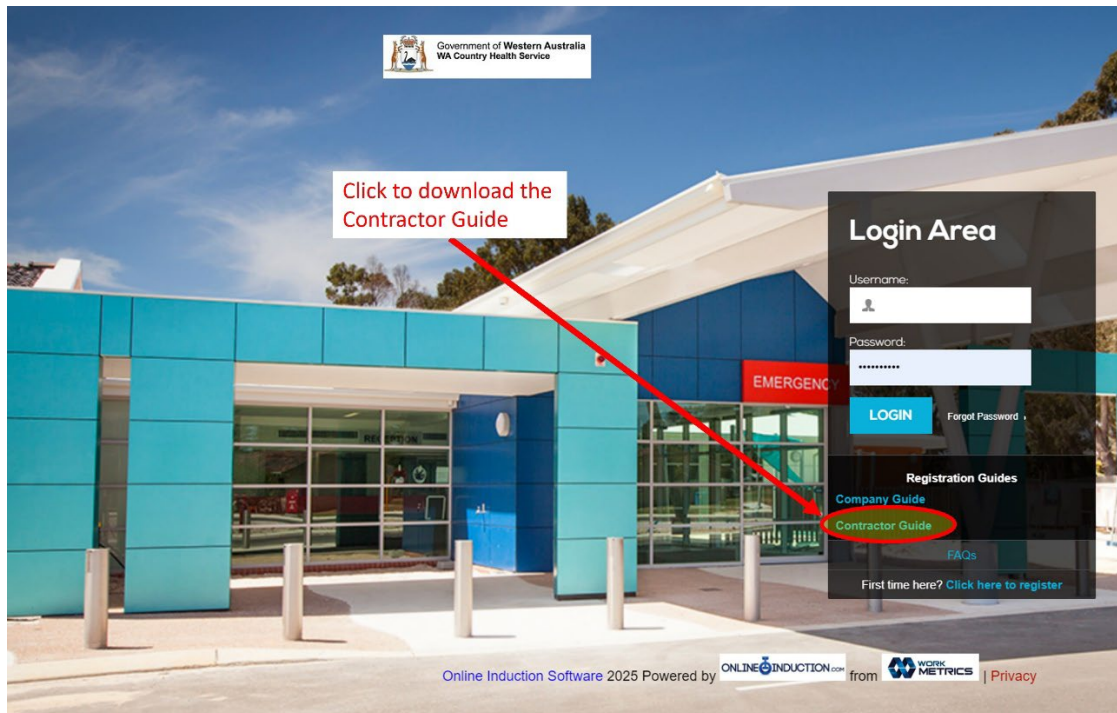
Why do I need a current National Police Clearance?

If working on a WACHS site, you are required to have a current National Police Clearance (issued within the last 12 months). Please refer to the Department of Health Policies and current WA State Directions regarding National Police Clearances; [DoH Criminal Record Screening Policy and Guidelines](#)



Will I receive any training on how to register and undertake the Contractor Induction?

The Contractor Guide provides a step-by-step instruction on how to register and complete your induction. You can download the guide by going to [Online Induction Software and Online Induction System Australia](#) and click on **Contractor Guide**



How long will it take to complete my Contractor Induction?

If you have your documents ready for uploading into the portal, it should only take approximately 20 minutes to complete.

Do I have to have my photo taken?

Yes, as this ensures that you can be identified from your Induction certificate (card). If you lose your induction card, it ensures your identity is not being misused.

Will I be charged to use the WACHS Online Contractor Induction Portal?

There is no cost to complete the induction and no limit on how many employees/contractors may be inducted.

What happens after I register as a Contractor?

Once registered in the portal, you will be able to log in as required to update your information.

WA Country Health Service will undertake a review of the Contractor's registration and will provide confirmation of the approved induction via email. This will include a WACHS Contractor Induction Card that can be printed or saved to a mobile phone. The card must be presented when entering all WACHS sites.



If I have completed an induction with my Employer, do I still need to do the WACHS Induction?

Yes, to work on a WACHS site, you are required to complete the Contractor Induction which includes safety information and links to all WACHS policies and procedures.

I am a subcontractor for a company working on WACHS sites. Do I still need to do the WACHS Induction?

Yes, in accordance with the Work Health and Safety Act 2020, all subcontractors and their employees engaged by a Principal Contractor are considered employees and must undergo the same induction. You can register as a Contractor for the Principal Contractor Company.

What if I can't find my company business name in the online system?

Please contact your manager or company admin to see if someone has registered the company. You will need to wait until your company has registered in the online portal before you can undertake your induction.

How long is my Contractor Induction valid for?

Your induction, once approved, is valid for three years. You will receive an email notification 2 weeks prior to expiry to complete the induction process again. You do not need to register yourself again, you only need to complete Steps 2 – 5 to be re-inducted.

If you need assistance with the WACHS OCI system, please contact your Regional WACHS Contact or email WACHSOCl@health.wa.gov.au.