

PowerHouse Contractor Management

Product, Integration and SaaS Licensing Information

A central platform for contractor onboarding, induction, document control and ongoing compliance.

PowerHouse Contractor Management helps organisations replace fragmented contractor administration with a consistent, traceable process. It brings contractor registration, approvals, inductions, licences, insurances, work documents and compliance monitoring together in one secure online environment.

Designed for	What it enables
Organisations engaging contractors	Apply consistent onboarding and compliance requirements before work begins.
Property and facilities teams	Maintain current records for contractors working across sites or locations.
Construction and project environments	Collect role, project and risk-specific evidence, inductions and safe-work documentation.
Education care and regulated settings	Support screening, child-safe, safety, insurance and site-access requirements.
Contractor service providers	Give contractors a structured way to submit, maintain and renew required information.

Licensing model PowerHouse Contractor Management is available as a recurring SaaS license.

1 Solution Overview

The solution provides a configurable workflow for managing contractors from initial invitation or registration through approval, induction, site readiness and ongoing compliance. Requirements can be aligned to contractor type, work category, role, risk, client, project or location, subject to the agreed configuration.

Contractor lifecycle

Stage	Typical process
1 Register	Capture contractor organisation and worker details and establish the relevant profile.
2 Categorise	Identify the work type, role, location or risk profile that determines applicable requirements.
3 Submit evidence	Collect licences, clearances, insurance certificates, qualifications, SWMS and other required documents.
4 Review and approve	Route information to authorised reviewers and record approval, rejection or further-information decisions.
5 Complete induction	Assign and record general, role-specific, project or site inductions and acknowledgements.
6 Confirm readiness	Provide administrators with a current view of whether requirements are complete and valid.
7 Monitor compliance	Track expiries, renewals, changes and outstanding actions throughout the engagement.
8 Offboard	Deactivate access and retain or remove records in line with contractual and retention requirements.

Business outcomes

- A consistent onboarding process across business units, projects and sites.
- Improved visibility of contractor readiness and outstanding requirements.
- Reduced reliance on email, spreadsheets and locally held documents.
- Clearer ownership of reviews, approvals and compliance follow-up.
- A central audit trail of submissions, decisions, completions and document status.
- Earlier identification of expired, missing or rejected evidence.

2 Contractor and Organisation Records

Contractor information can be organised at company and individual worker level so administrators can distinguish between evidence that applies to the supplier organisation and evidence that applies to a particular person. The exact record structure is confirmed during implementation.

Record area	Examples
Contractor organisation	Legal and trading name, ABN or ACN, contacts, service category, status and locations.
Worker profile	Identity and contact details, employer, role, work category and assigned sites or projects.
Insurance	Public liability, professional indemnity, workers compensation and other required policies.
Licences and registrations	Trade licences, registrations, tickets, permits and role-specific authorities.
Screening and clearances	Police checks, working-with-children or vulnerable-person checks, and other applicable screening.
Qualifications and competency	Certificates, qualifications, competencies, training and verification evidence.
Safety documentation	SWMS, risk assessments, permits, policies, acknowledgements and supporting files.
Agreements and declarations	Codes of conduct, confidentiality, policies, declarations and terms of engagement.

Configurable requirements

Not every contractor requires the same information. Requirements can be configured around the customer's operating model so higher-risk work or regulated roles receive the appropriate controls without making every contractor complete an identical process.

- Organisation-wide requirements applied to all contractors.
- Different requirements by contractor category, role, service, project or site.
- Mandatory and optional documents with defined review responsibilities.
- Issue and expiry dates, supporting files and renewal requirements.
- Conditional steps based on information supplied during registration or review.
- Status rules that identify whether a contractor is pending, approved, non-compliant, suspended or inactive.

3 Onboarding Approval and Induction

Risk-based onboarding

The onboarding workflow can be designed to collect the information needed to assess suitability before a contractor starts work. The process may include company validation, worker verification, supporting documents, declarations, training and internal approval. Requirements should be determined by the customer's legal, safety, procurement, safeguarding and operational policies.

Review and approval

Capability	How it supports control
Review queues	Bring submitted records and documents to the appropriate administrator or reviewer.
Validation status	Record whether evidence is pending, accepted, rejected, expired or requires more information.
Comments and follow-up	Support communication about incomplete or unsuitable evidence and requested corrections.
Role permissions	Restrict review, approval, reporting and administration functions to authorised users.
Decision history	Retain a traceable record of submissions, reviews and status changes.
Escalation	Use notifications and agreed processes to follow up outstanding or time-sensitive requirements.

Induction and learning

PowerHouse Contractor Management uses the learning capability of PowerHouse Upskill to deliver and record contractor induction. Customers can combine online courses, videos, documents, knowledge checks, acknowledgements, events and site-specific information within the onboarding process.

- General contractor induction and work health and safety content.
- Child-safe, privacy, information-security or code-of-conduct training.
- Role, project, facility or location-specific induction.
- Assessments and acknowledgements to confirm understanding.
- Completion records and certificates where required.
- Recurring or refresher training based on customer rules.

4 Document Expiry and Ongoing Compliance

Compliance does not end when onboarding is approved. The platform supports ongoing monitoring so expiring documents, changing requirements and recurring training can be managed throughout the contractor relationship.

Capability	Operational value
Expiry dates	Record expiry information against licences, clearances, insurance and other time-limited evidence.
Renewal notifications	Remind contractors or administrators that updated evidence is due, based on configured timing.
Current status view	Show whether required information is valid, outstanding, rejected or expired.
Revalidation	Require revised evidence to be submitted and reviewed before compliance is restored.
Recurring induction	Reassign training or acknowledgement requirements at defined intervals or when content changes.
Reporting	Identify affected contractors, workers, projects or sites and support targeted follow-up.
Suspension or restriction	Apply the customer's agreed process when a contractor no longer meets requirements.

Compliance responsibility

The platform helps collect evidence, apply workflow and make status visible; it does not replace the customer's legal, procurement, safety or safeguarding judgement. The customer remains responsible for deciding which requirements apply, determining whether evidence is acceptable and authorising a contractor to perform work.

External verification

Where supported by an agreed integration or specialist verification service, selected checks may be validated against an external source. Availability depends on the relevant jurisdiction, data access, provider capability and commercial scope. Where automated verification is unavailable, authorised users can record a manual review and retain supporting evidence.

5 Site Access and Operational Use

Contractor compliance information can support site-entry and operational processes where the required integration and business rules are agreed. The intended outcome is to help the organisation identify whether a contractor has completed applicable pre-entry requirements before access is granted.

- Confirmation of onboarding and induction status before attendance.
- Location or project assignment to support relevant access decisions.
- Links with supported visitor, kiosk, identity or access-control systems where separately scoped.
- Visibility of missing or expired requirements for authorised site personnel.
- Recorded sign-in or attendance information where provided by the integrated system.

Access-control decisions, emergency procedures and physical security remain subject to the customer's policies and the capability of the connected system. Integration feasibility must be confirmed during solution design.



6 Integration with Client Systems

PowerHouse Contractor Management can operate as the contractor compliance and readiness layer as a standalone solution or within a client's wider technology environment. It can exchange agreed contractor identity, onboarding, induction and compliance information with systems used to manage physical or digital access. This allows the client to retain its existing access infrastructure while using PowerHouse to provide a current view of whether the contractor has met the requirements associated with a role, project or location.

Access system integration

Client system	Potential integration outcome
Fingerprint and biometric access	Provide an eligibility or compliance status to the access platform so it can apply the client's entry rules. Biometric templates and matching should remain within the specialist biometric system and are not required to be stored in PowerHouse.
Proximity applications	Connect with card, fob, NFC, Bluetooth, mobile credential or proximity-based applications so access can reflect current contractor status, site assignment and expiry conditions.
Kiosk and visitor management	Exchange contractor identity, invitation, induction and compliance information with reception, sign-in, visitor or contractor kiosks.
Door and gate access control	Supply or receive agreed data used by building, gate, turnstile or site-access platforms to activate, suspend or review access.
Identity and credential systems	Link contractor records with an external identity, badge, credential or directory identifier used across client applications.
Procurement and vendor systems	Receive approved supplier or engagement data and return onboarding or compliance status where required.
HR workforce and rostering	Exchange worker, role, location, assignment or engagement information with workforce applications.
Other client applications	Integrate with other applications that manage contractor registration, scheduling, work allocation, permits, safety, attendance or access, subject to technical compatibility and agreed scope.

Typical information flow

Direction	Examples of information
Into PowerHouse	Contractor identity, employer, role, project, location, engagement dates, supplier status, assigned work and external system identifiers.

Direction	Examples of information
From PowerHouse	Onboarding status, induction completion, document validity, compliance status, approved sites, readiness outcome and relevant expiry dates.
Event or status update	Notification that a contractor has become approved, non-compliant, suspended, expired or no longer assigned to a site.
Audit and reconciliation	Transaction results, timestamps, exceptions and identifiers used to reconcile records between systems.

Integration methods

Method	Capability
PowerHouse APIs	PowerHouse APIs can support secure system-to-system exchange of agreed contractor, user, assignment, learning and compliance data. The available endpoints, direction, frequency, authentication, payloads and error handling are confirmed through technical discovery.
Zapier	Zapier can provide a practical no-code or low-code option for supported applications and straightforward triggers or actions. It may be used to pass approved events or data between PowerHouse and other services without building a fully custom integration.
SAML SSO	Inbuilt SAML single sign-on capability can allow authorised users to access PowerHouse through the client's identity provider, reducing separate passwords and supporting central identity and access policies.
Scheduled data exchange	Where real-time integration is unnecessary, agreed data may be exchanged through scheduled imports, exports or secure file-based processes.
Custom integration	A tailored interface can be scoped where the client's access or contractor system has suitable APIs, webhooks, middleware or other documented integration methods.

Access decision model

A typical integration uses PowerHouse as a source of contractor compliance and access eligibility, while the client's physical access system remains responsible for credential enrolment, biometric matching, door or gate permissions and the final decision to allow or deny entry. The client defines the business rules that translate a PowerHouse status into an access outcome.

- A compliant and correctly assigned contractor may be made eligible for access to an approved location.
- An expired licence, insurance policy, clearance or induction may trigger suspension or review under the client's rules.
- A renewed and approved requirement may restore eligibility following successful synchronisation.

- Manual override, emergency access and exception processes remain controlled by the client's authorised personnel.

Integration design and controls

Each integration is assessed during discovery to confirm the target system, available interface, data ownership, matching identifiers, update frequency, failure handling, security controls and support responsibilities. Data exchange should be limited to the information needed for the defined purpose. Biometric data should remain in the client's specialist biometric platform unless a separately assessed and expressly agreed requirement applies.



7 Platform Capability

Area	Available capability
Brand and configuration	Customer branding, terminology, navigation, roles, groups, categories and workflow settings.
User management	Contractor and administrator accounts, group-based access, status management and data import options.
Learning delivery	Online courses, documents, video, assessments, events, inductions, certificates and training records.
Document management	File upload, metadata, issue and expiry dates, review status and renewal workflows.
Dashboards and reporting	Operational views and reports for onboarding, compliance, expiry, induction and contractor status.
Notifications	Configurable communications relating to invitations, outstanding actions, expiry and completion.
Permissions and auditability	Role-based access and retained activity records to support administration and review.
Integrations	Options may include SSO, HR or procurement data, visitor management, access control and other agreed interfaces.
Hosting and support	Cloud-hosted delivery, service support, monitoring, backup and documented service arrangements.

Reporting and oversight

Dashboards and reports help administrators focus on exceptions rather than checking every record manually. Reporting can provide visibility by contractor, worker, category, requirement, project, site, status or expiry period, depending on the configured data model.

Security privacy and retention

Contractor records may contain personal and sensitive information. Access, data collection, privacy notices, retention, deletion, hosting location and information-sharing arrangements are confirmed during implementation and in the applicable contractual documents. Customers should collect only information necessary for a defined business or legal purpose and restrict access to authorised personnel.

8 Website and Contractor Communications

The solution can be supported by branded public or invitation-based pages that explain the contractor process, required information and how to obtain assistance. These pages are designed to improve readiness and reduce avoidable enquiries before registration begins.

Communication element	Purpose
Contractor information page	Explain who must register, what the process involves and when approval is required.
Requirement guidance	Describe the documents, licences, insurance, clearances or training that may be requested.
Registration or sign-in links	Direct contractors to the appropriate platform entry point.
Frequently asked questions	Address common questions about evidence, renewals, rejected documents and technical support.
Support information	Clarify the correct contact for commercial, compliance, learning or technical questions.
Policy and privacy links	Provide access to relevant policies, collection notices, terms and declarations.

Automated communications

- Invitations and account-access information.
- Requests to complete onboarding, upload evidence or undertake induction.
- Notification that information has been accepted, rejected or requires correction.
- Advance reminders for expiring documents or recurring training.
- Escalation or follow-up communications for outstanding requirements.
- Operational notices relating to changed processes or requirements.

Communication content, timing and responsibility are confirmed during implementation. Customers remain responsible for ensuring notices are accurate, lawful and aligned with their contractor-management procedures.

9 SaaS Licensing

PowerHouse Contractor Management is licensed as a cloud-based SaaS solution. The customer pays recurring licence fees for access to the agreed platform capability, hosting and service support. Implementation and any optional professional services are scoped separately or included as specifically stated in the proposal.

Commercial component	Typical scope
SaaS licence	Recurring access to the configured contractor-management platform, hosting and standard support.
Licence measure	An agreed contractor, worker, active-user, site, organisation or usage tier documented in the proposal.
Implementation	Planning, configuration, branding, workflow design, administrator enablement, testing and launch.
Optional services	Data migration, integrations, verification services, content development, website work or enhanced support.
Third-party services	External verification, messaging, identity, kiosk or access-control costs where applicable.
Contract terms	Licence period, renewal, service levels, security, privacy, data, support and commercial conditions.

SaaS model only

The solution is licensed under PowerHouse Hub's SaaS terms.

Why the SaaS model applies

- Contractor management is an operational and compliance system rather than a course or content marketplace.
- The customer controls its contractor policies, approvals, risk settings and access decisions.
- A direct SaaS arrangement establishes clear accountability for platform scope, service levels, data and support.
- Recurring licensing supports ongoing hosting, maintenance, security, monitoring and product updates.
- Commercial terms can scale to the agreed usage model without linking platform fees to unrelated contractor revenue.

10 Implementation Approach

Phase	Typical activities
1 Discovery and planning	Confirm contractor types, risk rules, documents, approvals, inductions, sites, data, integrations and governance.
2 Solution design	Map current and future workflows, status rules, roles, notifications, reporting and exception processes.
3 Configuration	Configure branding, fields, categories, requirements, permissions, learning, workflows and reports.
4 Data and integration	Prepare agreed contractor data, content, SSO and connections with relevant external systems.
5 Testing and training	Complete administrator review, scenario testing, user acceptance testing and role-based training.
6 Launch and transition	Communicate with contractors, deploy the agreed rollout, monitor adoption and resolve early issues.
7 Ongoing operation	Provide service support, review reporting, update requirements and manage future platform changes.

Customer inputs

- Contractor categories, roles, work types, projects and locations.
- Required company and worker information, documents and evidence.
- Risk, review, approval, escalation, suspension and offboarding rules.
- Induction content, acknowledgements and recurring training requirements.
- Brand assets, communication content, privacy notices and support contacts.
- Data sources, integration specifications, test scenarios and authorised reviewers.

11 Next Steps

The next step is a discovery discussion to confirm the contractor population, operating environment, risk model, documentation, approval process, induction requirements, integrations and preferred SaaS licence measure. PowerHouse Hub can then prepare a tailored solution scope and commercial proposal.

Discovery topic	Information to consider
Contractor population	Organisation and worker numbers, turnover, regions, sites, projects and contractor categories.
Compliance framework	Licences, insurance, screening, qualifications, safety documents, expiry rules and approvals.
Onboarding and induction	Current workflow, decision-makers, training, acknowledgements and readiness rules.
Technology	SSO, procurement, HR, visitor, kiosk, access-control, messaging and reporting requirements.
Data and privacy	Information collected, lawful purpose, roles, access, retention, hosting and migration.
SaaS licence	Required capability, usage tier, implementation, support, term and optional services.

Important The precise feature set, workflows, integrations, verification services, implementation, pricing and responsibilities are confirmed in the final proposal and contractual documents. The platform supports the customer's contractor-management process but does not itself determine legal compliance or authorise a person to perform work.