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1. PURPOSE

This User Guide provides contractors and authorised employer representatives with instructions for using the NSR Hub to manage the mobilisation and certification of personnel. It outlines the process for adding applicants, issuing medical questionnaires and document requests, uploading and verifying supporting documentation, monitoring applicant validity, responding to requests for further information, and finalising successful applications for site mobilisation.

2. SCOPE

This guide applies to contractor organisations and their authorised users who are responsible for mobilising personnel through the NSR Hub. It covers:

- Accessing the NSR Hub and selecting a mobilisation program.
- Adding, importing, editing and removing contractor profiles.
- Managing medical assessments and certification documents.
- Uploading and verifying driver's licences, drug and alcohol results, National Police Clearances and pre-employment medicals.
- Monitoring applicant validity, document status and NSR assessment outcomes.
- Responding to document requests and requests for further medical information.
- Downloading approved site certificates and uploading them to the individual's INX profile.

The guide does not describe the internal clinical or suitability assessment processes undertaken by NSR approving managers or medical personnel.

3. CRITICAL RISK MANAGEMENT

CRITICAL RISK STANDARD:	Not Applicable
CRITICAL RISK:	Not Applicable

4. ROLES AND RESPONSIBILITIES

Role	Key Responsibilities
Contractor Organisation or Authorised NSR Hub User	▪ Maintain accurate contractor information within the NSR Hub. ▪ Add contractors manually, by CSV upload or by importing them from an existing program. ▪ Issue medical questionnaires and document-upload requests to contractors. ▪ Upload required certification and supporting documentation. ▪ Review uploaded National Police Clearances to confirm that the document, status and expiry date are correct. ▪ Monitor applicant validity, document status, comments and requests for further information. ▪ Respond to requests from medical personnel or site administrators. ▪ Download approved site certificates and upload them to the individual's INX profile. ▪ Ensure document links are sent to the correct individual.
Contractor or Applicant	▪ Complete the medical assessment questionnaire. ▪ Upload requested documents using the unique link provided. ▪ Provide complete, current, accurate and legible documentation. ▪ Supply additional information or medical documentation when requested.

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HUB MOBILISATION - CONTRACTORS USER GUIDE

Role	Key Responsibilities
NSR Approving Manager	- Review applications requiring further assessment, including applications involving non-negative drug and alcohol results or National Police Clearance outcomes. - Assess completed applications and determine whether the applicant is suitable for the relevant job requirements. - Approve or reject applications and record the applicable outcome or rejection reason. - Generate a site certificate when an applicant is approved.
Medical Personnel	- Review medical information where further assessment is required. - Request additional information or supporting medical documentation through the NSR Hub.
Site Administrator	Assist with the escalation of issues or concerns relating to document status, comments or approvals.

5. DEFINITIONS AND ACRONYMS

2FA	Two-factor authentication. A security process requiring a unique numerical code sent by email and SMS when accessing the NSR Hub.
90-day validity period	The period for which specified mobilisation components remain current, allowing eligible contractor information to be used or imported into another program.
Applicant	A contractor or worker entered into a mobilisation program for assessment and certification.
Certification component	An individual requirement contributing to an applicant's mobilisation status, such as a medical assessment, drug and alcohol screening, police clearance or pre-employment medical.
CSV	Comma-separated values. The file format used to add multiple contractors to the NSR Hub through a bulk upload.
Document request	A unique link sent to an applicant so they can upload a required document to their NSR Hub profile.
INX	The system in which an approved site certificate is uploaded to the individual's profile.
Mobilisation program	An NSR Hub program to which a contractor organisation has been invited to provide workers.
NPC	National Police Clearance. A police-check document uploaded and reviewed as part of the mobilisation process.
NSR	The organisation responsible for administering the mobilisation process, reviewing applications and assigning applicant outcomes.
NSR Hub	The online system used to manage contractor mobilisation, documentation, certification and applicant outcomes.
Site certificate	A certificate generated following NSR approval that confirms the applicant has been assessed as suitable for the applicable job requirements in the NSR Hub.
Validity status	The applicant's overall mobilisation status based on the completion, approval and currency of the required certification components. Statuses may include Valid, Pending, Invalid or Rejected.

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6. GETTING STARTED

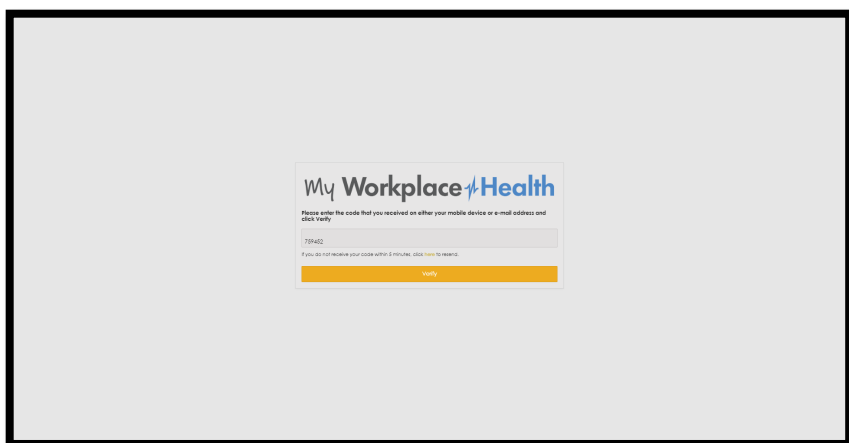
6.1 Logging in

To begin the process, navigate to <https://nsrrecruitment.myworkplacehealth.net/> and enter the username and password provided to you.



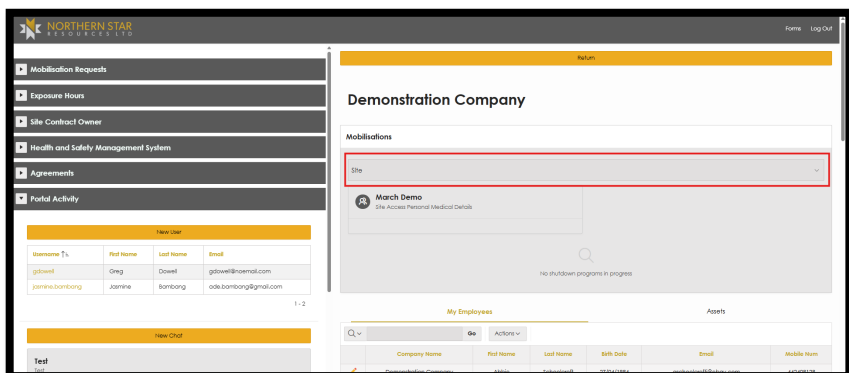
6.2 Entering the two-factor authentication (2FA) code

You will receive a unique numerical code via email and SMS which needs to be entered to proceed.



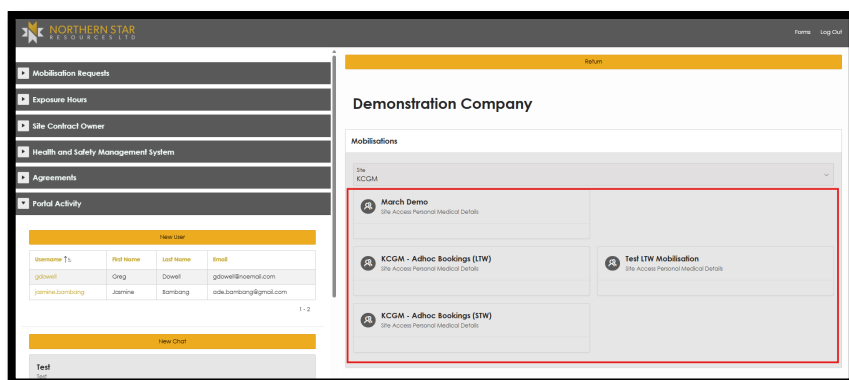
6.3 Selecting the mobilisation program

The dashboard displays an interactive summary of the mobilisation programs and additional contractor management documentation. The mobilisations consist of programs from all NSR sites and is made available to all contractors. If your company has been assigned to a Shutdown program, this program will automatically pre-populate across all site options. To view programs from a specific site, select the drop-down option and select the relevant site. To proceed, click on the required programs.



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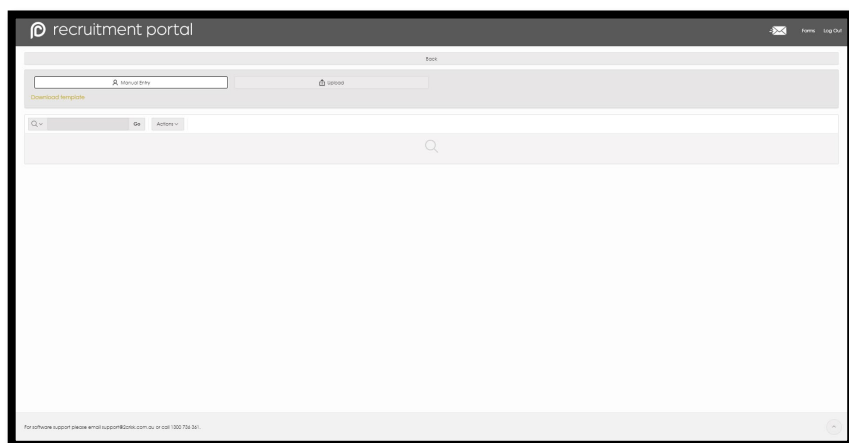
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7. ADDING CONTRACTORS

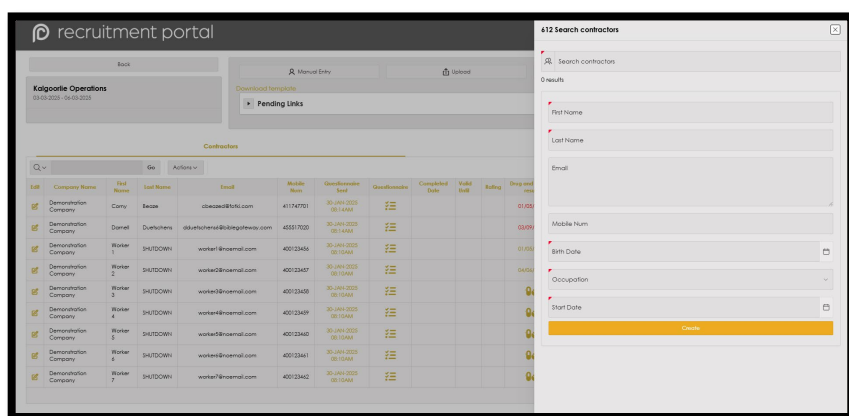
7.1 Entry options

Once you have selected the relevant program (step 1.3), contractors can be added via manual entry (step 2.1.1), bulk upload (step 2.1.2) or importing from existing programs (step 2.1.3).



7.1.1 Adding contractors manually

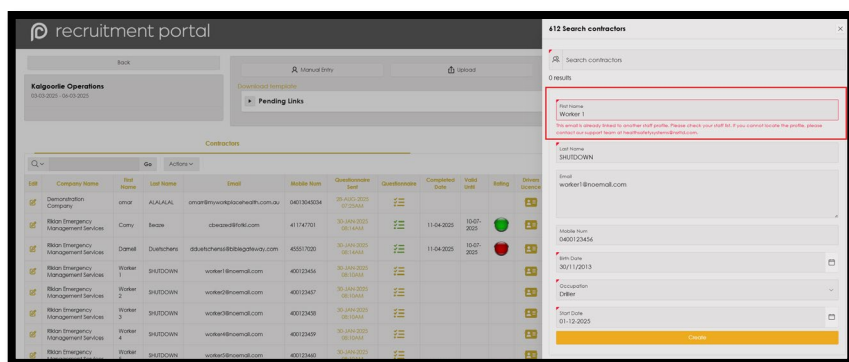
To add a contractor manually, begin by selecting the 'manual entry button'. Complete the required fields and select the 'create' button. If contractors have been previously added, you can search and use their existing profile via the 'search contractors' field.



NOTE: If you are unable to create a profile as an error message appears saying this person is already linked to another staff profile, it means your employee is currently assigned to a different employer. Please reach out to our support team at perthmobilisations@nsrld.com so they can transfer your employee across to your organisation.

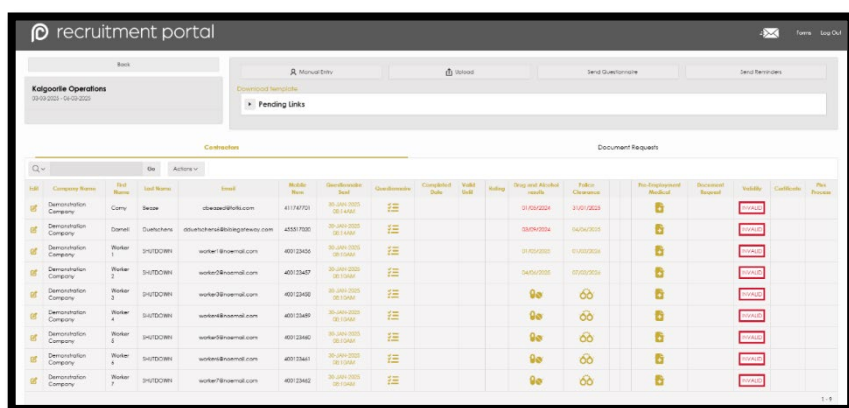
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7.1.2 Adding contractors via bulk CSV upload

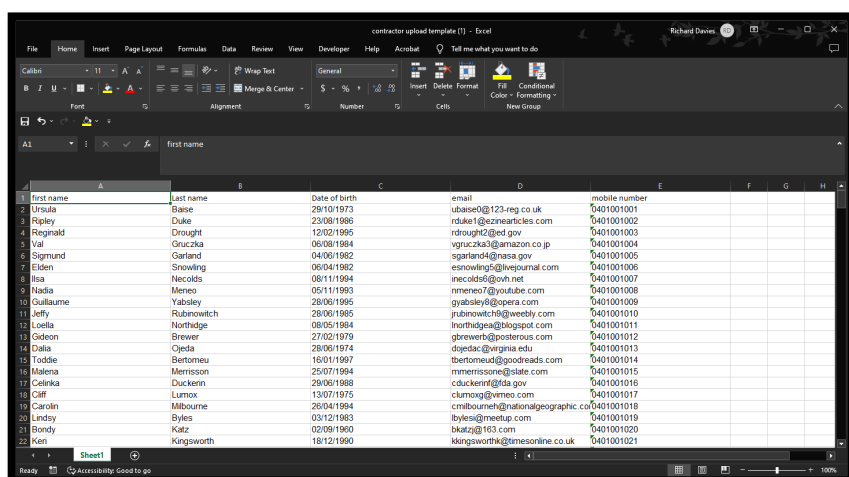
To commence, download the csv template via the 'download template' link and select 'upload'. It is important to use this template to ensure the uploaded information is correctly formatted.



7.1.2.1 Compiling the CSV document

Enter the information as required, noting that first name, last name and date of birth are mandatory. **(DOB format needs to be DD/MM/YYYY = 01/02/2025).**

Do not change the title or order of the column headers.

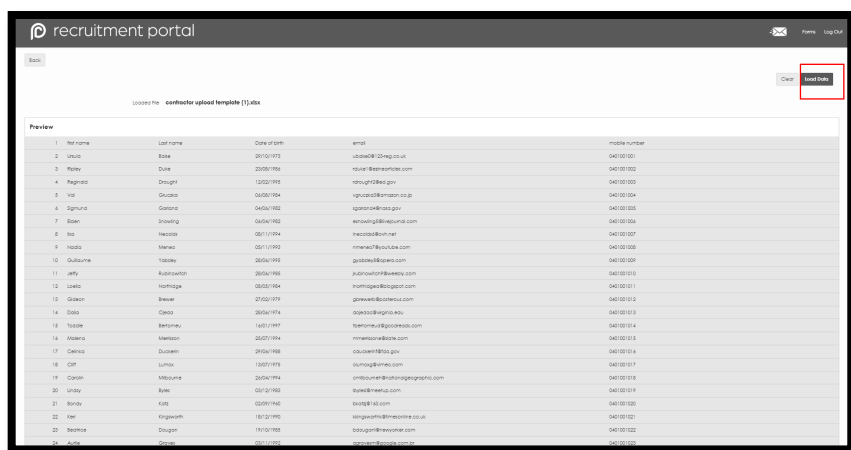


7.1.2.2 Uploading the CSV

Select the 'upload' button and select the file you have saved. Once selected a preview will display, once approved select the 'load data' button.

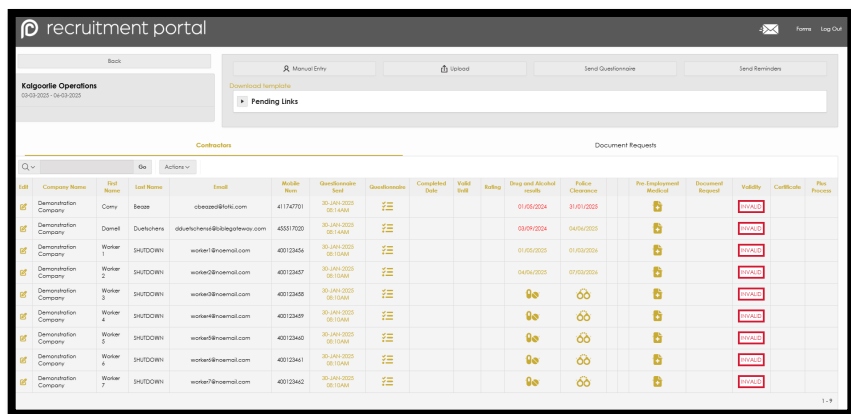
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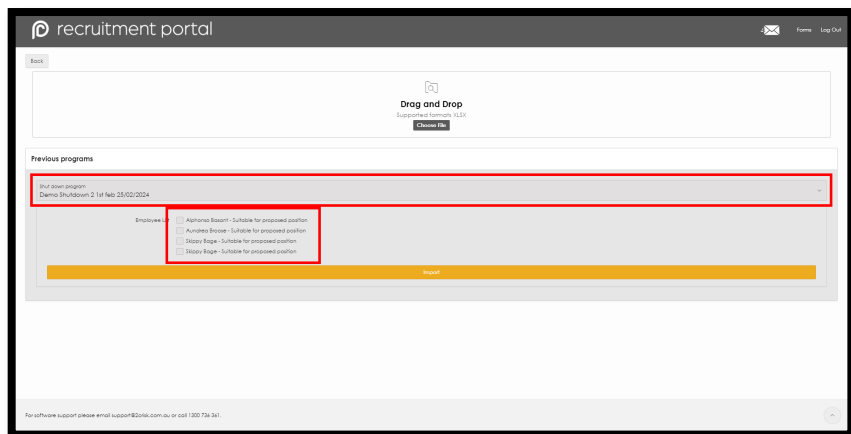


7.1.3 Add contractors via existing programs

Provided a contractor has previously completed the certification process and each component remains within the 90-day validity period, then they can be imported into another shutdown. To begin, select the upload button.



Next select an existing shutdown program from the select list from which you wish to import existing applicants from. Add a check next to those you wish to import and select the import button.

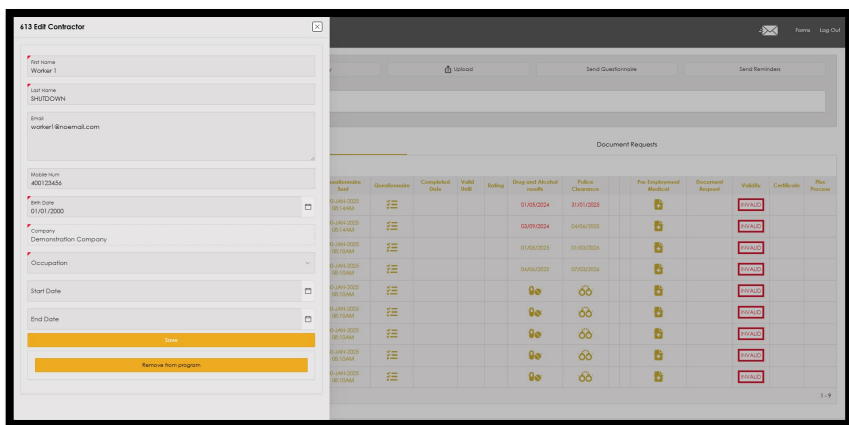


7.2 Editing or removing an applicant

To edit or remove an applicant, locate the applicant in the list and click on the icon in the edit column. Make the required changes and select save.

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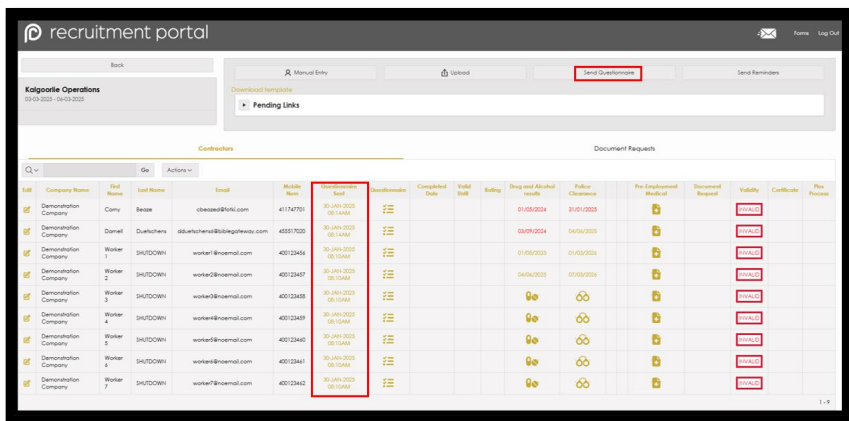
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8. ADDING CERTIFICATIONS

8.1 Sending the contractor medical assessment

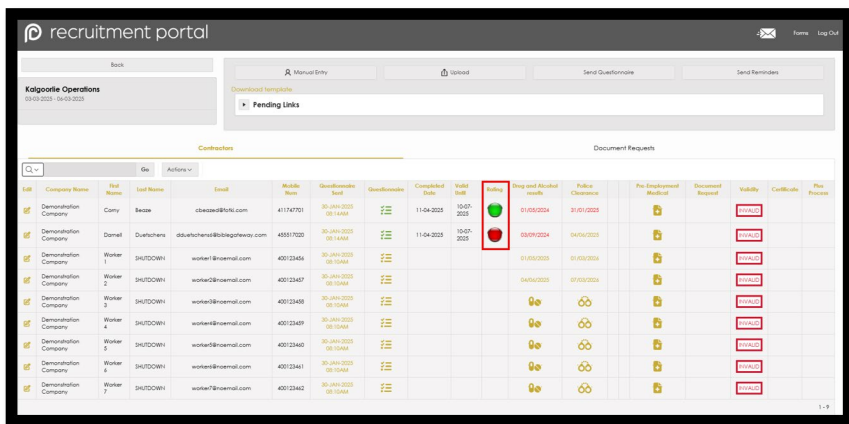
To distribute the questionnaire to the listed contractors, select the 'send questionnaire' button. Contractors will receive an email containing a link to the questionnaire. Once sent, a time stamp is displayed in the 'questionnaire sent' column. To resend the link, click on the date and follow the prompts.



Contractor Name	Job Title	Email	Mobile Num	Questionnaire Sent	Completed Date	Valid Until	Rating	Stop and Restart results	Police Clearance	Pre Employment Medical	Document Request	Validity	Certificate	Fee Process
Demarcation Company	Comy	cbesee@ukr.com	41174771	30-JAN-2023 08:14:44	11-04-2023	10-07-2023	11	01/05/2024	01/01/2023	1	1	VALID		
Demarcation Company	Daniel	dschuchens@bigstep.com	43557020	30-JAN-2023 08:14:44	11-04-2023	10-07-2023	11	03/09/2024	04/06/2023	1	1	VALID		
Demarcation Company	Worker 1	worker1@noemail.com	420123456	30-JAN-2023 08:10:44			11	01/05/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 2	worker2@noemail.com	420123457	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 3	worker3@noemail.com	420123458	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 4	worker4@noemail.com	420123459	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 5	worker5@noemail.com	420123460	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 6	worker6@noemail.com	420123461	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 7	worker7@noemail.com	420123462	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		

8.2 Assessment rating

The medical questionnaire has points assigned to each response option. Once completed, the applicant is assigned a 'traffic light' rating (for the assessment only) based on their score. Regardless of the score, once completed applicants receive 90-day accreditation for the medical component.



Contractor Name	Job Title	Email	Mobile Num	Questionnaire Sent	Completed Date	Valid Until	Rating	Stop and Restart results	Police Clearance	Pre Employment Medical	Document Request	Validity	Certificate	Fee Process
Demarcation Company	Comy	cbesee@ukr.com	41174771	30-JAN-2023 08:14:44	11-04-2023	10-07-2023	11	01/05/2024	01/01/2023	1	1	VALID		
Demarcation Company	Daniel	dschuchens@bigstep.com	43557020	30-JAN-2023 08:14:44	11-04-2023	10-07-2023	11	03/09/2024	04/06/2023	1	1	VALID		
Demarcation Company	Worker 1	worker1@noemail.com	420123456	30-JAN-2023 08:10:44			11	01/05/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 2	worker2@noemail.com	420123457	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 3	worker3@noemail.com	420123458	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 4	worker4@noemail.com	420123459	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 5	worker5@noemail.com	420123460	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 6	worker6@noemail.com	420123461	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		
Demarcation Company	Worker 7	worker7@noemail.com	420123462	30-JAN-2023 08:10:44			11	04/06/2023	01/05/2023	1	1	VALID		

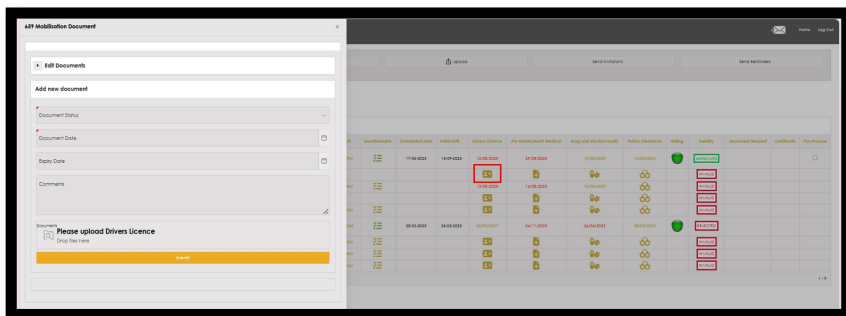
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8.3 Adding a driver's license

To add a driver's licence, locate the relevant applicant and click on the icon in the driver's licence column. Enter the document date and expiry date, as well as the licence class under document status. Upload the supporting documentation.

The expiry date will appear in the driver's licence column indicating it is complete.

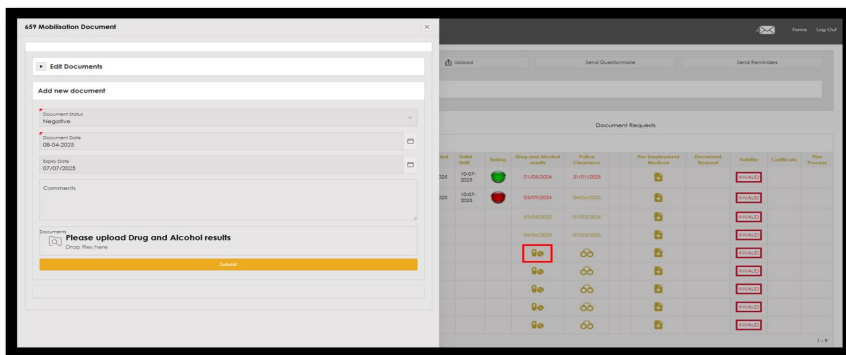


8.4 Adding drug and alcohol results

To add drug and alcohol results locate the relevant applicant and click on the icon in the drug and alcohol results column. Enter the document status and screening date. Upload the supporting documentation.

If the result is negative the expiry date will default to 90 days from the screening date and will appear in the drug and alcohol column indicating it is complete.

If the result is non-negative or onsite testing is requested a date stamp will display indicating that this component has been completed. An NSR approving manager will be required to assess the application. This process is `.



8.5 Adding police clearance

To upload the police clearance, locate the relevant applicant and click on the icon in the police clearance column. Select 'Send Document Request' which will prompt a link to the contractor to upload the document.

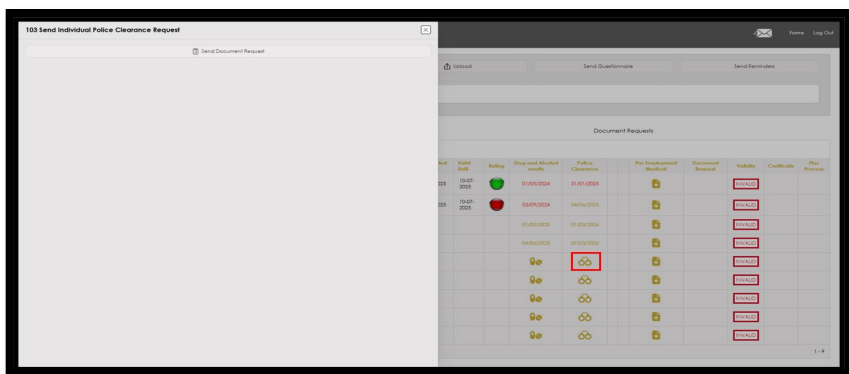
NOTE: The questionnaire must be sent first and then you can send a document request to your employee. Documents must be either PDF or JPEG format.

Once the police clearance has been uploaded, it will automatically display the expiry date.

- If there are no disclosables the expiry date will default to 90 days from the document date and will appear in the police check column indicating it is complete.
- If there are disclosables the expiry date will default to 90 days from the document date and will appear in the police check column indicating it is complete.
- An NSR approving manager will be required to assess the application, regardless of the NPC showing disclosables or non-disclosables. This process is automated.

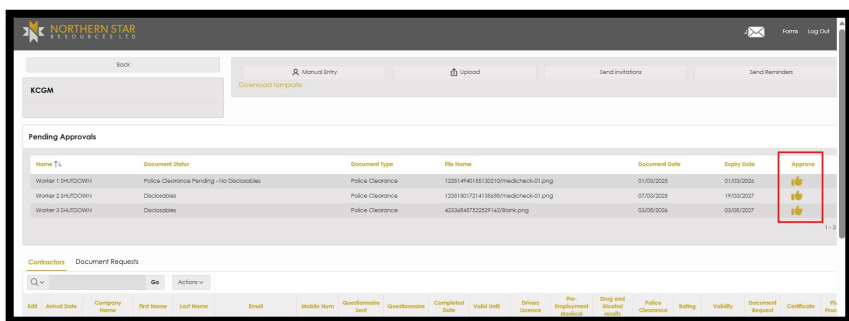
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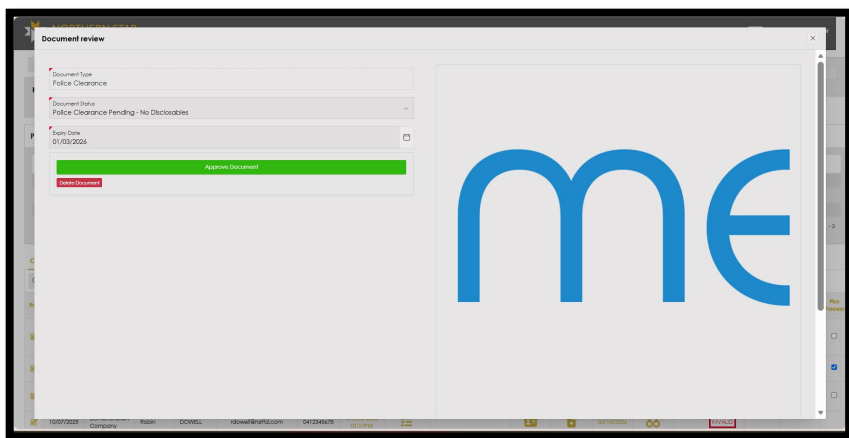


8.6 Reviewing and verifying NPCs

Once the applicant has uploaded their NPC, the document will need to be verified to ensure that the correct document has been uploaded, with the correct status and expiry date selected.



- Select the thumbs up icon under the approve column to review each document.
- If the document, status, and expiry date is correct, select 'Approve Document'.
- If the status and/or expiry date is incorrect, update the fields with the correct information.
- If the document is incorrect, select 'Delete Document' and re-send the NPC link.



8.7 Adding a pre-employment medical

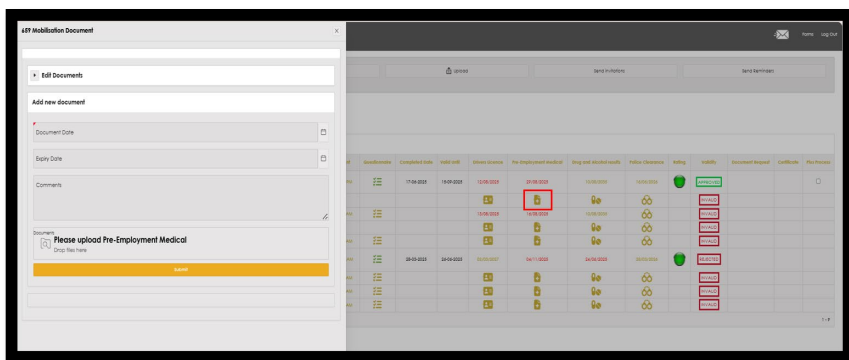
To upload a pre-employment medical, locate the relevant applicant and click on the icon in the pre-employment medical column. Enter the document status and screening date. Upload the supporting documentation.

- The expiry date will default to 12 months from the screening date and will appear in the pre-employment medical column indicating it is complete.

NOTE: The pre-employment medical is optional for Shutdown and Short-Term Worker personnel

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8.8 Valid Contractors

The progress of each applicant is summarised in the validity column. Validity status for each certification component can be viewed by clicking on the validity stamp. A valid applicant has achieved the following criteria.

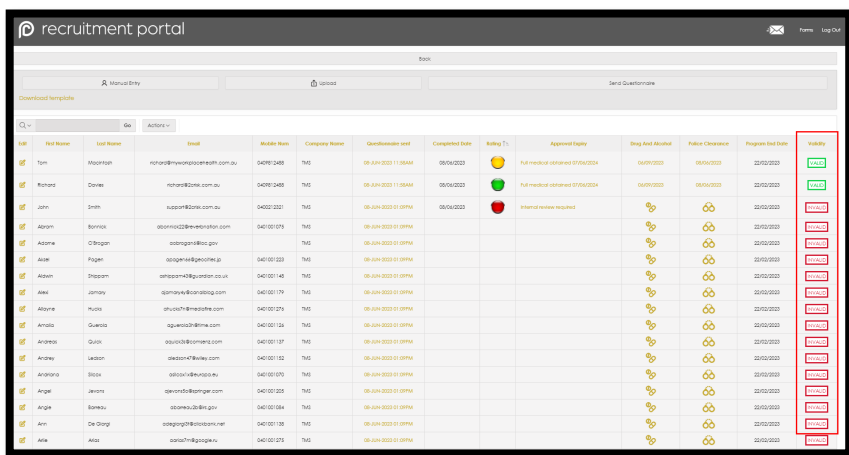
- Temporary medical certification via a completion of the candidate medical assessment or
- Full medical certification via supplied and approved documentation
- Approved drug and alcohol screening with supporting documentation
- Approved police check with supporting documentation.

If an applicant has a status other than valid, it could indicate the following:

- Pending – National Police Clearance (NPC) is pending review.
- Invalid – Documents have not all been uploaded OR one or more documents have expired.
- Rejected – NPC or medicals have been rejected due to either disclosures or further information is required.

To view the status of each individual document, select the status in the validity column.

Once a valid status is achieved, NSR will review the application and assign an outcome. If the outcome is 'suitable for the job requirements' a site certificate will be generated (step 5).



ID	First Name	Last Name	Email	Mobile No.	Company Name	Qualification	Completed Date	Status	Approved Facility	Drug And Alcohol	Police Clearance	Program End Date	Validity
1	Tom	McDonagh	tom.mcdonagh@nsw.gov.au	0400 123 456	NSW	08 JUN 2023 11:00AM	08/06/2023	Valid	Full medical obtained 07/06/2024	08/06/2023	08/06/2023	22/02/2023	Valid
2	Richard	Conley	richard@conley.com.au	0400 123 456	NSW	08 JUN 2023 11:00AM	08/06/2023	Invalid	Full medical obtained 07/06/2024	08/06/2023	08/06/2023	22/02/2023	Invalid
3	John	Smith	john.smith@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM	08/06/2023	Pending	Internal review required			22/02/2023	Pending
4	Adam	Barnes	adam.barnes@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
5	Adam	O'Brien	adam.o'brien@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
6	Adam	Parker	adam.parker@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
7	Adam	Shannon	adam.shannon@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
8	Adam	James	adam.james@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
9	Adam	Hughes	adam.hughes@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
10	Adam	Quinn	adam.quinn@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
11	Adam	Leeson	adam.leeson@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
12	Adam	Stokes	adam.stokes@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
13	Adam	James	adam.james@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
14	Adam	Barnes	adam.barnes@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
15	Adam	James	adam.james@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
16	Adam	James	adam.james@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
17	Adam	James	adam.james@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
18	Adam	James	adam.james@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
19	Adam	James	adam.james@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid
20	Adam	James	adam.james@conley.com.au	0400 123 456	NSW	08 JUN 2023 01:00PM						22/02/2023	Invalid

9. DOCUMENT REQUESTS

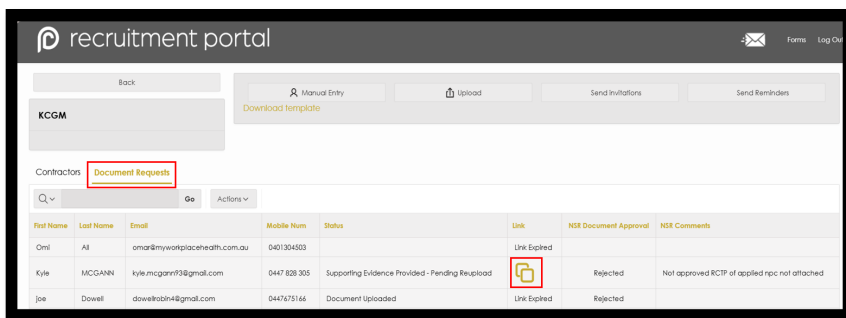
9.1 Individual NPC link for individual

If the individual does not receive the NPC link via email, copy a new link from the Document Requests tab. Search for the individual's name and select the icon in the Link column to copy the link to the clipboard. Paste the link into an email and send it to the individual.

NOTE: Ensure the correct link is copied before sending it to the individual, as the link will automatically upload to the profile associated with it.

Prepared by:	Jasmine Bambang	Document Status:	Controlled
Approved by:	Safety Superintendent	Review Date:	27/08/2028
		Approver's Signature:	Robin Dowell

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recruitment portal

Back Manual Entry Upload Send Invitations Send Reminders Download template

KCGM

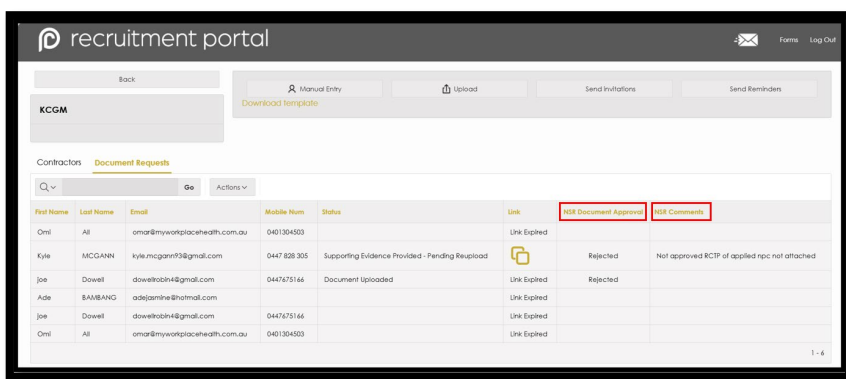
Contractors **Document Requests**

Search Go Actions

First Name	Last Name	Email	Mobile Num	Status	Link	NSR Document Approval	NSR Comments
Omi	Ali	omar@myworkplacehealth.com.au	0401304503		Link Expired		
Kyle	MCGANN	kyle.mcgann93@gmail.com	0447 828 305	Supporting Evidence Provided - Pending Reupload		Rejected	Not approved RCTP of applied npc not attached
Joe	Dowell	dowelrobin4@gmail.com	0447675166	Document Uploaded	Link Expired	Rejected	

9.2 Checking comments and status of NPC

The status of the NPC and any related comments can be found in the NSR Document Approval and NSR Comments columns. Please refer to these fields for updates and direct any issues or concerns to the site administrators for escalation.



recruitment portal

Back Manual Entry Upload Send Invitations Send Reminders Download template

KCGM

Contractors **Document Requests**

Search Go Actions

First Name	Last Name	Email	Mobile Num	Status	Link	NSR Document Approval	NSR Comments
Omi	Ali	omar@myworkplacehealth.com.au	0401304503		Link Expired		
Kyle	MCGANN	kyle.mcgann93@gmail.com	0447 828 305	Supporting Evidence Provided - Pending Reupload		Rejected	Not approved RCTP of applied npc not attached
Joe	Dowell	dowelrobin4@gmail.com	0447675166	Document Uploaded	Link Expired	Rejected	
Joe	Dowell	dowelrobin4@gmail.com	0447675166		Link Expired		
Omi	Ali	omar@myworkplacehealth.com.au	0401304503		Link Expired		

1 - 4

9.3 Reasons for rejection of NPC

An individual's NPC may be rejected for the following reasons:

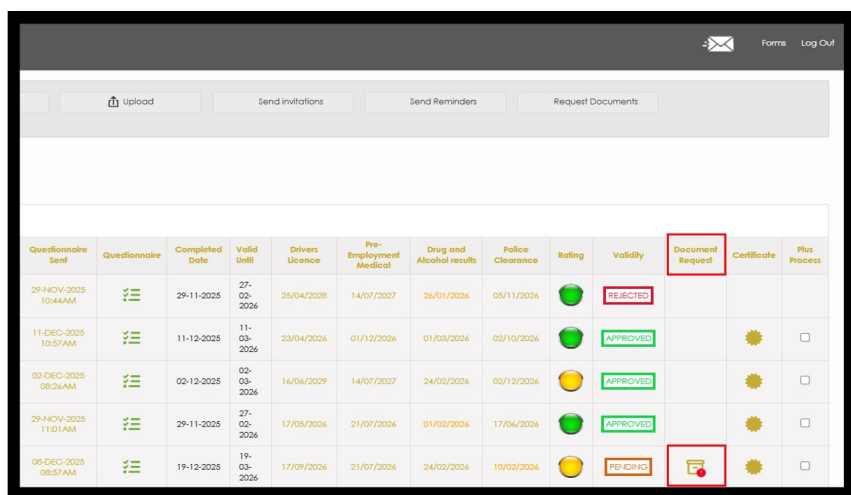
- Nature of disclosable outcomes
- Incorrect document uploaded
- The document is not clear or readable.
- Incomplete document uploaded (i.e., only page 1 of 2)
- Expired document

9.4 Medics requesting further information

If the medics are requesting further information regarding an employee's medical, this will appear under the Document Request column on the main page of the program.

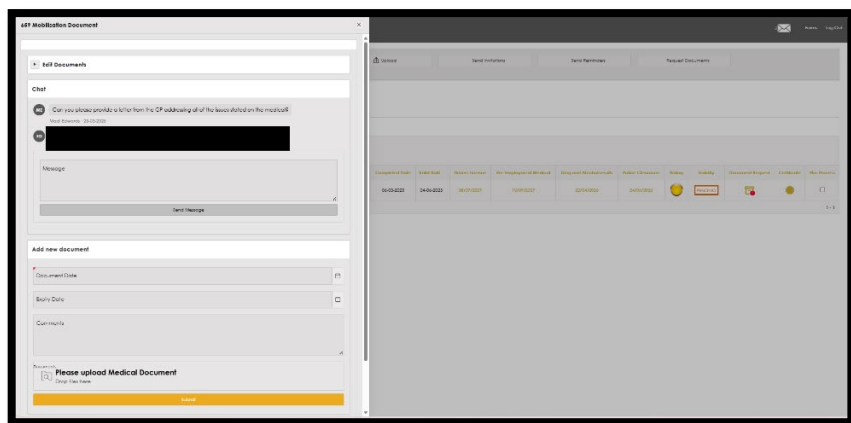
Prepared by:	Jasmine Bambang	Document Status:	Controlled
Approved by:	Safety Superintendent	Review Date:	27/08/2028
		Approver's Signature:	Robin Dowell

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Questionnaire Sent	Questionnaire	Completed Date	Valid Until	Drivers Licence	Pre-Employment Medical	Drug and Alcohol results	Police Clearance	Rating	Validity	Document Request	Certificate	Plus Process
29-NOV-2025 10:44AM	✓	29-11-2025	27-03-2026	25/04/2026	14/07/2027	26/01/2026	05/11/2026	REJECTED	REJECTED			
11-DEC-2025 10:57AM	✓	11-12-2025	11-03-2026	23/04/2026	01/12/2026	01/03/2026	02/10/2026	APPROVED	APPROVED			
02-DEC-2025 08:26AM	✓	02-12-2025	02-03-2026	16/06/2029	14/07/2027	24/02/2026	02/12/2026	APPROVED	APPROVED			
29-NOV-2025 11:01AM	✓	29-11-2025	27-03-2026	17/05/2026	21/07/2026	01/02/2026	17/06/2026	APPROVED	APPROVED			
08-DEC-2025 06:57AM	✓	19-12-2025	19-03-2026	17/09/2026	21/07/2026	24/02/2026	10/02/2026	PENDING	PENDING			

To respond to the medics, type in the message box and select 'Send Message'. To upload a document, select 'Please upload Medical Document' and upload the relevant file. Click submit once complete.



Add Mobilisation Document

Chat

Can you please provide a link from the CP addressing all of the issues listed on the mobilisation?

Message

Send Message

Add new document

Document Date

Body Date

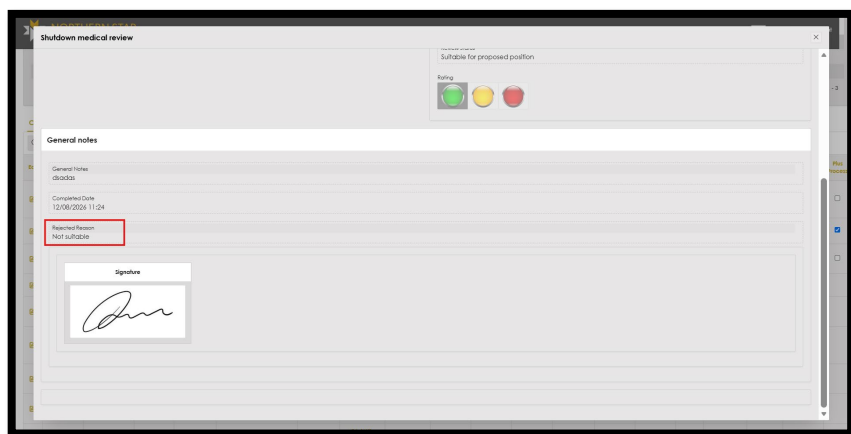
Comments

Please upload Medical Document

Upload

9.5 Rejected certificate

Reasons for why an applicant has been rejected to attend site can be found by viewing the certificate and locating the 'Reject Reason' field.



Shutdown medical review

Rating

General notes

General Notes

Completed Date

Reject Reason

Signature

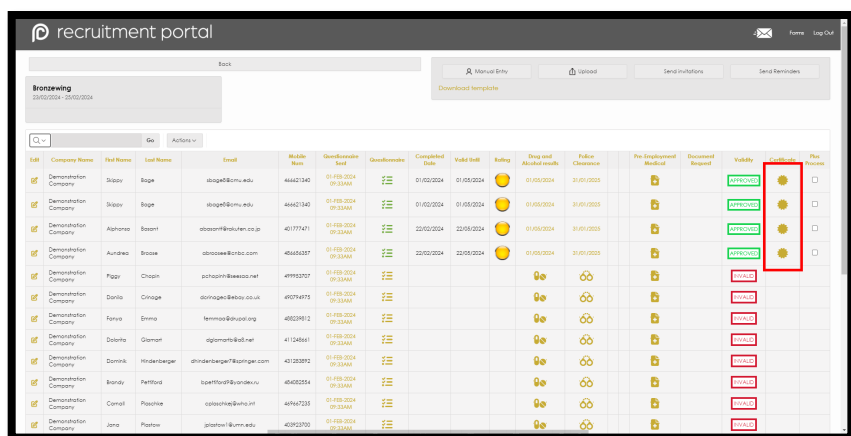
10. FINALISING SUCCESSFUL APPLICATIONS

10.1 Downloading the site entry certificate

Applicants who have been approved by NSR can be identified via a 'APPROVED' status and certificate stamp in the certificate column. Begin by clicking on the stamp.

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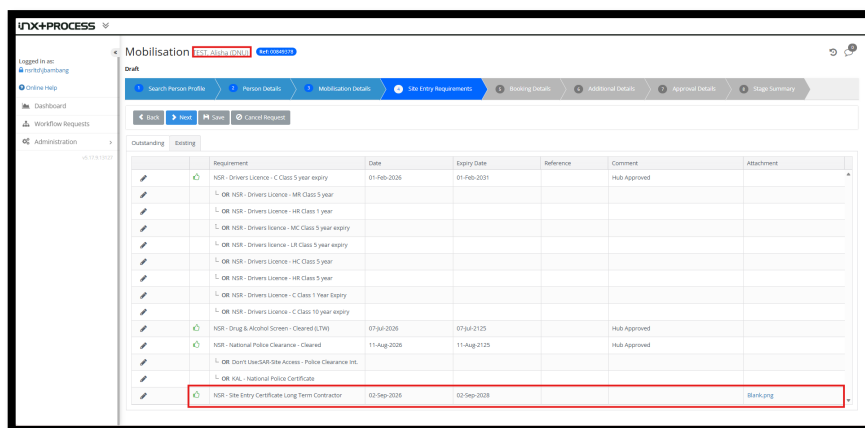
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Once you have clicked on the certificate icon, to download a copy of the certificate, click on the print button at the top of the page. If the certificate appears, but the status is set to 'Valid', then the profile has not yet been approved.

10.2 Adding a site certificate to +Process

Upload the certificate against the Site Entry Certificate compliance, ensuring the date matches to certificate date.



All other site entry documentation does not require an attachment. Ensure all other compliances have the correct screening and expiry dates as stated on the Site Entry Certificate. A comment confirming that the compliance was approved in the Hub must also be entered to proceed to the next step.

11. LEGISLATION AND REGULATORY REQUIREMENTS

- Work Health and Safety Act 2020
- Work Health and Safety Reg 2022

12. RELATED DOCUMENTS

Document Name	Document Number
+Process - Online Site Entry Request - Mobilisation (Contractor)	NSR-OHS-022E-GUI

13. REVISION HISTORY

Revision Number	Date	Changes made to document
1	27/08/2026	New Document
1.1	04/09/2026	Minor: Added the filters section and how to upload the site entry certificate to INX.

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