



Administrator how-to Guide for Donesafe

This guide supports administrators in the use of Donesafe to:

- effectively navigate the system
- self-manage onboarding
- update contractor details
- submit compliance documentation
- add new workers
- send inductions directly to worker email addresses
- report an incident or hazard
- request a permit to work

This guide does not cover every system function.

Contractor self-registration

The nominated Donesafe administrator(s) will receive email notification from the SkyCity responsible manager, advising how to self-register.

The following screen will appear upon selection of the hyperlink provided and will require population of all fields. Once all fields are populated, select 'Complete'

Primary operating location *
Select the business location you perform the majority of your work with.

SKYCITY Entertainment Group

Adelaide

Contractor company name *

ABN/NZBN *
To look up an Australian Business Number click [here](#), or a New Zealand Business Number click [here](#). (Clicking these links will open in a new tab)

Number of employees (including owner) *

1

2-10

11-49

50+

Profession / services to be provided to SkyCity *

Select...

Will your company bring any tools, equipment or chemicals onto site? *

Yes

No

Do you subcontract to any other SkyCity Vendors

Yes

No

Contractor Primary Contact *
This is the contact for the Contractor. They are responsible for the upload of all required company documents, as well as the management of their workers.

Type here to search for people

Add New

Primary SkyCity department working with
Select the business unit you have been contracted by. To find a business unit start typing the name and relevant entries will come up. Make sure you select either the AU or NZ entry depending on which site you work with. If you are unsure you make skip this question.
AU002-5704 - Building Services

Primary SkyCity contact *
This is the person within SkyCity who has engaged your services.

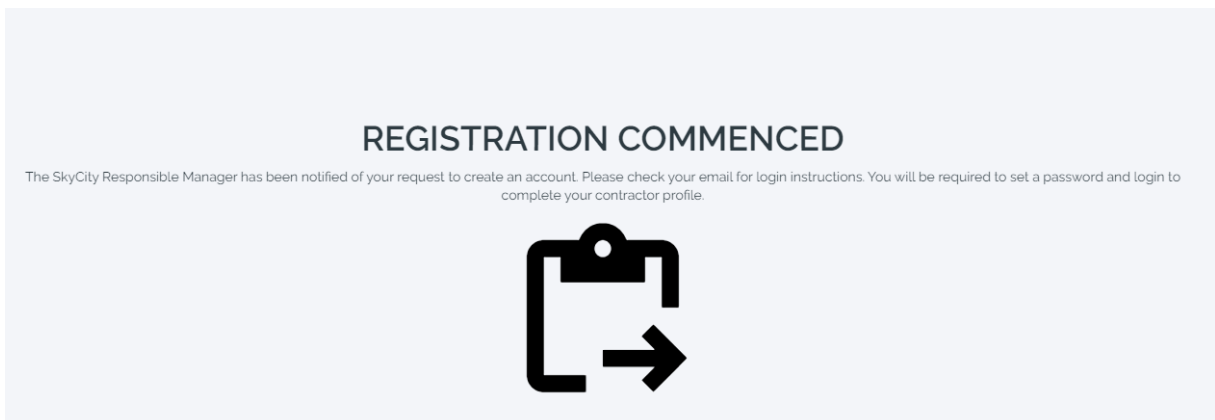
Type here to search for people

Contractor acknowledgement:
Sign below *
By applying to provide services to SkyCity you acknowledge your organisation will maintain high standards of health and safety. Once your application is submitted you will be required to provide further details such as public liability insurance and relevant safety documentation. All workers within your organisation who carry out work on site will be required to complete an induction before being permitted on site.

Admin - registration only
☐ Yes

Complete

The following notification will appear once company details are completed.



Administrator will receive email for login instructions.

Completing a contractor registration will be accessible via 'Confirm my account' hyperlink contained within the confirmation instructions from noreply@donesafe.com.

Example email notification next page.

Contractor self-registration (cont'd)

Confirmation instructions



Donesafe <noreply@donesafe.com>

To  Chris Sharkey

Retention Policy Retain All Data 15 years (15 years)

Expires 25/07/2040

Tue 29/07/2025 8:17 am




[← Reply](#)

[Reply All](#)

[Forward](#)



 If there are problems with how this message is displayed, [click here to view it in a web browser.](#)

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

– CAUTION: This email originated from outside SkyCity. Do not click links or open attachments unless you recognise the sender and know the content is safe. –



July 29, 2025 @ 10:47AM

Welcome Chris Sharkey ()!

You can confirm your account email through the link below:

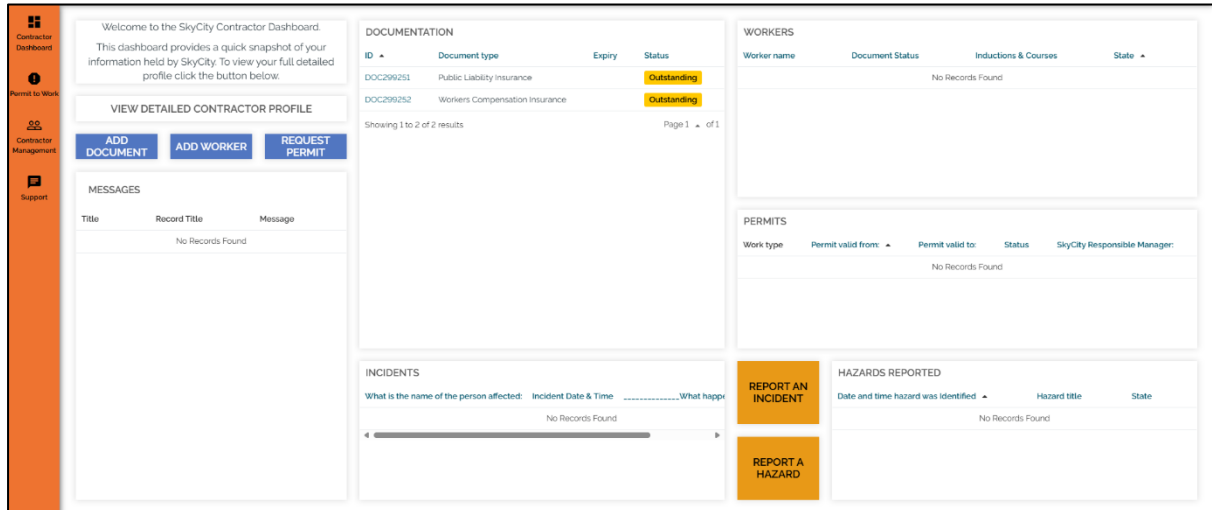
[Confirm my account](#)

Powered by [Donesafe](#), an HSI Company



Default dashboard

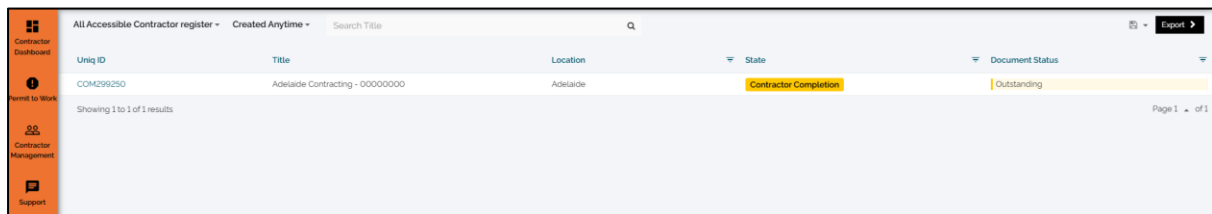
Once login has been achieved, the dashboard example below appears as a default. Navigate the dashboard by clicking buttons for the various actions indicated, selecting panel titles or document IDs to expand into a new view, or by using the vertical menu bar to the left of the screen.



Adelaide Contracting (example contractor) has outstanding documentation in the screenshot above and must submit these documents to SkyCity via Donesafe.

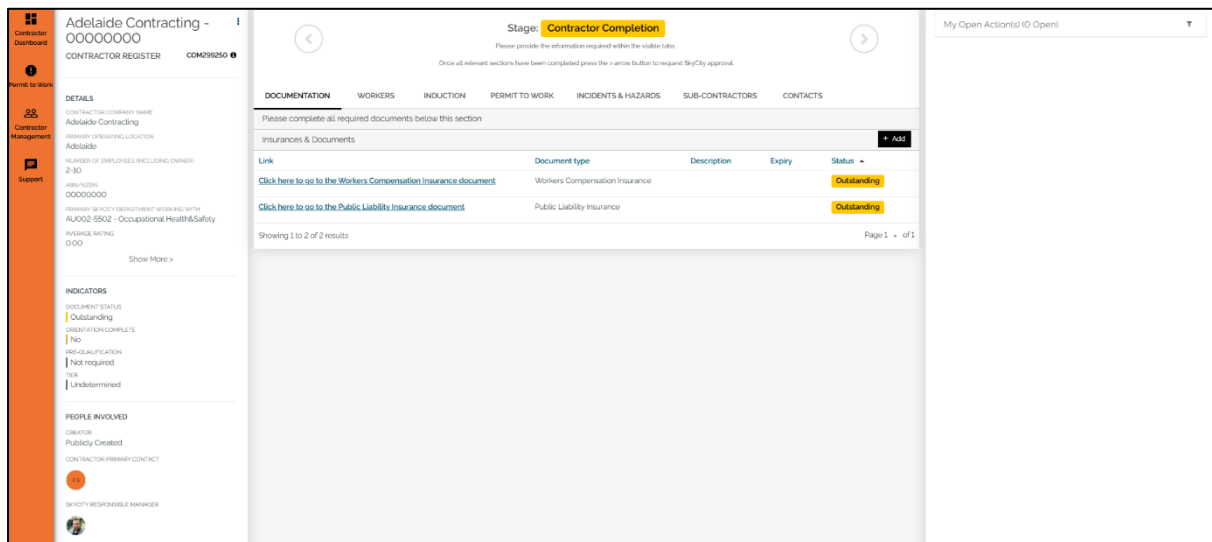
Detailed contractor profile

Select 'VIEW DETAILED CONTRACTOR PROFILE' to display the following screen.



Select 'Uniq ID' to display the following screen.

Navigate middle panel tabs to see workers, induction status, permit to work, etc.



Upload compliance documents

Select unique ID from default dashboard view.

DOCUMENTATION			
ID ▲	Document type	Expiry	Status
DOC299251	Public Liability Insurance		Outstanding
DOC299252	Workers Compensation Insurance		Outstanding

Select 'Upload' to display the input screen.

◀

Stage: Outstanding

▶

This record requires a document to be uploaded.
Please use the 'Add' button to submit your document.

PROVIDE INFORMATION

Upload a document

Upload

Populate all mandatory fields (*) and select 'Complete' to finish.

Upload Documents 1 / 5

Upload the following document:

Public Liability Insurance

Please upload a copy of the document *

(Refer to the document type / description shown above)

Drop files here or click to upload

Please enter the level of coverage *

Policy number *

Expiry Date *

Expiry date must not be within 7 days. If your policy is due to expire within 7 days please contact your insurer for an updated certificate of currency.

Select Date

Save As Draft Complete

Select highlighted arrow and Donesafe will notify the responsible manager to review.

◀

Stage: Contractor Completion

▶

Please provide the information required within the visible tabs.

Once all relevant sections have been completed press the > arrow button to request SkyCity approval.

DOCUMENTATION WORKERS INDUCTION PERMIT TO WORK INCIDENTS & HAZARDS SUB-CONTRACTORS CONTACTS MGMT

Donesafe will notify approval via email and profile changes to 'Active'.

◀

Stage: Active

▶

DOCUMENTATION WORKERS INDUCTION PERMIT TO WORK INCIDENTS & HAZARDS SUB-CONTRACTORS CONTACTS

Please complete all required documents below this section

Insurances & Documents

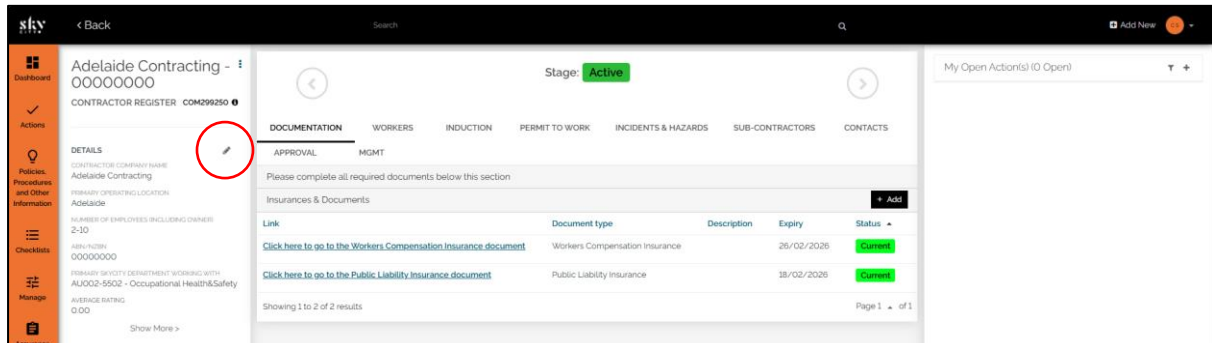
+ Add

Link	Document type	Description	Expiry	Status ▲
Click here to go to the Workers Compensation Insurance document	Workers Compensation Insurance		26/02/2026	Current
Click here to go to the Public Liability Insurance document	Public Liability Insurance		18/02/2026	Current

Update contractor details

Upon account approval by SkyCity, contractor details may be amended. Contractor details may change from time to time and Donesafe allows these changes to be captured. Amend as required.

Select pen icon (circled) to edit contractor profile details.



Contractor may edit details including ABN, number of employees, and tools, equipment and chemicals used on-site.

Primary operating location *

Select the business location you perform the majority of your work with.

SKYCITY Entertainment Group

Adelaide

Contractor company name *

Adelaide Contracting

ABN/ACBN *

To look up an Australian Business Number click here, or a New Zealand Business Number click here. Clicking these links will open in a new tab.

00000000

Number of employees including owner *

1 5-10 11-40 50+

Profession / services to be provided to SkyCity *

+ Building work

Will your company bring any tools, equipment or chemicals onto site? *

Yes No

Provide details of any general equipment, tools or chemicals your company may utilise while on site. *

This does not need to be an exhaustive list and can be general in nature. The response assists SkyCity in determining the level of risk, and potential controls that may be required by your company.

Tools and chemicals

Do you subcontract to any other SkyCity vendors?

Yes No

Contractor Primary Contact *

This is the contact for the Contractor. They are responsible for the upload of all required company documents, as well as the management of their workers.

Chris Stanley

Primary SkyCity department working with *

Select the business unit you have been contracted to. To find a business unit, start typing the name and relevant entities will come up. Make sure you select either the AL or NZ entity depending on which site you work with. If you are unsure please click this question.

AU002-5502 - Occupational Health & Safety

Primary SkyCity contact *

This is the person within SkyCity who has engaged your services.

Dee McEneaney 888046

Contractor acknowledgement:

Sign below *

By applying to provide services to SkyCity you acknowledge your organisation will maintain high standards of health and safety. Once your application is submitted you will be required to provide further details such as public liability insurance and relevant safety documentation. All workers within your organisation who carry out work on site will be required to complete an induction before being permitted on site.

Adeline - registration only

☐ Yes

Complete

Add contractor contact (administrator)

Select 'CONTACTS' tab in detailed contractor profile view.

The screenshot shows the top navigation bar of the contractor profile view. The 'Stage' is set to 'Active'. The 'CONTACTS' tab is highlighted in the navigation menu. Below the navigation bar, there are two buttons: '+ Change main contact' and '+ Add other contact'.

Select '+ Add other contact' to display input view.

The screenshot shows the 'Other Contacts' input view. It includes a search bar with the placeholder text 'Type here to search for people'. Below the search bar, there is a question: 'Should this contact be assigned with permissions to manage the contractor account?' with 'No' and 'Yes' radio buttons. The 'Yes' button is selected. At the bottom right, there are two buttons: 'Save As Draft' and 'Complete'.

Select contact in search or select '+Add New'.

The screenshot shows the 'Other Contacts' input view with form fields populated. The 'First Name' field contains 'First Name', the 'Last Name' field contains 'Last Name', the 'Email' field contains 'Email', and the 'Mobile' field contains 'Mobile'. The 'Mobile' field has a note below it: 'Please enter a valid mobile/landline phone number'. The 'Should this contact be assigned with permissions to manage the contractor account?' question has the 'Yes' radio button selected. At the bottom right, there are two buttons: 'Save As Draft' and 'Complete'.

Populate mandatory (*) fields and select 'Complete'. Ensure that 'Yes' is checked on for permission to manage the contractor account.

ADD DOCUMENT Add contractor document

Select ADD DOCUMENT button from default dashboard to display the input screen.

Populate all mandatory fields (*). Select 'Complete' to finish.

Which company does this document relate to *

Select...

What type of document do you wish to upload *

Select...

Is the document an insurance certificate, or other

Does this document have an expiry date

Complete

Alternatively, select VIEW DETAILED CONTRACTOR PROFILE button on default dashboard, then select Uniq ID, then '+ Add' button to the right of the middle panel. Populate all mandatory (*) fields and select 'Complete' to finish.

Uniq ID	Title	Location	State	Document Status
COM2092020	Adelaide Contracting - 000000000	Adelaide	Contractor Completion	Outstanding

Showing 1 to 1 of 1 results

Page 1 of 1

Stage: Contractor Completion

Please provide the information required within the visible tabs .

Once all relevant sections have been completed press the > arrow button to request SkyCity approval.

DOCUMENTATION

WORKERS

INDUCTION

PERMIT TO WORK

INCIDENTS & HAZARDS

SUB-CONTRACTORS

CONTACTS

Please complete all required documents below this section

Insurances & Documents

+ Add

Link	Document type	Description	Expiry	Status
Click here to go to the Workers Compensation Insurance document	Workers Compensation Insurance			Outstanding
Click here to go to the Public Liability Insurance document	Public Liability Insurance			Outstanding

Showing 1 to 2 of 2 results

Page 1 of 1

Which company does this document relate to *

Select...

What type of document do you wish to upload *

Select...

Is the document an insurance certificate, or other

Does this document have an expiry date

Complete

ADD WORKER

Add worker record

Select ADD WORKER button from default dashboard to display the input screen.

Select '+Add New' button to the right of the screen to expand current screen.

The screenshot shows the 'Add worker record' form in its collapsed state. It features several sections: 'Worker name *' with a search bar and an 'Add New' button; 'Which company does this worker work for? *' with a dropdown menu; 'Is this worker aged 18 or older *' with 'Yes' and 'No' buttons; 'How will this worker be carrying out their services *' with a dropdown menu; 'Profession/Service *' with a dropdown menu and a note about contacting an administrator; and 'Required Documents' with a search bar. A 'Complete' button is located at the bottom right.

Populate all mandatory fields (*). When selecting Profession/Service, Donesafe will auto-populate Required Documents field for Worker upload (see Worker how-to Guide for Donesafe). Workers also include owners who are 'on the tools'.

The screenshot shows the 'Add worker record' form in its expanded state. It includes a 'Choose Existing' button at the top right. The 'Worker name *' section is expanded to show fields for 'First Name*', 'Last Name*', 'Email*', and 'Best Contact Number*'. The 'Required Documents' section is also expanded, showing 'Building work contractors licence' and 'White Card' as options. The 'Complete' button remains at the bottom right.

E-mail address entered is used to notify worker of: inductions required or expired; licences and tickets upload; being involved in or witnessing an incident; being a reporter of an incident, etc.

Delete worker record

Given workers will depart from time to time, deleting workers from a company profile will be required. From the WORKERS tile, under 'Worker name', select the worker.

WORKERS			
Worker name	Document Status	Inductions & Courses	State
Chris Sharkey	Current	Complete	Approved
Showing 1 to 1 of 1 results			Page 1 of 1

Worker profile view will appear. Select menu drop-down beside worker name.

Chris Sharkey - Adelaide Contracting - 00000000		Stage: Approved	
WORKER		CON299921	
DETAILS		DOCUMENTS	
WHICH COMPANY DOES THE WORKER WORK FOR Adelaide Contracting - 00000000		Documents	
WORKER NAME Chris Sharkey		Link	
LOCATION Adelaide		Document Type	
Show More >		Document Expiry	
INDICATORS		State	
DOCUMENT STATUS Current		Click here to go to the White Card document	
INDUCTIONS & COURSES Complete		Click here to go to the Building work contractors licence document	
PEOPLE INVOLVED		Showing 1 to 2 of 2 results	
OWNER Chris Sharkey		Page 1 of 1	
CONTRACTOR PRIMARY CONTACT			
CITY RESPONSIBLE MANAGER			
CONTRACTOR WORKER			
PVP APPROVER			

From the drop-down menu select 'Delete'.

Chris Sharkey - Adelaide Contracting - 00000000		Stage: Approved	
WORKER		DOCUMENTS	
DETAILS		Documents	
WHICH COMPANY DOES THE WORKER WORK FOR Adelaide Contracting - 00000000		Link	
WORKER NAME Chris Sharkey		Document Type	
LOCATION Adelaide		Document Expiry	
Show More >		State	
INDICATORS		Click here to go to the White Card document	
DOCUMENT STATUS Current		Click here to go to the Building work contractors licence document	
INDUCTIONS & COURSES Complete		Showing 1 to 2 of 2 results	
PEOPLE INVOLVED		Page 1 of 1	
OWNER Chris Sharkey			
CONTRACTOR PRIMARY CONTACT			
CITY RESPONSIBLE MANAGER			
CONTRACTOR WORKER			
PVP APPROVER			

Worker induction

Dashboard view of assigned worker induction below. Inductions are assigned at the time of adding a Worker.

WORKERS			
Worker name	Document Status	Inductions & Courses	State ▲
Chris Sharkey	Outstanding	Outstanding	Worker Completion
Showing 1 to 1 of 1 results			Page 1 ▲ of 1

Detailed view of assigned worker induction below.

Stage: Contractor Completion

Please provide the information required within the visible tabs.

Once all relevant sections have been completed press the > arrow button to request SkyCity approval.

DOCUMENTATION

WORKERS

INDUCTION

PERMIT TO WORK

INCIDENTS & HAZARDS

SUB-CONTRACTORS

CONTACTS

Inductions & Courses

Uniq ID

Worker

Company

Course to complete

Stage

IND299924

Adelaide Contracting - 00000000

Standard Adelaide Contractor Induction

Assigned

Showing 1 to 1 of 1 results

Page 1 of 1

Upon worker completion of induction, the detailed view record indicates active.

Stage: Contractor Completion

Please provide the information required within the visible tabs .

Once all relevant sections have been completed press the > arrow button to request SkyCity approval.

DOCUMENTATION

WORKERS

INDUCTION

PERMIT TO WORK

INCIDENTS & HAZARDS

SUB-CONTRACTORS

CONTACTS

MGMT

Inductions & Courses

+ Add

Uniq ID	Worker	Company	Course to complete	Stage
IND298920		SkyCity Test Account - 72082362061	Standard Adelaide Contractor Induction	Active

Administrator permissions allow addition of an induction to a worker profile.

Worker *
Select...
Contractor Company *
SkyCity Test Account - 72082362061
Course to complete *
Standard Adelaide Contractor Induction
Course to be completed by *
07/08/2025
Complete

Worker induction notification is system-generated and will be sent to a worker's registered email address. NOTE: worker to check junk or spam folder in the event of email not received.

Report an incident or hazard

From default dashboard select either REPORT AND INCIDENT or REPORT A HAZARD button to display the input screen.

INCIDENTS

What is the name of the person affected: Incident Date & Time What happened

No Records Found

REPORT AN INCIDENT

REPORT A HAZARD

HAZARDS REPORTED

Date and time hazard was identified Hazard title State

No Records Found

Report an incident

Select REPORT AN INCIDENT, populate all required fields and select ‘Complete’.

Incident type *

Select...

Site location of the incident *

Adelaide

What area did the incident occur in *

SCEG

Australia

ADL

ADL Public Areas

Type here to search for Organizations

ADL - 999 - Patrons

ADL Atrium

ADL Escalator

ADL External

ADL Lift

ADL Vestibule

Detailed description, what led to this incident, what factors were involved? *

Provide as much information as possible, what happened before, during and after the incident

For example: "The team member was walking through the central aisle in the cafe, their hands were full of dirty plates, so they walked their shoe got caught on a raised piece of flooring, they fell dropping the plates and grazing their knee. The floor has been an issue for some time and a maintenance request has been logged"

Were there any witnesses to the incident? *

Yes

No

Upload any relevant photos, videos or other documents

Drop files here or click to upload

When was the incident first reported to a manager? *

If this is the first time the incident is being reported select today. If you are a manager completing this report when did the team member first tell you of this injury/illness?

Select Date and Time

+09:30

Australia/South

Is the person affected the person who is also completing this report *

Yes

No

Complete

Report a hazard

Select REPORT A HAZARD, populate all required fields and select ‘Complete’.

Request a permit to work

From default dashboard select REQUEST PERMIT button to display the input screen.

Welcome to the SkyCity Contractor Dashboard.
This dashboard provides a quick snapshot of your information held by SkyCity.
To view your full detailed profile click the button below.

VIEW DETAILED CONTRACTOR PROFILE

ADD DOCUMENT

ADD WORKER

REQUEST PERMIT

MESSAGES

Title	Record Title	Message
No Records Found		

DOCUMENTATION

ID	Document type	Expiry	Status
DOC299251	Public Liability Insurance	18/02/2026	Current
DOC299252	Workers Compensation Insurance	26/02/2026	Current

Showing 1 to 2 of 2 results

Page 1 of 1

Populate all mandatory fields (*) in the view below.

Site location of proposed work: *

Adelaide

Who is completing this permit request: *

SkyCity Employee

Contractor

Type of proposed work: *

Select...

Specific location of proposed works: *

SkyCity Responsible Manager: *

The person within SkyCity who has initiated, or is responsible for authorising the work to be completed.
Type here to search for people

Define Scope of Works: *

Complete

Selecting 'Contractor' will provide a new view as indicated in screenshot over page.

For the purpose of an example, 'Cold works (for isolation only)' permit type has been selected. Ensure correct permit type is selected for the works proposed.

Populate all mandatory fields (*) in the view over page.

Site location of proposed work: *

Adelaide

✕ ▼

Who is completing this permit request: *

SkyCity Employee

Contractor

Details of the person submitting this request: *

This person will be allocated as the 'work supervisor' and will be required to provide additional information about the works to be undertaken in the next steps

Chris Sharkey (yourself)

✕ ▼

+ Add New

Company name: *

Adelaide Contracting - 000000000

✕ ▼

Type of proposed work: *

+ Cold works for isolation only

Q

Are any essential service isolations required to complete this work? *

Select yes if isolation of gas, water, electricity, fire protection or RF systems is required to complete this work

Yes

No

Specific location of proposed works: *

Do you have a works order or purchase order number for this job?

Yes

No

Work Order Number: *

SkyCity Responsible Manager: *

The person within SkyCity who has initiated, or is responsible for authorising the work to be completed

Type here to search for people

▼

Date / time permit is required from: *

This Permit requester must notify the Permit Issuer at least 7 days before the intended work start time, noting that while urgent or emergency permit requests may be considered, the Permit Issuer reserves the right to refuse issuance

Select Date and Time

-10:30

Australia/South

▼

Date / time permit is required until: *

Select Date and Time

-10:30

Australia/South

▼

Define Scope of Works: *

//

After submission, if you have an existing account you will be able to continue and provide additional information about hazards/risks relating to the proposed work. If you do not have an account the SkyCity responsible manager will contact you to complete next steps and authorise the work.

Complete