



# EMPLOYEE USER GUIDE

Version 1.2

CIRT online kiosk is powered by



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## Version History

Version Number	Release date	Updates
1.0	January 2016	Initial release
1.1	March 2016	Minor updates for formatting and feature explanations
1.2	August 2017	<ul style="list-style-type: none"><li>• Correction regarding beneficiary details</li><li>• General gramatical corrections</li><li>• New Login Screen</li><li>• Update Colour Scheme</li></ul>

## About This Guide

This employee user guide is designed to aid you with navigating and using this kiosk as well as troubleshooting any problems or issues you may face.

Please be advised that this is only a guide and should there be a feature or an issue not outlined in this document, please feel free to contact CIRT on 1300 200 123 or email: [enquiries@cirt.com.au](mailto:enquiries@cirt.com.au).

Please note, the screen shots used in the guide are intended to be used as a guide only. We are constantly working to make improvements and add new features which may have been released but not yet be included in this user guide.

## About CIRT Online Kiosk

The CIRT online kiosk gives employees online access to many aspects of their CIRT account.

Through the CIRT online kiosk an employee has currently has access to the following functions:

- Edit their address, phone and email contact details
- View details of current beneficiary(s).
- View a history of their CIRT employments and payments by each employer.
- View all CIRT and JETCO claims which have been processed.
- View a full transaction history.
- Submit completed CIRT or JETCO claim documents.
- Access a range of documents which may be required to keep their account details up to date.

Please note: Changes to the employee's beneficiary must be made in writing. The required forms are available on the CIRT website.

We are continuing to upgrade and improve upgrade and add new features to the CIRT Kiosk.

# Login Page

To login to the CIRT online kiosk you will need a username and password issued to you by CIRT.



The screenshot shows the CIRT Online Kiosk interface. At the top left, a banner reads 'Welcome To CIRT Online' over a background image of a construction site with a crane. To the right is the 'KIOSK LOGIN' section, which prompts the user to enter their Username and Password. Below the input fields is a 'Login' button. Links for 'Lost Password? - Click Here to recover' and 'Register new login for employees.' are provided. Below the login section are three columns: 'EMPLOYEES KIOSK', 'EMPLOYERS KIOSK', and 'NEED HELP?'. The footer contains copyright information for the Contracting Industry Redundancy Trust 2015, administered by Malcolm V Leeke & Co.

## First time accessing the account

If you have never access the online Kiosk before, you may need to create a login. To setup your new login, select 'Employee and need a Login?' link to be taken to the New Employee Sign Up.

To Setup a new login, you will need to enter you CIRT membership number, Surname and date of birth. The password entered on this page will become your new password and is case sensitive.

## Lost Password

If you have lost your password, select 'Lost Password?', enter your username and the email address stored on file. An email will be sent to you with further instructions. If you do not have an email address on file or no longer use your store email address, you will need to contact the CIRT administrator to reset your password.

# HOME

Once logged in, the home page (see image 1 - Employee home page) will display the basic information CIRT currently has for your account. It includes your contact details and details of your beneficiaries. Please ensure that this information is maintained as up to date as possible to allow the CIRT administrator to contact you should the need arise.

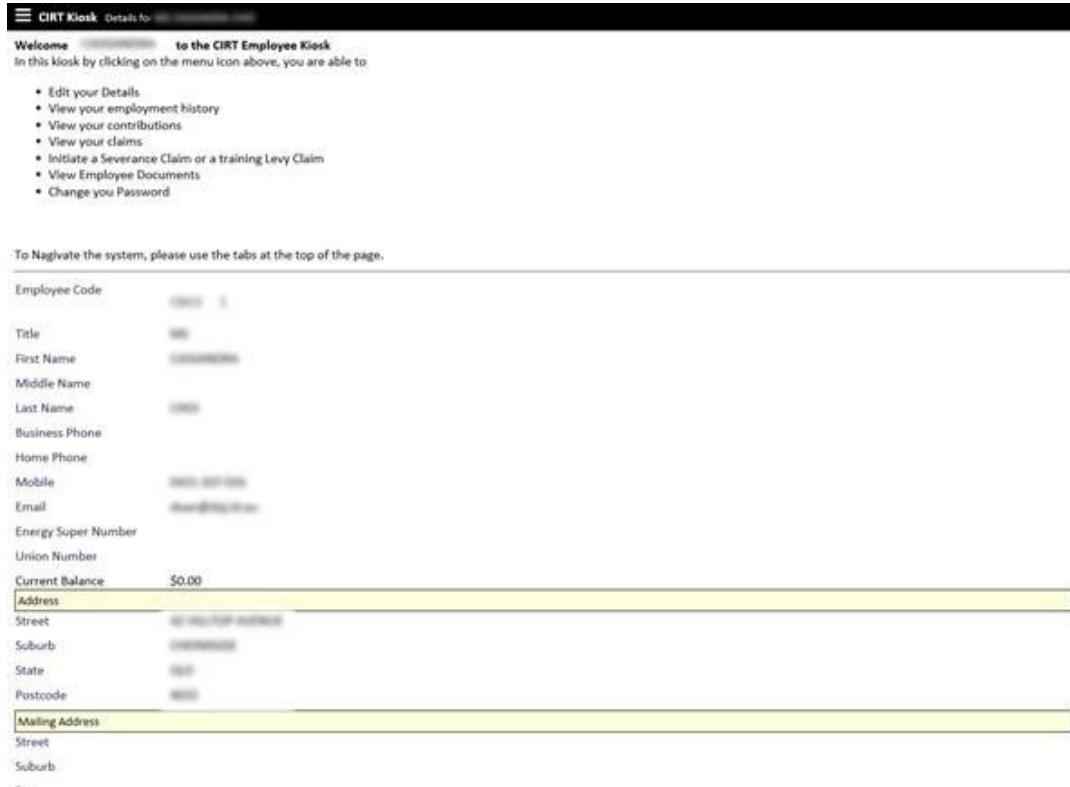


Image 1 – Employee home page

## Site Navigation

The CIRT employee Kiosk is can be easily navigated using the common menu bar icon in the top left of each page in the kiosk.

Clicking this menu item will expand on the menu shown in image 2 - Kiosk Menu.

Clicking each item in this menu will take you to a different page on the kiosk system. Each page and their functionality is explained below.

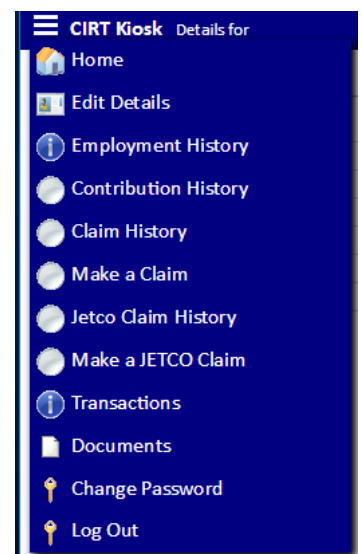


Image 2 – Kiosk Menu

## EDIT DETAILS

On the Edit Details Page, you can update most of your contact details.

Once you have filled in the relevant fields please ensure that you click 'Submit' to send your changes to the CIRT administrator. Please note that changes will not be reflected on home page until they have been approved and you will not be able to make further changes while you have changes pending approval.

Changes to your name or nominated beneficiary cannot be made on this page. You need to download and submit a Change of Details Form or a Beneficiary Nomination Form. Both forms can be found on the CIRT website.

## EMPLOYMENT HISTORY

On this page, you can view details of your current employment as well as a history of your previous employers who made contribution to CIRT redundancy fund on your behalf.

Each employment will show the following details

- Name of contributing employer
- Date commenced and date termination with employer
- Total contributed to the CIRT redundancy fund by the employer for the period shown.

Please note: Dates shown are indicative only

## CONTRIBUTION HISTORY

This page has a breakdown of all the contributions your employer(s) have made to your CIRT redundancy account showing the period they apply and the total amount contributed

## CLAIM HISTORY

On this page, you can view all previously paid CIRT redundancy claims, the date they were paid and the total value of the payment (Including any tax and applicable fees).

# MAKE A CLAIM

Submitting a CIRT Claim via the CIRT kiosk can be done either by completing an electronic form or a manual form and uploading it directly.

**CIRT Kiosk** Details for [redacted]

Title [redacted]  
First Name [redacted]  
Middle Name [redacted]  
Last Name [redacted]  
Current Balance [redacted]

**Claim Documents**

Document  
Application for payment of benefit

**Fill in the details below to pre-fill the form**

Claim Type (Select Claim Type) [v]  
Member Number [redacted]  
Street [redacted]  
Suburb [redacted]  
State QLD [v]  
Postcode [redacted]  
Phone Number [redacted]  
Date of Birth [redacted]  
Tax File Number [redacted]  
Name of Employer [redacted]  
Date Employment Commenced [redacted]  
Date Employment Ceased [redacted]  
Please provide the best estimate for dates if unknown

Bank Name [redacted]  
Account Name [redacted]  
BSB [redacted]  
Account Number [redacted]

Wait for final contributions   
Do not wait for final contributions

**IMPORTANT - PLEASE NOTE**

- All details must be given in order for your claim to be processed.
- Leaving the Industry benefits will only be paid after a 12 month waiting period.
- If you are applying for a benefit payment other than as a result of redundancy, please contact the administrator for the other information required
- A \$40 fee applies to most claims
- Contributions are usually made to CIRT the month after they are earned. Unless notified otherwise, your claim will be processed after your final contribution has been received

(Please confirm you have read these Notes) [v]

Preview  
Generate and Email Claim Form  
Submit Email without generating Claim Form

## Electronic form completion

To complete an electronic form,

1. Complete all blank details on the form presented and ensure the prefilled details are correct.
2. Read and accept the important notes and conditions.
3. Select 'Generate and Email Claim Form'.
4. Check that your details are correct.
5. Select 'Email with Claim Form'.



## Submit a manually completed claim form

If you would prefer to submit a manually completed claim form, scroll to the bottom of the page and select “Submit Email with generating Claim Form”

The web form will then change. You will be given the option to select the file (completed form) and upload it for submission. (A blank PDF version of the form is also available to download).

Once you have uploaded your completed form with any other documentation if required, you can option type a message and then click, “email without generating Claim Form”

### NB:

When submitting either an electronic or manual claim, please note that your claim will not be shown on the claim history page until it has been processed by CIRT.

## JETCO CLAIM HISTORY

On this page, you can view a detailed list of the JETCO claims you have made. You can display all you have made or filtered this by financial year based on the first day of training.

## MAKE A JETCO CLAIM

To submit a claim by via the Kiosk

1. Please print out the JETCO Claim Form for employees and fill it in
2. Scan the completed form with the required documentation and attach the file(s) to the email form below
3. Click submit at the bottom of the page and send your claim to CIRT for processing

## TRANSACTIONS

This page has a full list of every transaction made in to and out of your account.

## DOCUMENTS

This page has a list of downloadable documents. Should certain features of this kiosk be down you can submit paper forms or scan and email them to [enquiries@cirt.com.au](mailto:enquiries@cirt.com.au).

## **CHANGE PASSWORD**

If you need to change your password you can create a new one here.

## **LOG OUT**

It is recommended that you Log Out once you are finished with the CIRT online kiosk.

# INTERNET PRIVACY POLICY

We, the Trustees of CIRT understand the importance of protecting your right to privacy of your personal information. When accessing our Website or interacting with us online the following explains what information we gather from you when you go to our website, how we use that information and how you can contact us for more information.

Effective 21 December 2001, the Privacy Amendment (Private Sector) Act 2000 commenced. This Act regulates the way CIRT and its service providers must handle personal information. Further, the Act contains 10 National Privacy Principles that regulate how CIRT must collect, store and protect the quality of personal information. They also regulate how CIRT can use or share personal information with other organisations. These National Privacy Principles form part of our operating administration procedures.

## WHAT PERSONAL INFORMATION WILL CIRT KEEP IN RELATION TO MEMBERS?

CIRT collects information from members to administer their accounts. Information collected includes SPEC membership number, name, address, date of birth, telephone number, occupation, name of CIRT participating employer and number, beneficiary details, and union number.

The above personal information is collected when members use our website to lodge "changes in membership details".

## DATA QUALITY

We take steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

## SECURING YOUR INFORMATION

Members should be aware that there may be inherent risks associated with transmission of information via the Internet. Members who do not wish to use the Internet can provide their information by non-electronic means.

## COLLECTING OF BROWSING INFORMATION

When you browse the CIRT website, our service provider logs the following information for statistical purposes:

- Your server address
- Top-level domain name (for example .com, .gov, .au, .uk etc.)
- The date and time of your website visit
- The pages you looked at
- The documents downloaded
- The previous site you visited
- The type of browser you used

CIRT will not release your personal information unless the law permits it or your permission has been obtained.

The CIRT website is "cookie free". This means we will not send you any unsolicited information after you accessed our site. We will record your e-mail address if you send us a message, however it will not be added to any mailing list.

## WHY DOES CIRT NEED YOUR PERSONAL INFORMATION?

The personal information collected on members is used to establish a CIRT member account where redundancy contributions are processed, benefit payments made and correspondence sent. If you choose not to provide certain personal information, it may mean that we cannot correspond with you or track you if you become a "lost member".

We only use personal information for the purposes for which you gave it to us, or for purposes directly related to our functions and activities. We do not give your information to anyone else unless one of the following applies:

- you consent;
- the information is disclosed for a purpose that is related to the purpose for which the information was originally collected (or, in the case of sensitive information, directly related) and you should reasonably expect, or we have, at the time the information was given, told you that information of that kind is usually passed to the relevant other party. In this regard, we expressly note that we use third party service providers (for instance, in relation to administrative matters and auditing). It may be necessary to give such parties access to certain personal information.
- it is required or authorised by law ;
- it will prevent or lessen a serious and imminent threat to somebody's life or health;
- we reasonably believe that the disclosure is necessary for one or more of the following:
- the prevention, detection, investigation, prosecution or punishment of a criminal offence, breaches of a law imposing a penalty or sanction or breaches of a prescribed law;
- the enforcement of laws relating to the confiscation of the proceeds of crime;
- the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct;
- the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.

#### **YOU HAVE ACCESS TO YOUR INFORMATION**

Under the 10 National Privacy Principles, you can access most of the personal information we hold about you and request corrections. To obtain this information, please contact CIRT to ask them for your personal details. In certain limited circumstances, some or all access may be denied. If this applies to you, CIRT will explain the reason.

You can also request further information in relation to the way we hold your information. If you do so, we will take reasonable steps to let you know, generally, what sort of personal information we holds, for what purposes and how we collect, hold, use and disclose that information. We reserve the right to refuse unreasonable requests for information of this type.

#### **CONTACT US**

If you have any query relating to our privacy policies or have a complaint regarding your privacy, please contact us.

**EMAIL:** [enquiries@cirt.com.au](mailto:enquiries@cirt.com.au)

**TOLL FREE:** 1300 200 123

#### **POSTAL ADDRESS**

CIRT (QLD) Pty Ltd

PO Box 42

Everton Park QLD 4053

#### **STREET ADDRESS**

8 McIlwraith Street

Everton Park QLD 4053

If you are unsatisfied with the resolution of your complaint, you can refer the matter to the Privacy Commissioner by calling 1300 363 992.

# GENERAL PRIVACY POLICY

## INTRODUCTION

Contracting Industry Redundancy Trust (ABN 18 414 343 407) (CIRT) is required to comply with the Privacy Act 1988 (Cth) (Act) and similar state legislation applicable to the privacy of individuals.

This policy describes how we manage personal information (which may include sensitive information) we hold about you. The Act defines personal information to mean information or an opinion (including information or an opinion forming part of a database) , whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Sensitive information includes, but is not limited to, details of an individual's religious beliefs, membership of a trade union and health information.

## COLLECTION OF PERSONAL INFORMATION

CIRT will not collect personal information unless the information is necessary for one or more of its functions or activities. Further, CIRT will only collect personal information by lawful and fair means and not in an unreasonably intrusive manner. CIRT will collect information directly from the person about whom the information relates when it is reasonable and practical to do so. Where CIRT collects personal information about you from a third party, reasonable steps will be taken to ensure that you are made aware of how to contact CIRT to access your information, the purposes for which the information is collected, the types of organizations to which information is usually disclosed and any law that requires the particular information to be collected.

CIRT's main function is to operate redundancy funds, although in the future, this may be expanded to include portable sick leave funds and portable annual leave funds.

In order to administer the funds, CIRT collects personal information about members directly from members as well as from members' employers. The type of personal information collected by CIRT includes, but is not limited to:

- name, street, telephone number(s);
- date of birth;
- email address;
- occupation;
- salary; and
- tax file number

CIRT may also collect sensitive information from you, including information about your trade union membership.

CIRT also offers other services such as employment advice, counselling support and an insurance referral service. As part of these functions, detailed personal and sensitive information may be collected. If you seek any of these additional services from CIRT you may be asked to provide personal information for the purpose of providing the service.

## USE AND DISCLOSURE OF PERSONAL INFORMATION

CIRT may use or disclose personal information for the primary purpose for which it was collected. If CIRT uses

or discloses personal information for a purpose other than the primary purpose for which it was collected (the Secondary Purpose), to the extent required by the Act and any applicable state law, CIRT will ensure that:

- the Secondary Purpose is related to the Primary Purpose of collection (and directly related in the case of sensitive information), and you would reasonably expect that CIRT would use or disclose the personal information in that way;
  - you have consented to the use or disclosure of the personal information for the Secondary Purpose;
  - use or disclosure is required or authorised by law; or
  - the use or disclosure is otherwise permitted by the Act and any applicable state law.
  - it will prevent or lessen a serious and imminent threat to somebody's life or health;
  - that the disclosure is reasonably necessary for one or more of the following:
    - the prevention, detection, investigation, prosecution or punishment of a criminal offence, breaches of a law imposing a penalty or sanction or breaches of a prescribed law;
    - the enforcement of laws relating to the confiscation of the proceeds of crime;
    - the prevention, detection, investigation or remedying of seriously improper conduct or prescribed conduct;
    - the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of the orders of a court or tribunal.

In order to operate the redundancy funds to ensure that the purposes of the funds can be fulfilled, CIRT may disclose personal information it holds. Specifically, CIRT may disclose personal information held by CIRT about members to organizations including, but not limited to:

- principal contractors on building sites;
- union representatives (including job stewards);
- employer association representatives;
- insurers (and their claims handling agents);
- employer members of CIRT;
- Government bodies including, but not limited to, Centrelink and the Child Support Agency; and
- third party service providers including, but not limited to, printing companies and document disposal agencies.

CIRT uses contractors to provide some of the services offered by it. Information disclosed to CIRT may be provided to such service providers. All contractors engaged by CIRT are required to abide by CIRT's privacy policies.

CIRT may also use personal information we hold to provide details of promotional offers and special events. You may advise us that you do not wish to receive such material by contacting CIRT's Privacy Officer using the details set out in paragraph 5 below. If you do so, CIRT will ensure that you do not receive any further promotional material.

## **QUALITY AND SECURITY OF PERSONAL INFORMATION**

CIRT will take reasonable steps to:

- ensure that the personal information it collects, used or disclosed is accurate, complete and up to date;
- protect personal information it holds from misuse and loss and from unauthorized access, modification or disclosure; and

- destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed under the Act or any other applicable law.

## **ACCESS AND CORRECTION**

CIRT will generally allow you to access personal information it holds about you where practicable, and will take reasonable steps to correct any personal information that is inaccurate. There may be some situations where CIRT may not allow you to access personal information it holds about you, or may refuse to correct personal information. In these situations CIRT will provide you with reasons for this decision. Depending on the circumstances, a small charge may apply for costs involved in providing you with access to personal information about you.

If you have any questions concerning how CIRT handles personal information or wish to gain access to personal information about you held by CIRT, please contact:

### **The Privacy Officer**

#### **CIRT**

PO Box 42

Everton Park 4053

**Telephone:** (07) 3506 7788

**Facsimile:** (07) 3506 7700

## **ADDITIONAL INFORMATION FOR USERS OF OUR WEBSITE**

If you visit [www.cirt.com.au](http://www.cirt.com.au) (**Website**) to read, browse or download information, our system may record information such as the date and time of your visit to the Website, the pages accessed and any information downloaded. This information is used for statistical, reporting and website administration and maintenance purposes only.

Like many websites, our Website may use cookies from time to time. Cookies are small text files that we transfer to your computers hard drive through your web browser to enable your systems to recognize you browser. Cookies may also be used to record non-personal information such as the date, time or duration of your visit, or the pages accessed, for website administration, statistical and maintenance purposes. Any such information will be aggregated and not linked to particular individuals. The default settings of browsers like Internet Explorer always allow cookies, but users can easily erase cookies from their hard-drive, block all cookies, or receive a warning before a cookie is stored. Please note that some parts of the Website may not function fully for users that disallow cookies.

While we take great care to protect your personal information on our Website, unfortunately no data transmission over the internet can be guaranteed to be fully secure. Accordingly, we cannot ensure or warrant the security of any information you send to us or receive from us online. This is particularly true for information you send us via email or by submitting information using the Website. We have no way of protecting that information until it reaches us. CIRT will not be liable in any way in relation to any breach of security or unintended loss or disclosure of information due to the Website being linked to the internet.

The Website may contain links to other sites. We are not responsible for the privacy practices, policies or content of those sites.

## **MISCELLANEOUS**

In this policy personal information and sensitive information have the same meaning as under the Privacy Act

1988 (Cth).

This policy represents our policy as at July 2010. We may change this policy from time to time by posting the amended policy on this Website. The amended policy will be effective upon being posted on this Website and access to this Website following any update of the policy will be deemed consent to the revised policy.

Although we intend to observe this policy at all times, it is not legally binding on CIRT in any way. From time to time we may regard it as necessary or desirable to act outside the policy. CIRT may do so, subject only to any statutory rights you have under the Act or other applicable legislation.



# CONFIDENTIALITY POLICY

Any reference to 'Fund' in this Policy is a reference to any of the funds that CIRT administers from time to time.

## BOARD MEMBERS AND STAFF

The Fund's Board Members and staff must treat as strictly confidential:

- Any confidential information on members/employers or workers/employers held by the Fund's office (the Fund's Records); and
- any confidential communications from others regarding the Fund's Records

The Fund's Staff (other than Nominated Staff) must only have access to the Fund's Records as required to carry out their duties under their conditions of employment.

Only Nominated Staff are permitted to provide information about the Fund's Records to third parties. That information must only be provided in accordance with this Policy.

Information which is of a general nature about the Fund and does not relate to the Fund's Records may be provided to persons and organizations by the Fund's Staff.

The Fund's Staff must exercise flexibility, discretion and care in dealing with all requests for information. If in doubt, Fund's Staff must consult a Nominated Staff person.

## PROVISION OF INFORMATION REGARDING THE FUND'S RECORDS

Information regarding the Fund's Records must only be provided to third parties by Nominated Staff and in accordance with this Policy.

On request made in writing, members/employers or workers/employees may obtain any information held about their respective Fund Records, but only to the extent that the information relates specifically and only to them. Where information relates to an individual who has made a request under this clause and also to another individual, the information must be made available in a form that does not reveal any other individual's personal or confidential information.

On request, members, principal contractors, union officials and officers of employer associations may be provided with information regarding the registration and contribution status (only) of a member/employer or worker/employee specified in the request, provided that any individual whose information is to be made available has consented to such information being provided in those circumstances or would reasonably expect CIRT to make the information available in the circumstances.

On request, on behalf of a member/employer or worker/employee, union officials and officers of employer organisations may be given the same information that the member/employer or worker/employee could obtain about themselves, **if and only if**, the person making the request has the written authorisation of the member/employer or worker/employee concerned.

On request, representatives of members/employers may be told the amount of that particular employee's entitlement to redundancy payments provided that the member has the written authorisation of the relevant employee.

## **MANAGEMENT OF PERSONAL INFORMATION**

A member/employer, or worker/employee will only be given access to their respective Fund Records after providing sufficient evidence of their identity, so that the Fund is reasonably able to determine that they are the person to whom the request relates. This will usually be by producing photo identification such as a driver's license, where practicable, although information may be provided over the telephone where the circumstances require. Fund's Staff will only provide information over the telephone after making reasonable enquiries to satisfy themselves as to the identity of the person making the request.

All Funds' Records held in paper form are maintained in lockable filing cabinets when not in use, until destruction.

All computers on which the Fund's Records are stored are located in secure rooms to which access is limited to persons on the Fund's staff who have a need to access such equipment.

Access to the Fund's Records stored electronically is limited to Fund's staff that have a need to access such information for the purpose of fulfilling their respective duties.

External access to the computers on which the Fund's Records are stored is not available by means of the Internet. The Fund has implemented appropriate firewalls in respect of Internet access to the Fund's computer system.

## **USE AND DISCLOSURE OF PERSONAL INFORMATION**

Fund's Records will be used and disclosed in accordance with this Policy and with the Fund's Privacy Policy, a copy of which is available from the Fund or at <http://www.cirt.com.au>

## **DISCLAIMER**

The information contained in the Fund's Records is based on information provided to the Fund by members/employers and workers/employees.

The Fund has not verified the accuracy of this information.

Third parties relying on information about the Fund's Records do so at their own risk. To the maximum extent permitted by law, CIRT and the Fund are not liable for any loss or damage resulting from the use of, or connected to, the information contained in the Fund's Records.

Any member of the Fund's staff giving information about the Fund's Records to a person must advise that person of the matters above.

## **NOMINATED STAFF**

For the purposes of this Confidentiality Policy, "Nominated Staff" means staff members of the Fund nominated as Nominated Staff from time to time by the Administrator.

The CEO may terminate the nomination of a staff member as Nominated Staff at any time.

Nominated Staff at the date of revision of this policy are:

- Staff - Operations Department

- Counselors - Member Services Department

Changes to Nominated Staff will be notified to Funds Staff when they are made.

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Administrated by Malcolm V Leeke & Co.  
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Mail to: PO BOX 42, Everton Park, QLD 4053