Worker Document Compliance Guide

Capture, view, upload and track your workers' licences, tickets and inductions in Horizon — for your own staff and your subcontractors' workers

Deep Space Horizon · Directory · User Directory & Company Directory · v1.3 · November 2026 · support@deepspacegroup.ai

1. How it works

Every worker document your business receives — a White Card, a high-risk work licence, a site induction, a first-aid certificate — is filed into **your own Company Documents** and attached to the worker it belongs to. From there it shows up wherever you need it: on the worker, on their company, and in your expiry tracking.

Comes in	→	Filed	→	Visible	→	Tracked
Your induction or document-request form, a manual upload in Horizon, or your subcontractor portal		Company Documents, in a folder per company and per worker, with its expiry date		Worker Details, the company's Compliance tab, Expiring Documents		Expiry reminders, compliance status, and the commitment check in Commercial

One copy, owned by you. Each document is held in *your* workspace. A document a subcontractor gives to another builder is not visible to you — you see what was given to you, through your forms, your uploads and your portal.

2. Where documents are filed

Open **Documentation › Company Documents**. Worker documents are organised automatically:

Whose document	Folder
A subcontractor company's own documents (insurance, business, safety)	`Subcontractor Inductions / <Company> (<ABN>) / <Category>`
A subcontractor's worker	`Subcontractor Inductions / <Company> (<ABN>) / Workers / <Worker> / <Category>`
Your own staff	`Staff / <Worker> / <Category>`
A worker we could not match to one employer	`Subcontractor Inductions / _Unmatched workers / <email> / <Category>`

Categories are **Worker Licences**, **Insurance**, **Safety & QA** and **Business**.

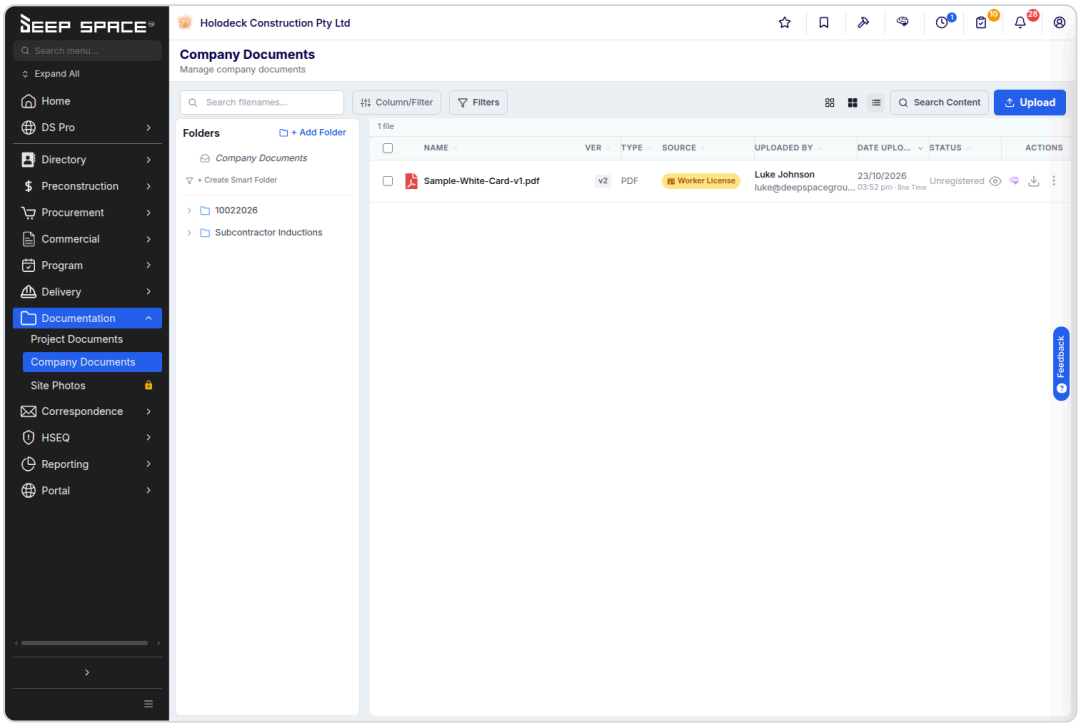


Figure 1 — A subcontractor worker's licences filed under Subcontractor Inductions › Company › Workers.

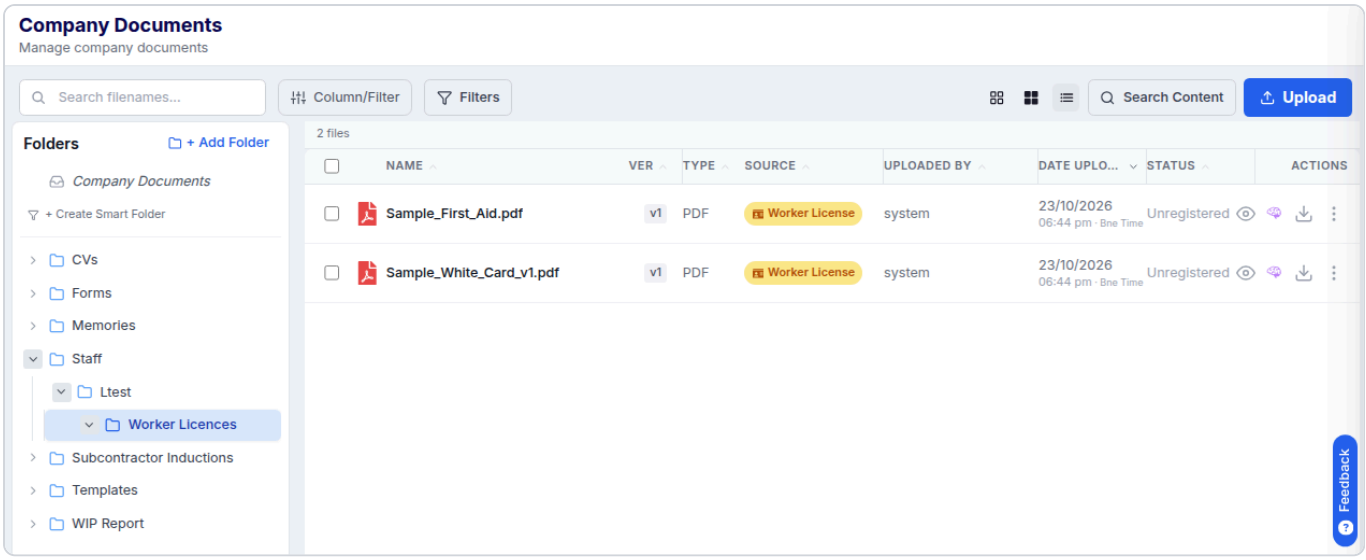


Figure 2 — Your own staff are filed under Staff › <Worker>.

3. Capturing worker documents through your induction form

When a worker completes your worker induction form in DS Site and attaches a licence or ticket, Horizon files it automatically. There is nothing to switch on: Horizon captures documents from

- the forms you set as your **worker induction** (the gear on User Directory › Inductions, below);
- the forms you set as your **company induction** (Admin › Company Settings › Induction Settings › Company Induction Form);
- your **document-request form** — the one your expiry reminders link to (section 9);
- Deep Space's standard induction forms.

1. The worker submits the form with their email, the attachment, its type (e.g. White Card), and (where your form asks for it) the expiry date.
2. Horizon finds the worker by email and the company they work for, then files the document into that worker's folder.
3. The document is linked to the worker and appears on their details page, their company's Compliance tab and in Expiring Documents.

> Ask for the **licence type** and the **expiry date** on your form for every ticket. The type keeps each licence separate (a worker's White Card and First Aid are two documents); the expiry date lets Horizon track and remind it. Documents without an expiry are filed and visible, but can't be tracked.

To choose which forms count as worker inductions, open **Directory › User Directory › Inductions** and select the **gear** (Configure worker induction). The form must be published in a DS Site channel connected to your workspace.

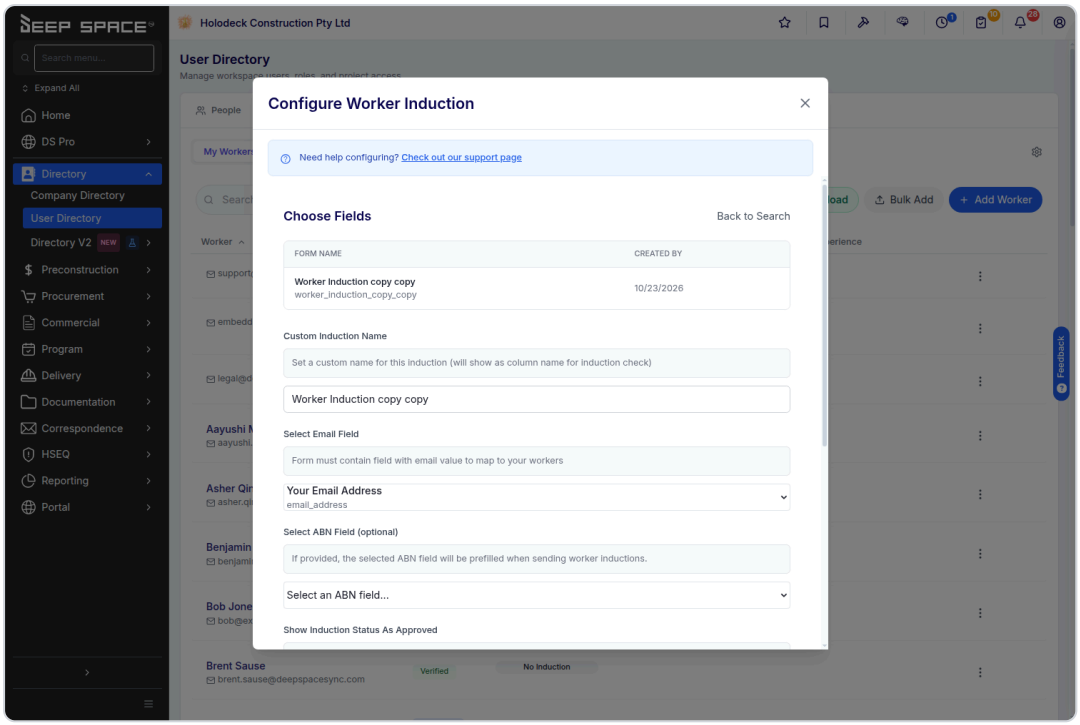


Figure 3 — Configure which DS Site forms are your worker inductions.

4. Viewing a worker’s documents

Open **Directory › User Directory › Inductions**.

- **My Workers** — your own workforce. Open a worker’s ⋮ menu and choose **View Details**.
- **All Site Workers** — everyone who can attend your sites, including subcontractors’ workers. Open the ⋮ menu and choose **Go To Worker**.

The worker page shows their verification, induction statuses (each links to the submission), any worker details your company records, and one **Documents** list with each document’s type and expiry. Select a document to view it, or download it.

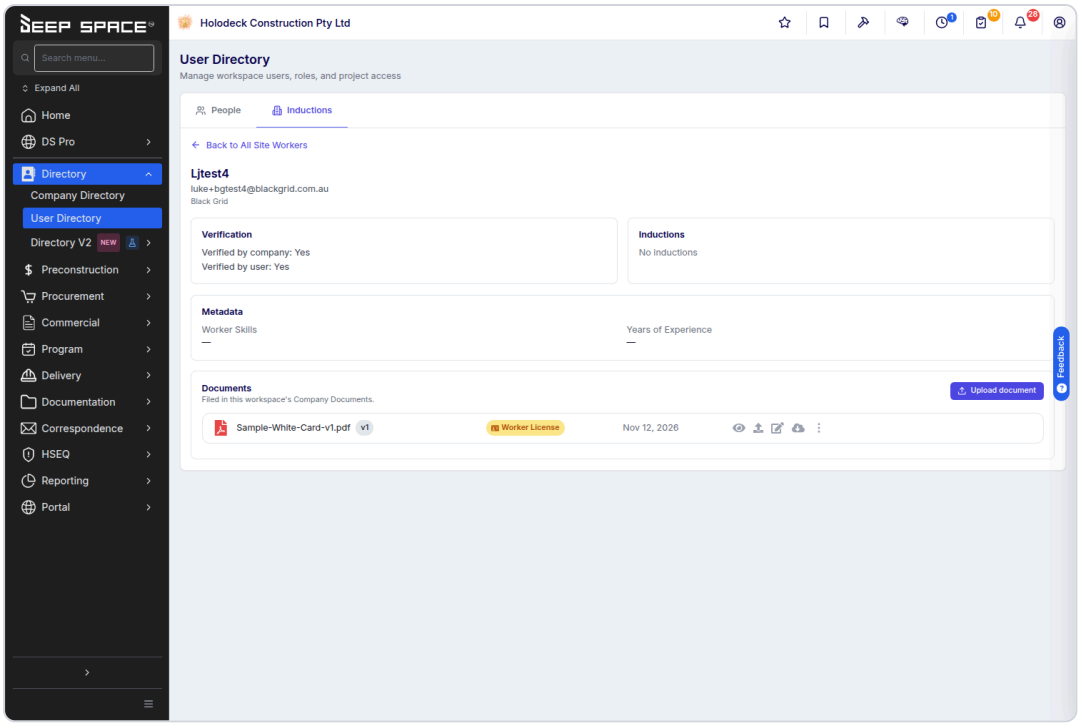


Figure 4 — Worker Details: inductions, details and every document filed for the worker, in one list.

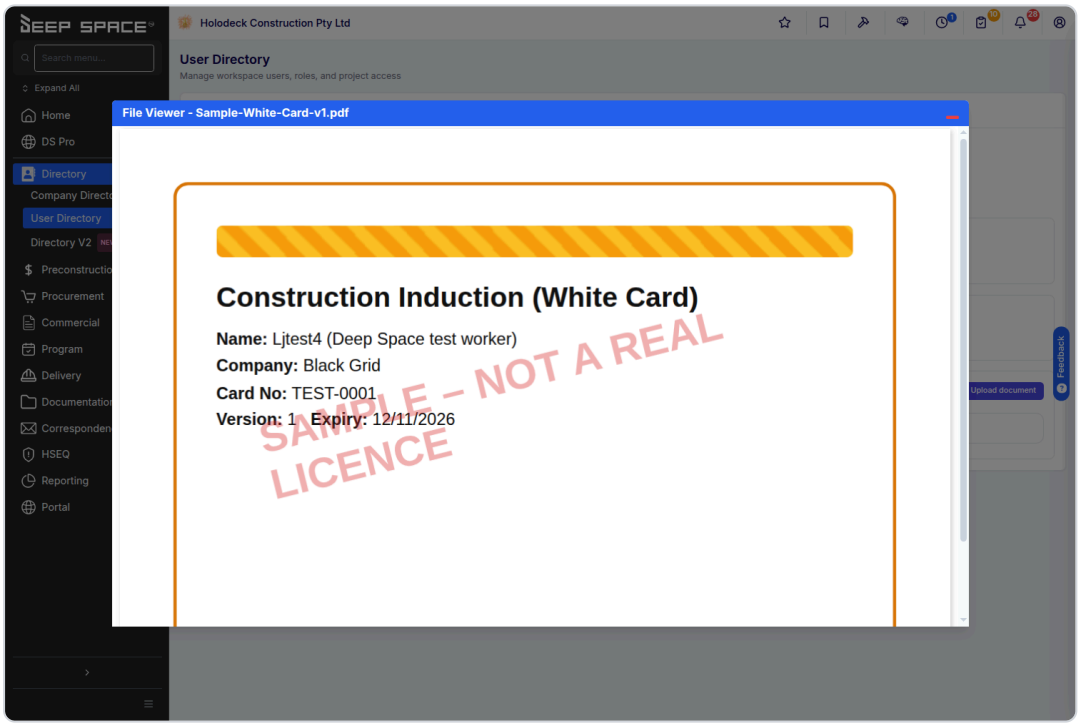


Figure 5 — Opening a licence from the worker's list.

5. Uploading a worker document yourself

Received a ticket by email? Upload it straight onto the worker.

1. Open the worker (section 4) and select **Upload document**.
2. Choose the category — usually **Worker Licences** — and the document type: White Card, First Aid, Working at Heights, Confined Space, High Risk Work Licence, Driver Licence, Working with Children

Check, Police Check, Site Induction, or **Other…** for one of **your own licence types** (section 6). If the type isn't in your list, choose **Not listed: type a name…** and type it.

3. Enter the **expiry date**, choose the file, and select **Upload**. For a licence type that doesn't expire the date is **optional**: leave it blank and the document shows as **Does not expire**.

The document is filed into the worker's folder and appears in their list within a minute.

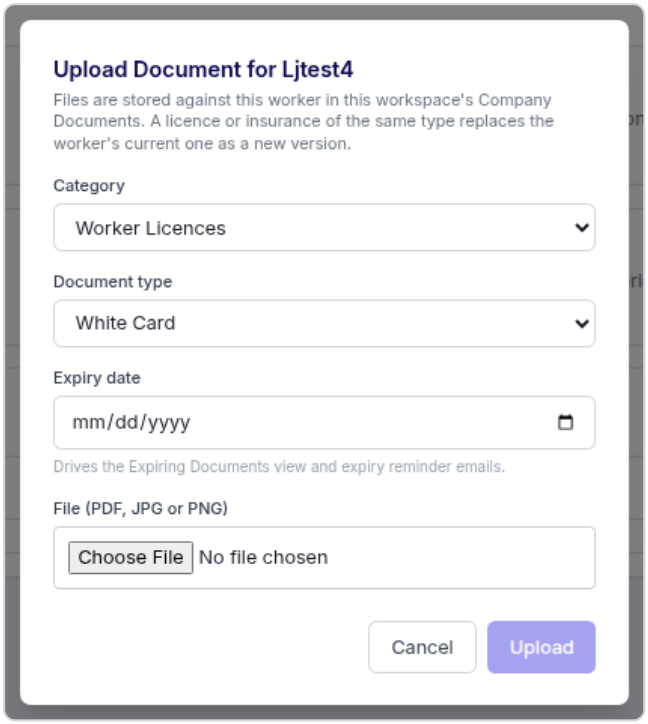


Figure 6 — Uploading a licence onto a worker.

> **Who can upload?** Users with *View and Manage Company Directory* (Primary Company Admins). If you were given this permission recently and don't see the Upload button, sign out and back in.

You can also upload from the company view: **Company Directory › company › Compliance › Workers**, then **Upload document** next to the worker (section 8).

Confidential licences: tracked without storing the document

Some records are confidential — health monitoring results, for example. You can track the licence and its expiry in Horizon while keeping the document itself in your own records.

1. In **Upload document**, choose **Worker Licences** and the licence type (it needs a specific type, such as one of your own types under Other…).
2. Tick **Upload Confidential placeholder instead**. The file picker goes away.
3. Enter the expiry date and select **Upload**.

Horizon files a one-page PDF that shows only the word **CONFIDENTIAL** in place of the document, and the row shows a **Confidential** marker. The licence type and expiry date work as for any other document: Expiring Documents, reminders and compliance status all include it. Nothing confidential is uploaded.

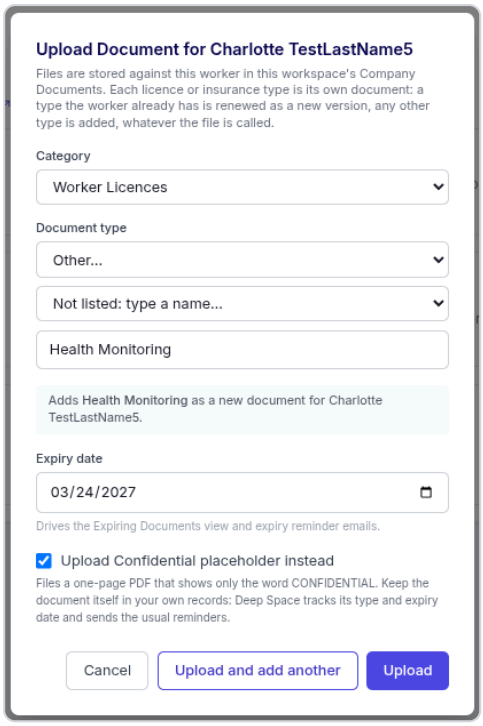


Figure 7 — Recording a confidential licence: tick the box, choose the type and expiry, and upload.

6. Your own licence types

Besides the built-in types, your workspace can keep its own list of licence, ticket and competency types — for example the unit standards, verifications of competency and internal assessments you already track. Open **Admin › Company Settings › Licence Types**.

- **Add** a type with its name, a **category** (e.g. Tickets, Licences, Verification of Competencies) and whether it **expires**. Categories group the list when a type is chosen.
- Select **Expires** / **Does not expire** on a type to change it. A change applies to new uploads; documents already filed keep their expiry.
- **Archive** a type you no longer use: it is no longer offered, and documents keep its name. Archived types can be restored.
- A type's name is **locked** (padlock) once documents use it, because renewals are matched on the worker and the type name. To change it, archive the type and add a new one.

Your types are offered under **Other…** when you upload a worker licence (section 5), grouped by category. Only admins with Company Settings access can change the list.

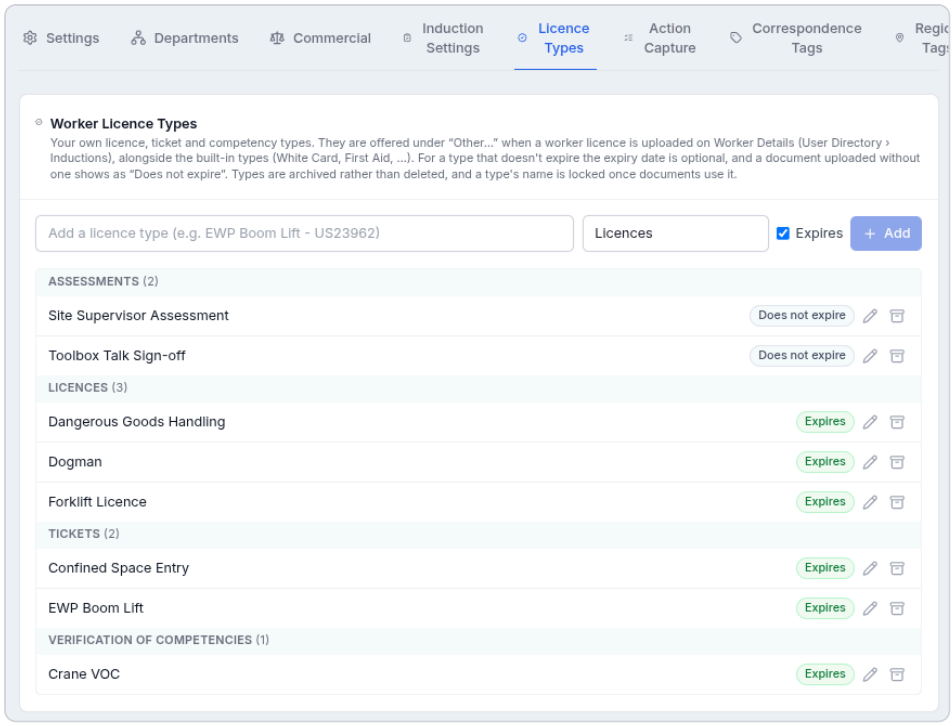


Figure 8 — Admin › Company Settings › Licence Types: your own types by category, with whether each expires.

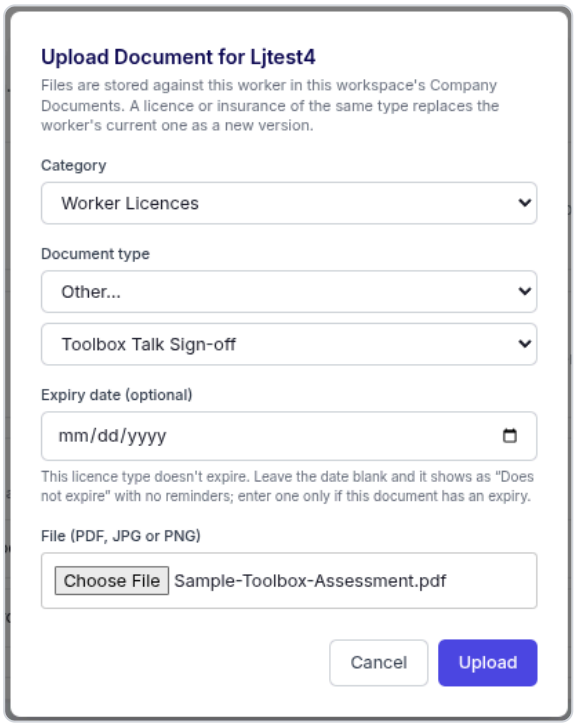


Figure 9 — Choosing one of your own types under Other…; for a type that doesn't expire, the expiry date is optional.

7. Renewing a document

When a worker renews a ticket, don't upload it as a new document — select **Upload new version** (the up-arrow) on the existing one. The new file becomes the current version with its new expiry; earlier versions are kept in the document's history, and the list shows the version number (v2, v3…).

- A renewal submitted through your induction form joins the existing document automatically when it's the **same worker and the same licence type** (e.g. a new White Card).

- Different licence types always stay separate documents — a First Aid certificate never replaces a White Card.
- Uploading a licence type the worker already has (another White Card, say) through **Upload document** also becomes the new version of their existing one.
- Renewing a `Confidential` row starts with **Upload Confidential placeholder instead** ticked, so you only enter the new expiry date. Untick it to attach the real document instead; it replaces the placeholder and the row becomes an ordinary document.

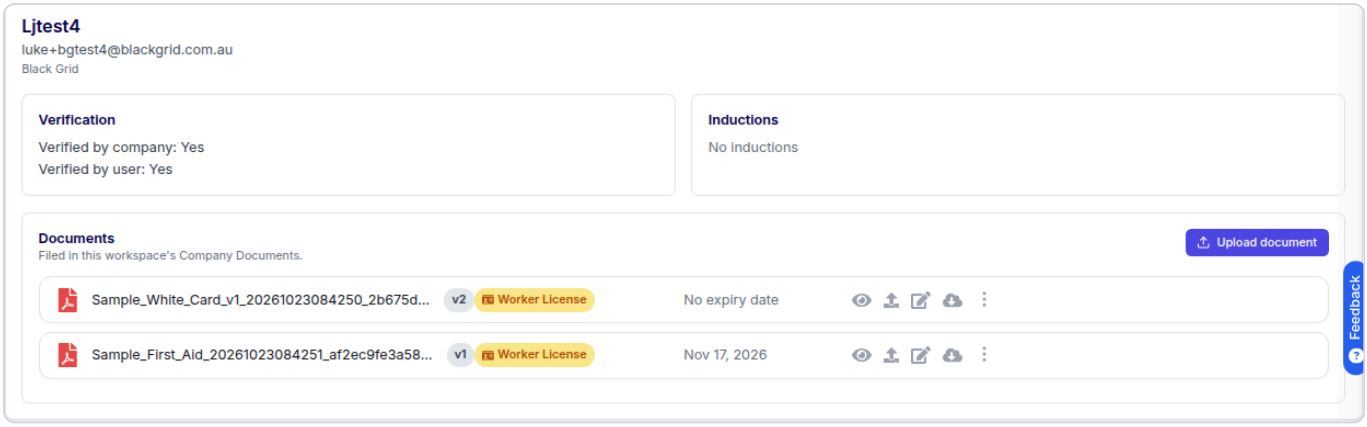


Figure 10 — A White Card renewed through the induction form shows as v2 of the same document; the worker's First Aid certificate stays a separate document.

8. The company view

Open **Directory › Company Directory**, choose the company, then the **Compliance** tab. The Insurance, Business and Safety tabs hold the company's own documents; the **Workers** tab lists every worker with their documents underneath.

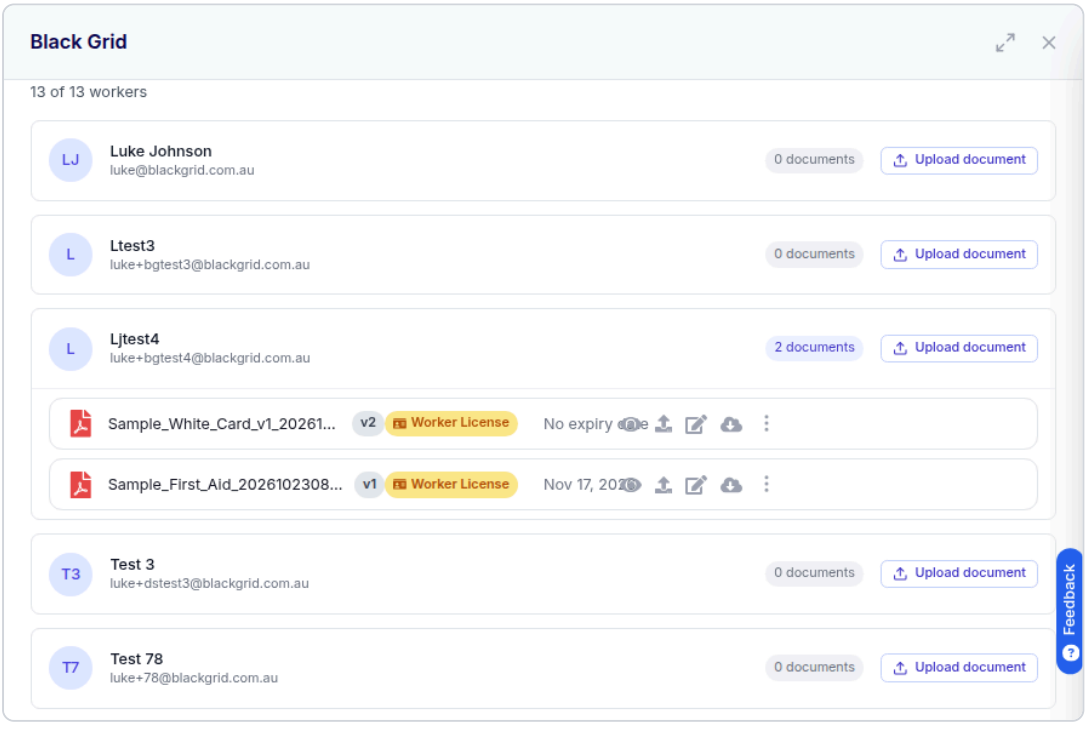


Figure 11 — Compliance › Workers: each worker with the documents filed for them.

9. Expiring documents and reminders

Company Directory › Expiring Documents lists every tracked document with its expiry, across all companies and workers. Worker documents show as **Worker · name**.

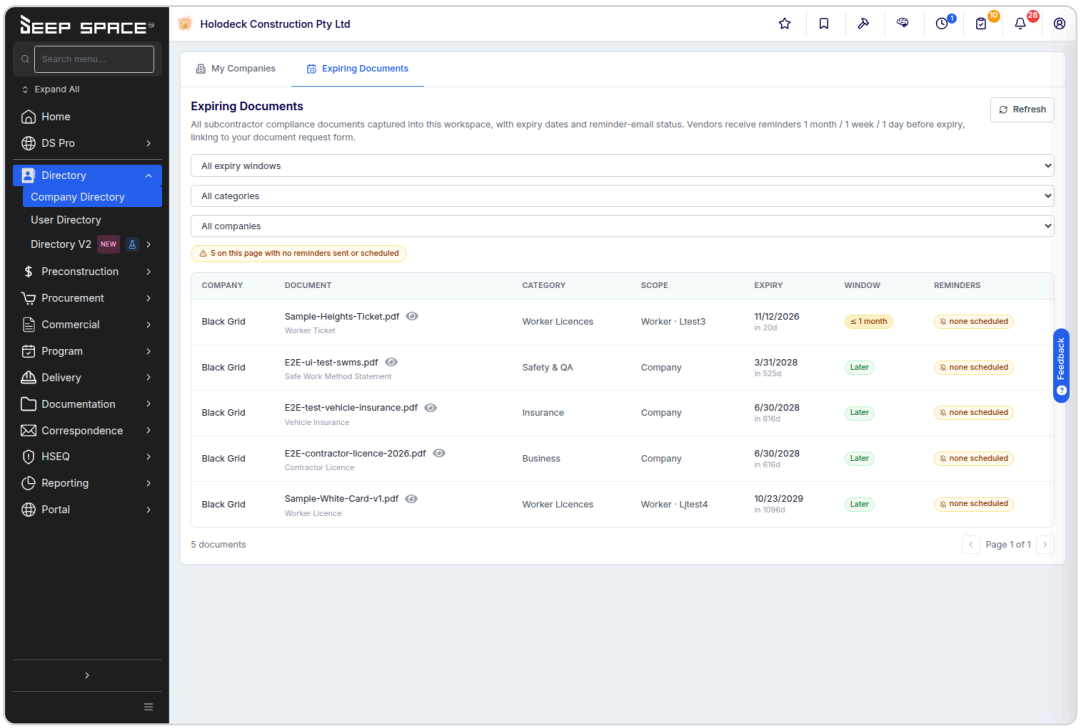


Figure 12 — Expiring Documents, including worker licences.

Automatic reminders

Turn on **Dynamic daily reminders** in **Admin › Company Settings › Induction Settings**, and choose the form the reminder links to. Each morning Horizon emails the company's main contact **30, 7 and 1 day** before a document expires, with a link to that document-request form so they can send the renewal straight back to you — no Deep Space login needed.

- Each document gets each reminder once — no repeats.
- Documents that have **already expired** are not reminded; they show as expired in your lists and compliance status.
- Reminders for a worker's documents go to their **company's main contact**.
- A document of a licence type that doesn't expire, uploaded without a date, shows as **Does not expire**. It is not reminded and never counts as expired. A document that is simply missing its expiry shows as **Unknown**.

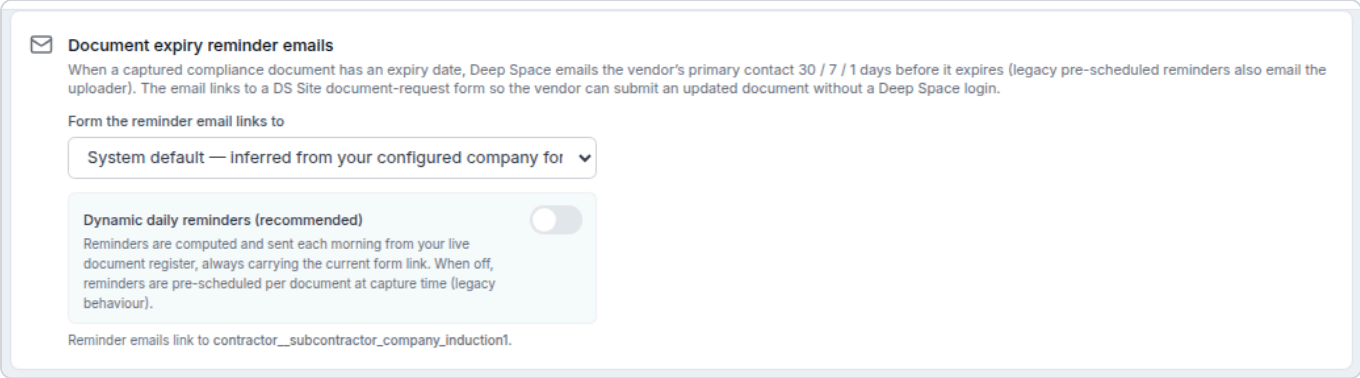


Figure 13 — Company Settings › Induction Settings: the form reminders link to, and dynamic daily reminders.

10. Compliance status

A company shows as **Non-compliant** in your directory if any of its *current* documents — including its workers' documents — has expired, if its ABN isn't verified, or if its company induction isn't approved. Renewing the expired document (section 7) clears it.

In **Commercial**, committing to a non-compliant company (a purchase order or subcontract) shows a warning listing the failed checks; the user can cancel or continue. To skip the warning, choose **Allow without warning** in **Company Settings › Commercial › Non-compliant supplier commitments** (the default is **Warn and allow**). Neither setting blocks the commitment.

11. Unmatched workers

If an induction form is submitted with an email that isn't linked to exactly one company in your directory, the document is still filed — under `Subcontractor Inductions / _Unmatched workers / <email>` — so nothing is lost. To resolve it, add the worker to their company (Company Directory › company › Workers, or ask the company to add them), then upload the document onto the worker.

12. What changed in October and November 2026

Before	Now
Worker pages lived in Company Management (My Workers › View Details)	Worker Details is in **Horizon › User Directory › Inductions**; the old pages redirect there
A subcontractor’s documents could be read from their own workspace by every builder they worked with	You hold your own copy of every document given to you — through your forms, uploads and portal
Worker uploads only through Company Management	Upload and renew on the worker in Horizon, or from the company’s Compliance tab
Storage settings to choose between modes	Always filed into your Company Documents — nothing to configure
Only the built-in licence types, or a typed name	Your own licence types, kept in **Company Settings › Licence Types**, including types that don’t expire
Every worker licence needed its document uploaded	A confidential licence can be tracked with a **Confidential placeholder** instead (section 5)

13. Troubleshooting

What you see	What to do
No **Upload document** button	You need *View and Manage Company Directory*. Sign out and back in after it's granted.
An upload isn't in the list yet	Filing takes up to a minute; the list refreshes on its own.
A form submission didn't reach the worker	Check `_Unmatched workers` in Company Documents (section 11), and that the form is configured as a worker induction (section 3).
A document shows **Unknown** in Expiring Documents	It has no expiry date. Upload a new version with the expiry filled in, or, if its type never expires, mark the type *Does not expire* in Licence Types (section 6) for future uploads.
Your licence type isn't offered under Other…	It hasn't been added yet, or it's archived: check **Company Settings › Licence Types**.
A licence type can't be renamed	Documents use it, so its name is locked. Archive it and add the new name.
A row shows **Confidential** and opens a page that says only CONFIDENTIAL	It was recorded with the confidential placeholder; the document itself is kept outside Deep Space. To store the real document, use **Upload new version** and untick the placeholder box (section 7).
No **Upload Confidential placeholder instead** box	It is offered for a worker's **Worker Licences** only. Choose a specific licence type; a generic one ("Worker Licence") can't be a placeholder.
A company shows non-compliant	Open its Compliance tab, find the expired document (company or worker), and upload the renewal as a new version.