



APPLICATION REQUIREMENTS

FOR

**ACCREDITATION AS AN IN-SITU STABILISATION CONTRACTOR
OR A PLANT-MIX STABILISATION OPERATOR
TO THE
AUSTSTAB/ARRB ACCREDITATION SCHEME**

FOREWORD

This document outlines the requirements and procedures for certification to the AustStab/ARRB Accreditation Scheme. AustStab Limited collaborates with ARRB Group Limited to carry out audits on each company requiring certification. Only those organisations that actively carry out pavement stabilisation works or supply plant-mix stabilised material in Australia are eligible to apply for certification to the AustStab/ARRB Accreditation Scheme.

www.auststab.com.au

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1 INTRODUCTION

The technical requirements for pavement stabilisation and the risks and variables involved in the associated processes necessitate careful consideration of the suitability of organisations that seek certification as In-situ Stabilisation Contractors or Plant-mix Stabilisation Operators.

This document provides:

- The criteria for determination of the suitability of a stabilisation organisation (Appendix A and B);
- Procedures for assessment of the performance of stabilisation organisations in relation to those criteria (Appendix C and D); and
- Fee structure (Appendix E).

Organisations that gain certification to the AustStab/ARRB Accreditation Scheme are entered on a register, which is available to other parties with an interest in the pavement stabilisation industry, including:

- State Road Authorities;
- Local Government; and
- Contractors, including those tendering for State Road Authority, Local Government and other work.

This document will be reviewed annually, or as is found necessary.

2 DEFINITIONS

The following definitions shall apply in relation to an application for certification to the AustStab/ARRB Accreditation Scheme, as defined in this document.

Assessment Panel means the panel appointed by the AustStab Standards Committee to evaluate certification applications.

Audit means the systematic and documented process for obtaining evidence and evaluating it objectively to determine the extent of adherence to the specified requirements defined in this document.

ARRB mean ARRB Group Limited (Australian Road Research Board) – ABN 68 004 620 651

AustStab means AustStab Limited (Pavement Recycling and Stabilisation Association) – ABN 20 070 311 830.

In-situ Stabilisation Contractor means a contractor that has plant, equipment and trained staff capable of carrying out in-situ pavement stabilisation.

Plant-mix Stabilisation Operator means an operator capable of carrying out blending and mixing of quarry products and binders for use in pavement stabilisation.

Good Standing means a certified organisation that has continued to operate in accordance with AustStab requirements.

Scheme means the AustStab/ARRB Accreditation Scheme.

Stabilisation means the process of mixing soil or pavement material[s] with a binder to alter the engineering properties of the soil or pavement material[s] to meet specific requirements.

3 CHARACTERISTICS OF APPLICANTS

Organisations applying for certification to the Scheme are not required to be members of AustStab. The criteria for suitability of applicant organisations are defined in the following appendices to this manual:

Appendix A – Criteria for Applicants:

- Expertise of staff (e.g. managers, supervisors, management system representatives and operators);
- Management systems, covering risk, quality, safety and environment; and
- Evidence of capability and past performance in relation to in-situ and/or plant-mix stabilisation of pavements and materials.

Appendix B – Plant and Equipment Requirements:

- Suitability of equipment for use in pavement stabilisation.

4 APPLICATIONS FOR CERTIFICATION

Organisations wishing to be considered for certification are required to complete the *AustStab/ARRB Accredited Contractor Application Form* and provide appropriate supporting details that are concise and relevant to the criteria for suitability of applicants as defined in this document. Applications are to be submitted to the Chief Executive Officer of AustStab.

Certification to the Scheme may be made in one or both of the following categories:

- In-situ Stabilisation Contractor; and/or
- Plant-Mix Stabilisation Operator.

The certification will also indicate the capability of the organisation to carry out pavement stabilisation using either or both of the following stabilisation material categories:

- Binders – powder and/or liquid; and/or
- Foamed bitumen.

The certification will also indicate the degree of participation of the organisation in the conduct of stabilisation processes in one of the following categories:

- Full Service; or
- Part Service.

Appendix A provides guidelines for the definitions of Full Service and Part Service works.

5 ASSESSMENT OF APPLICATIONS

The AustStab Standards Committee is responsible for the overall management of the Scheme and shall establish an Assessment Panel for the purpose of evaluating applications.

The Assessment Panel shall comprise of:

- A representative from ARRB; and
- The AustStab Chief Executive Officer or delegate.

The Assessment Panel is responsible for evaluation of applications and recommendations to the AustStab Council. Evaluation of applications shall involve examination of the applicant organisation's submission in relation to criteria defined in Appendices B and C.

6 REGISTRATION OF ACCREDITATION

The AustStab Chief Executive Officer, in collaboration with the Standards Committee, is responsible for maintaining the register of organisations certified to the Scheme. The register shall provide the following details:

- Organisation name;
- Organisation representative and contact details; and
- Certified categories.

7 CONFIDENTIALITY AND UNDERTAKINGS

Information provided with applications shall remain confidential within the Assessment Panel members and shall be retained by the AustStab Chief Executive Officer for a period of five years and not be disclosed to any other party, unless:

- Legally obliged to do so;
- It is necessary to obtain assessment or legal advice; or
- The information is required for an appeal in accordance with Appendix D3.

Unless an organisation has requested otherwise in its application, contact details of the organisation will be made available to other parties on request, such as State Road Authorities and Local Government Authorities, on the understanding that this is to the benefit of the organisation.

8 CONTINUED GOOD STANDING

Certified organisations are required to maintain good standing. Appendix D provides guidance on actions to be taken if a grievance is raised concerning the activities of an existing certified organisation.

9 PROCEDURE

Each applicant for registration is required to complete an application form and provide the following general information:

- Organisation details;
- Summary of approved/accredited systems;
- Contact details of three client referees;
- Staff experience;
- Plant details; and
- An approved management plan by a road authority.

10 BRANDING

The AustStab/ARRB Accreditation Scheme is a branded scheme.

Branding of websites, letterheads, publication materials and plant and equipment shall be completed in accordance with the *AustStab/ARRB Accreditation Scheme Branding Guide*.

APPENDIX A – CRITERIA FOR APPLICANTS

A1 INTRODUCTION

Applicant organisations are required to provide evidence of their qualifications, experience, expertise and capability for the successful execution of stabilisation works [in situ and/or plant mix] which addresses the various criteria defined in Sections A3 to A6, including management of their own functions in co-operation with other organisations engaged on the same projects.

A2 DEFINITIONS OF FULL AND PART SERVICE

The following table provides guidelines on the activities undertaken under either full or part service.

AustStab/ARRB Accreditation Scheme – Definitions of Full and Part Service

Description	Dry Hire	Wet Hire	Part Service	Supervision	Full Service
Provision of stabilisation plant	✓	✓	✓		✓
Provision of operators		✓	✓		✓
Provision of binder			✓		✓
Quality control for depth and line		✓	✓	✓	✓
Quality control for spread rate		✓	✓	✓	✓
Supervision of stabilisation operations for binder application			✓	✓	✓
Supervision of stabilisation operations for shaping and compaction control				✓	✓
Records of binder operations			✓		✓
Addition of water and moisture control			✓	✓	✓
Responsible for depth control			✓	✓	✓
Responsible for binder application rates			✓		✓
Responsible for the full contractual risk associated with stabilisation				✓	✓

Dry Hire, Wet Hire and Supervision of Works are not accredited under the Scheme. However, an accredited contractor may undertake stabilisation works under the Scheme using wet-hired plant.

Operations conducted without supervision of the works are not deemed to be completed by an accredited contractor.

Provision of stabilisation plant includes provision of the following:

- Stabiliser or Road Recycler;
- Binder Spreader;
- Grader;
- Rollers;
- Water Cart; and/or
- Profiler (for pre-pulverisation).

Provision of operators includes:

- Operators trained and competent in the operation of stabilisers and binder spreaders, including all aspects of maintenance, operation and quality control.

Provision of binder includes:

- Ordering and application of binders, including cementitious, bituminous and chemical binders.

Quality control for depth and line includes:

- Operators able to demonstrate that depth and line control is understood and completed.

Quality control for spread rate includes:

- Operators able to demonstrate that spread rate control is understood and completed.

Records of binder operations includes:

- Records that include type of binder, source of binder, date of application, application rate, area of works covered, depth of stabilisation, and quality control testing.

A3 EXPERTISE OF STAFF

A3.1 General requirements

Applicant organisations shall have adequately qualified and experienced staff for stabilisation operations.

Criteria for suitability of each staff level are defined in Clauses A3.2 to A3.8. These criteria are generally minimum requirements. Of prime importance is the combined experience of the applicant organisation's team of managerial and operational staff. Individual staff members who do not have the nominated minimum experience on activities and/or works of the relevant type, scale or complexity may be accepted provided that:

- The total experience of the management team satisfies the overall intent of the various requirements;
- Critical requirements [e.g. those for plant operators] are satisfied; and
- The applicant has adequate measures in place to manage any shortcomings on the part of any staff members with respect to the criteria outlined in Clauses A3.2 to A3.8.

These criteria apply in the same manner to contracted staff [of applicant], or staff engaged by an applicant for a particular operation or project, and for staff of nominated subcontractors and suppliers to the applicant.

A3.2 Applicant organisation experience

The applicant organisation shall be able to demonstrate sound experience over the past two years in stabilisation works or the supply of stabilised materials to State Road Authority, Local Government and AustStab standards.

A3.3 Managerial Staff – Company Level

Company level managerial staff of the applicant shall have:

- At least two years' experience on projects of the type that is the subject of the application;
- Knowledge of relevant stabilisation plant capabilities and an ability to manage such plant on State Road Authority and Local Government projects;
- Proven capability in planning of processes relevant to the application, including programming skills; and
- Demonstrated performance in allocating appropriate resources for the successful undertaking of projects of the type relevant to the application.

It is desirable that the managerial staff of in-situ stabilisation applicant organisations include at least one qualified civil engineer. Alternatively, the applicant is required to demonstrate how it ensures that relevant technical criteria of its operations are competently assessed and complied with.

A3.4 Managerial Staff – Project Level

Project level managerial staff shall have:

- Knowledge of relevant stabilisation plant capabilities and an ability to manage such plant on State Road Authority and Local Government projects;
- Proven capability in planning of processes relevant to the application, including programming skills;

- Understanding of, experience with and demonstrated capability in management of quality, including implementation of project quality plans, inspection and test plans, safety and traffic management plans and environmental management plans;
- Preferably at least two years' experience on road works or quarries involving stabilisation operations; and
- Knowledge of and understanding of civil works in projects of which stabilisation operations are a component.

A3.5 Supervisory Staff – In-situ Stabilisation

On-site supervisory staff of the applicant shall have:

- At least two years' experience in similar roles on projects of the type which is the subject of the application;
- Preferably at least two years' experience on road works or similar pavement works;
- Knowledge of relevant in-situ stabilisation plant capabilities and an ability to supervise the operations of such plant on State and Local Government Authority projects;
- Understanding of and experience with management of quality, including implementation of project quality plans, inspection and test plans, safety and traffic management plans and environmental management plans; and
- Proven and/or demonstrable competency in effective supervision and control of in-situ stabilisation operations including:
 - Pulverisation;
 - Binder spreading;
 - Mixing;
 - Compaction; and
 - Forming of pavement.

A3.6 Supervisory Staff – Plant-mix Operations

Supervisory staff of the applicant shall have:

- Knowledge of relevant pugmill stabilisation plant capabilities and an ability to supervise the operations of pugmill stabilisation plants which are the subject of the application, including relevant testing requirements;
- Proven and/or demonstrable competency in effective supervision and process control of plant mix stabilisation operations;
- Understanding of, experience with and demonstrated capability in management of quality, including implementation of project quality plans, inspection and test plans, safety and environmental management plans; and
- Preferably at least two years' experience in one of the following:
 - As a supervisor of pugmill stabilisation plant;
 - In supervisory roles in pavement construction and/or reconstruction operations using plant-mix stabilisation; or
 - A combination of the above.

A3.7 Management System Representatives

The applicant organisation shall have appropriately qualified and experienced staff who are given the necessary authority and responsibility to ensure compliance with the organisation's management systems. Minimum requirements are:

- Knowledge of relevant in-situ and/or plant-mix stabilisation equipment capabilities;
- Understanding of and experience in the application of management systems and project specific management plans; and
- Preferably at least two years' experience in pavement works involving stabilisation operations.

The applicant organisation must demonstrate how it defines the roles, responsibilities and authority of its management system representatives on projects, including:

- Distinctions between such roles in relation to quality, safety, traffic and environmental management systems where relevant; and
- Relationships between these staff and managerial and supervisory staff as applied to stabilisation projects.

A3.8 Operators

Operators of critical plant items utilised by the applicant (spreaders, mixers/reclaimers, pugmills, graders and compaction equipment) must have:

- At least one years' experience in operation of relevant plant on stabilisation operations;
- Plant operator certificate[s] relevant to the plant to which they have been nominated as the operator in the application [where applicable]; and
- Proven and/or demonstrable competency in effective operation of the relevant plant.

A4 MANAGEMENT SYSTEMS

A4.1 Management of Risk

Applicant organisations are expected to have adequate management systems that:

- Address all relevant processes, including processes for assessment of all risks associated with stabilisation activities;
- Provide confidence that they have the capability to minimise the risks associated with these activities; and
- In the event of adverse consequences occurring:
 - Minimise those consequences and their impacts;
 - Promptly rectify any deficiencies or errors and communicate impacts to relevant stakeholders; and
 - Minimise risk of recurrence.

Applicant organisations are required to provide evidence of their management systems.

A4.2 Quality Management Systems

The quality management systems of applicant organisations shall be certified in one of the following ways:

- Certified against the requirements of AS/NZS ISO 9001: *Quality management systems* by either a second or third-party certifying body; or
- Certified against the requirements of a construction industry-based scheme that is recognised by State Road Authorities.

If an applicant organisation does not have any of the above certifications for its quality management systems, it may request a State Road Authority to initiate the second-party certification process by indicating this in its application.

A4.3 Work Health and Safety Management

It is a requirement that the occupational health and safety management systems of the applicant organisation be established generally along the lines of AS/NZS 4801: *Occupational health and safety management systems – Specification with guidance for use* (see note).

Note: In October 2018, Standards Australia adopted the new ISO *Occupational health and safety management systems – Requirements with guidance for use*, standard as AS/NZS ISO 45001:2018 – Australian businesses have been advised that existing safety standards will be phased out and have been given a three-year transition period to move from AS/NZS 4801 to AS/NZS 45001.

Applicants shall supply summary information that enables assessment of the compliance of their occupational health and safety management systems to the relevant State Government Act and subsequent amendments and regulations. This information shall include:

- Summary of the site management plan formats utilised by the applicant;
- Summary reference to the applicant's documented safety management systems;
- Examples of specific applications of the above plans or systems [e.g. induction training, tool box meetings, safe work method instructions, hazard and risk assessments, emergency procedures, system reviews]; and
- List of recent relevant projects on which the above have been utilised.

A4.4 Environmental Management

It is a requirement that the environmental management systems of the applicant organisation be established generally along the lines of AS/NZS ISO 14001: *Environmental management systems – Specification with guidance for use*.

Applicants shall supply summary information that enables assessment of their environmental management systems, including the following as a minimum:

- Summary of the site management plan formats utilised by the applicant;
- Summary reference to the applicant's documented environmental, management systems and/or examples of specific applications of the above plans or systems [e.g. job specific impact analyses, risk management targets, work method instructions and responsibilities, skills and training requirements, emergency response procedures, monitoring and review records]; and
- List of recent relevant projects on which the above have been utilised.

A4.5 Evidence of Satisfactory Use of Management Systems

Applicant organisations shall supply evidence of effective use of their management systems on projects relevant to their application and provide a copy of a management system approved by a road authority.

A5 PROVEN CAPABILITY

Applicant organisations shall supply details of the past two years' experience in in-situ and/or plant-mix stabilisation obtained as a part of the construction or reconstruction of pavements as relevant to their application. These details are to include the names and phone numbers of persons who can be contacted in order to obtain verification of satisfactory performance as a stabilisation contractor and/or subcontractor for State and Local Government Road Authorities. This requires the supply of contact details for a minimum of three client referees using the *AustStab/ARRB Accredited Contractor – Referee's Report Form* to allow for the Assessment Panel to request report completion and, if required, arrange a follow-up interview.

Most importantly, applicant organisations are required to show that they have been carrying out their stabilisation works and operations for a period of at least two years in accordance with the published standards, specifications, guidelines, tips, and technical notes, etc. of AustStab.

A6 QUALITY CONTROL

The applicant organisation shall supply copies of procedures and standard forms used in the quality control of all work. As a minimum the following shall be supplied:

- Quality procedure for carrying out in-situ stabilisation;
- Binder spread sheet record [separate powder and bitumen records];
- Daily job record;
- Record of tray test;
- NATA test reports for density [also for UCS if available, but it is not mandatory];

- Pre-commencement project job information sheet/pack [to allow a check that contract crews know in advance what it is they are required to do];
- Record of ITPs for use alongside a particular specification to ensure Hold Points are well understood;
- Straightedge report;
- Operator competency records;
- Spreader calibration records;
- Plant servicing/maintenance records;
- Traffic control daily conformance checklist;
- SWMS (or JSA);
- Worksite risk assessment;
- Plant pre-start check sheets; and
- Plant risk assessments.

A7 AWARENESS AND COMMITMENT TO USING AUSTSTAB TECHNICAL STANDARDS

It should be recognised that while quality assurance is an important criterion for assessment, the awareness of and adherence to AustStab standards is a separate aspect.

Applicants will be assessed on their capability and commitment to comply with AustStab technical standards and publications.

Applicant organisations will be given the opportunity, if not already fully versed with AustStab technical standards and publications, to make themselves familiar with this information. Where an applicant cannot show that they have been operating in the Australian stabilisation industry for at least two years and are fully compliant with AustStab technical standards, they will be given the opportunity to familiarise themselves with these standards and will then be required to give a commitment to comply fully with these technical standards in the future.

The commencement of the twelve-month probationary period of accreditation to the Scheme is at the time the applicant has been approved as certified by the AustStab Council.

During the twelve-month probationary period, the conditional certified contractor will be required to have their operations audited to verify their awareness and commitment to work in compliance with AustStab technical standards and specifications.

To this end it is a minimum requirement that all organisations certified to the Scheme shall comply with the guidelines set out in Austroads publication *Guide to Best Practice for the Construction of In-situ Stabilised Pavements*, as well as AustStab technotes and specifications.

APPENDIX B – PLANT AND EQUIPMENT REQUIREMENTS

B1 INTRODUCTION

Applicant organisations must have plant and equipment capable of operation in accordance with the process requirements defined in AustStab technical standards and specifications. Applicant organisations shall demonstrate that they have such plant and provide evidence of its satisfactory performance in pavement stabilisation operations.

The relevant plant and equipment shall be in good working order and be regularly and properly maintained.

Plant and equipment shall comply with all statutory regulations regarding safety and the environment, including compliance to regulatory limits on noise levels and exhaust emissions.

B2 IN-SITU STABILISATION PLANT

B2.1 Spreaders

Powder binder spreaders [for cementitious binders such as lime and cement] shall be:

- Waterproof;
- Equipped with a metering system capable of spreading conventional dry powder stabilisation binders to AustStab standards within $\pm 10\%$ of the nominated spread rate and without fluctuations;
- Capable of spreading conventional dry powder stabilisation binders in the range of 3 kg/m^2 to at least 15 kg/m^2 in one pass and to the full width of the stabilising mixer/reclaimer [i.e. 2.0 to 2.4 metres];
- Equipped with variable-width cut-offs to enable incremental width spreading down to 600 mm width; and
- Calibrated and equipped with a reliable measuring system, such as load cells and/or have the ability to be used with scales and trays/mats.

The use of agricultural spreading equipment such as spinners is not acceptable under the Scheme.

B2.2 Stabilising Mixers or Reclaimer/Stabilisers

Stabilising mixers and reclaimer/stabilisers shall be purpose-built with the following capabilities:

- Be self-propelled and have a minimum power output of 180 kW;
- Have an adequate stabilising mixer or reclaimer/stabiliser rotor capable of efficient mixing to AustStab and general industry standards;
- Have a minimum operational mixing width of 2 metres [variable width reduction capability of this minimum width is acceptable];
- Be able to mix efficiently to 250 mm depth under normal circumstances;
- Have an adjustable water additive system including water pump, spray bar and variable controls – the spray bar shall have nozzle cut-off controls to allow accurate moisture incorporation when overlapping the mixer runs;
- Have a reliable depth-control mechanism; and
- Have a centrally mounted mixing box.

The use of agricultural equipment such as rotary mixers is not acceptable under the Scheme. The use of rear-mounted mixing drums may be used as additional plant to a main stabiliser or in non-critical operations such as on unsealed roads or for temporary works.

B2.3 Compaction Plant

Compaction plant shall be suitable to achieve the required density.

B2.4 Grading Plant

The grading plant shall be suitable to achieve specification requirements for line and level.

B3 Plant Mix

B3.1 Pugmill Equipment

The pugmill stabilising plant shall have:

- An adequate pugmill to produce efficient mixing to AustStab and general industry standards;
- Suitable power and configuration to mix and produce a minimum capacity of 150 tonne per hour of stabilised material;
- A powder binder additive system capable of accurately incorporating binder[s] within $\pm 10\%$ of the nominated rate;
- A pugmill equipped with a method of measuring and verifying the binder addition quantity during the mixing process;
- An efficient water additive system which allows accurate addition of water just prior to or at the beginning of the pugmill; and
- An outlet or discharge system that prevents segregation of the stabilised material.

APPENDIX C – ASSESSMENT

The assessment of an organisation's application will include:

- A review of the submitted application documentation;
- A review of references and past jobs; and
- An interview with the organisation's key representative[s].

The assessment of the applicant organisation's application may include:

- An inspection of the relevant plant and equipment; and
- An audit of a current job.

A recommendation from the Assessment Panel will be presented to the Standards Committee and Council of AustStab for action.

APPENDIX D – REJECTION OF CERTIFICATION

D1 APPLICATIONS

Rejection of an applicant organisation's certification, as determined by a majority vote of the AustStab Council, may occur at any of three stages and will result in varying consequential actions.

If the initial detailed application is rejected, the Chief Executive Officer may:

- Inform the applicant organisation of the rejection of the application and give no detailed cause; or
- Inform the applicant organisation of the rejection of the application and give detailed information to the applicant to enable the organisation to re-submit a more appropriate application.

D2 EXISTING CERTIFIED ORGANISATIONS

Where a serious violation of Austroads or AustStab technical standards or specifications by a certified organisation is brought to the attention of AustStab, a delegation of the AustStab Standards Committee will seek a meeting with representatives of the certified organisation.

If an infraction is confirmed, a consultative process between the AustStab Standards Committee and the certified organisation will be entered into in an attempt to rectify the problem[s]. The AustStab Council will be kept informed of the progress of this process to ensure resolution in a timely manner.

If the AustStab Standards Committee is unable to rectify any problem with a certified organisation, the matter will be referred to a meeting of the AustStab Council for resolution.

D3 GRIEVANCE PROCEDURE

Grievances relating to non-compliance by certified organisations to the requirements of the AustStab/ARRB Certification Scheme may be reported to AustStab using the *AustStab/ARRB Accreditation Scheme Grievance Form*.

AustStab and ARRB investigate grievances relating to certification under the Scheme, including misuse of the AustStab/ARRB Accreditation Scheme logo by non-accredited entities.

All grievances, including anonymous grievances, will be investigated provided sufficient and reliable information is made available by the complainant.

Receipt of a grievance will be acknowledged with the complainant and any additional information pertinent to the investigation obtained. The certified organisation subject to the grievance will be informed of the receipt of a grievance. The matter will then be thoroughly investigated by the AustStab Standards Committee using the resources of AustStab and ARRB. A report will then be forwarded to the AustStab Council for consideration and resolution.

Any action taken by AustStab and ARRB with respect to a specific grievance will be dependent upon the nature of the grievance and the outcome of the investigation.

Once the grievance investigation is concluded and any necessary remedial action taken, the complainant will be informed of the outcome.

All grievances are handled in line with the AustStab Code of Conduct and where necessary the identity of one or all parties will be protected.

D3.1 Grievance Form

Double-click the form shown below to open in Acrobat



25
1992-2017
Creating sustainable infrastructure for future generations



AustStab



arrb | 60
1957-2017
Building Australia's Future

AustStab Limited
ABN 20 070 311 830
PO Box 811
Sutherland NSW 1499
E: enquiry@auststab.com.au
W: www.auststab.com.au

AustStab/ARRB Accreditation Scheme – Complaint Form 2020

Complainant Information

Full Name: _____
Company Name: _____
Address: _____
Street Address _____
City _____ State _____ Post Code _____
Home Phone: _____ Alternate Phone: _____
Email: _____ Date: _____

Complaint Information

Type of Complaint: *(Please check box)*

AustStab/ARRB procedure or decision	Non-accredited contracting organisation
A particular contractor or staff member	Accredited contractor competencies
Auditor	Other complaint
AustStab/ARRB certified contractor register	

Project Title: _____
Supervisor: _____ Company: _____
Work Location: _____ Email: _____
Work Phone: _____ Mobile Phone: _____
Description of complaint: _____

Outcome of process

Investigating party: _____
Name Organisation Date resolved

Action taken: _____
Briefly describe the action taken

Please return your report to: AustStab Limited, PO Box 811, Sutherland NSW 1499,
or by email to: enquiry@auststab.com.au

AustStab_ARRB_Accredited_Complaint_Form_Current_20200130.docx Page 1 of 1

APPENDIX E – FEES

The AustStab Council establishes fees on an annual basis for initial certifications and annual reviews and audits. Applicant organisations should request a quote from the AustStab Chief Executive Office for any upcoming or planned audits prior to undertaking an assessment under the Scheme.