



Task Card

For Authorised Access delegates Managing Access to the Inclusion Support Portal

Who will need this task card?

The Inclusion Support Portal (IS Portal) is a web-based application that manages all early childhood education and care services' (ECEC) interactions with the Inclusion Support Program (ISP).

This task card is intended for service provider Authorised Access Delegates. It contains instructions to assist Authorised Access Delegates to **manage who has access** to the Inclusion Support Portal for the service.

What is this task card for?

This Task Card provides information and a step-by-step guide to support Authorised Access Delegates to manage access to the Inclusion Support Portal.

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About the Role

Authorised Access Delegates are responsible for reviewing and approving new users access requests, updating users access, removing access if a user leaves the service and suspending access if a user goes on long term leave. Authorised Access Delegates can also submit an access request for a new user.

Logging into the IS Portal

Authorised Access Delegates must be logged into the IS Portal in the role of Authorised Access Delegate to manage who has access to the Inclusion Support Portal for the service.

the IS Portal can then be accessed via:

[Login | PRODA - https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf](https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf)

Login to your PRODA account and select the Inclusion Support Portal tile:



When your identity is verified, the 'Portal entry point' page is displayed.

A screenshot of the 'Portal entry point' page in the PRODA system. The page has a dark blue header with the Australian Government logo and 'Department of Social Services' on the left, and a 'Logout' button on the right. Below the header, there are two tabs: 'Portal entry point' (selected) and 'My access requests'. On the right side of the page, there is a button labeled 'Inclusion Support Portal'. The main content area is titled 'Portal entry point' and contains a section 'Access an account'. This section has instructions: 'To access an account in the portal: 1. Select the Account name 2. Select a Role then 'Continue''. Below these instructions are two dropdown menus: 'Account name' with the text 'Please select' and 'Role' with the text 'Select an account first'. To the right of these dropdowns is a 'Continue' button. Below this section is another section titled 'My access'. It contains the text: 'Create a new request' to request access to an account or to request a change to your current access. 'My access requests' contains a list of your access requests. You can update or withdraw a recent request if it is still active. At the bottom of this section are three buttons: 'Create a new request', 'My access requests', and 'Update my contact details'.

1. **Select** your employer from the **Provider name** dropdown list.

Portal entry point

Portal login / Authorised Access Delegate login

All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name*
Please select
Industrious Industries

Role*
Please select

Continue

2. Using the **Role** dropdown option, **Select** the role of **Authorised Access Delegate**.
3. At **Role** select **Authorised Access Delegate**.

Portal entry point

Portal login / Authorised Access Delegate login

All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name*
[Your Employer]

Role*
Please select
Authorised Access Delegate

Continue

4. **Click Continue**.

Portal entry point

Portal login / Authorised Access Delegate login

All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name*
[Your Employer]

Role*
Authorised Access Delegate

Continue

The Identity Manager (IDM) 'Access requests' page is displayed.

Figure 2. IDM Access requests page

Australian Government
Department of Social Services

Select organisation Logout

NDIS Quality and Safeguards Commission Portal

Portal access requests

[Your organisation]

Dementia Advisory Service

ABN: 1545555555
Trading name: Dementia Advisory Service
Address: 10 Dementia Way
Melbourne VIC 3000

Access requests

User access list

Access requests

Selected Status
Pending requests

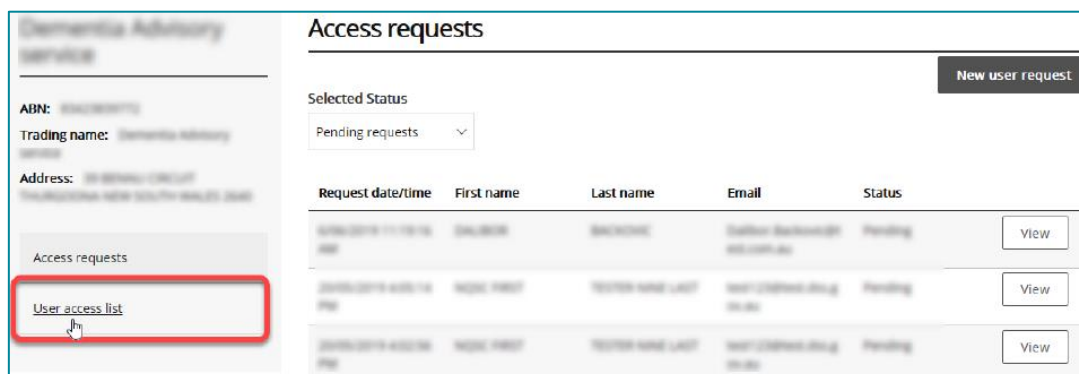
New user request

Request date/time	First name	Last name	Email	Status	
2025-01-11 10:10:10 AM	John	Smith	john.smith@ndis.gov.au	Pending	View
2025-01-11 10:10:10 AM	John	Smith	john.smith@ndis.gov.au	Pending	View
2025-01-11 10:10:10 AM	John	Smith	john.smith@ndis.gov.au	Pending	View

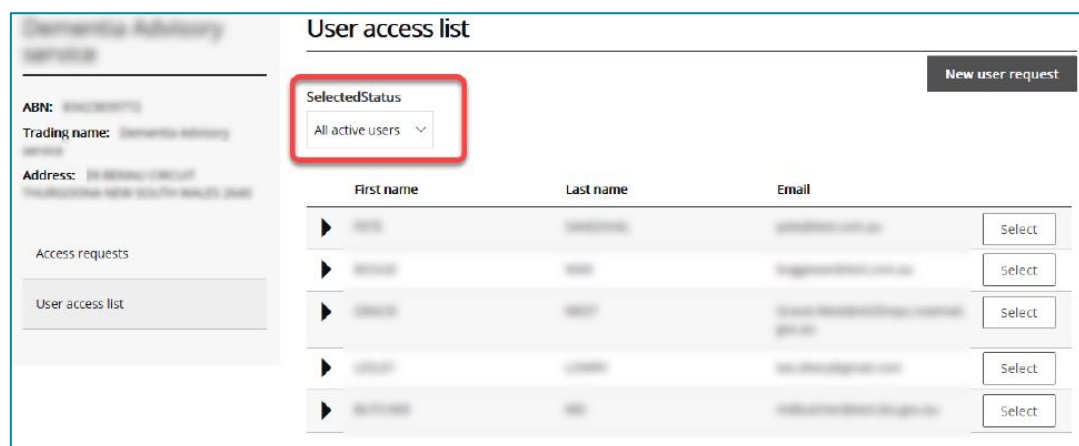
To return to this page from within IDM, choose **Portal access requests** from the main menu or **Access requests** from the organisation panel.

Finding a user who has been granted access

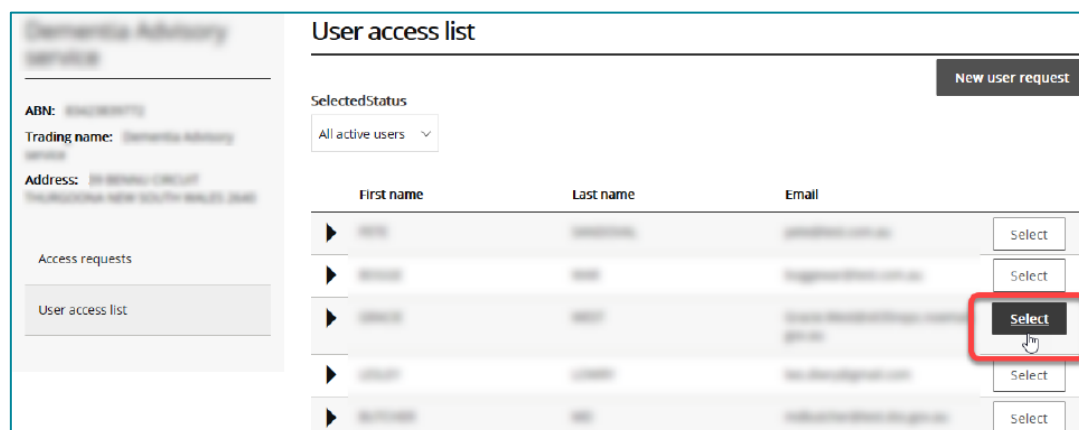
1. When logged in to the IS Portal in the role of Authorised Access Delegate, **Select *User access list***.



5. On the User Access list page, **Select *All active users*** as the status from Selected Status dropdown list.



3. Find the relevant user in the list and click **Select**.



The *View employee details* page for the selected user is displayed. The user roles they have been approved for are identified.

View employee details

Employee's details

First name : Last name :
Email address : Work phone : Mobile phone :
Provider's details
Provider legal name : Provider trading name : ABN :
Address :
Access status
Access Status : Active Stable ID :

3. Required user role(s) ★

☐ **IDF Manager**
IDFM STAFF USE ONLY. Used by the Inclusion Development Fund manager to administer the Inclusion Support program.

☐ **Inclusion Professional**
INCLUSION AGENCY STAFF USE ONLY. Used by Inclusion Professionals to support ECECs in the development of inclusive practices.

☐ **Inclusion Support ECEC User**
Used by ECEC staff to manage their Strategic Inclusion Plan and apply for IDF subsidies.

☐ **Inclusion Support ECEC User - SIP only**
Used by ECEC Educators to manage the Strategic Inclusion Plan only. This role cannot apply for IDF Subsidy streams, nor access the children, case or claim functions and information.

☐ **Authorised Access Delegate**
Responsible for approving system access requests for the account. Can also remove user access or submit an access request for other users to this account.

[Back](#) [Revoke access](#)

Requesting access for a new user

Authorised Access Delegates can submit an access request for a new user on their behalf.

- To request additional access for an existing user, refer to the [Updating access on pages 11-13](#).

1. When logged in to the IS Portal in the role of Authorised Access Delegate, **click *New user request*** on the Access requests page.

Access requests

SelectedStatus
Pending requests

No results found

[New user request](#)

[Access requests](#)
[User access list](#)

2. Click *I'm ready to request access*.

The screenshot shows the 'Request to create/update my access' page. At the top, there's a header with the Australian Government logo and 'Department of Social Services'. A 'Logout' button is in the top right. Below the header, a navigation bar shows 'Portal entry point' and 'My access requests'. The main heading is 'Request to create/update my access'. The page is divided into two columns. The left column contains sections: 'How does it work?' (explaining the request process), 'Once your submission is finalised:' (listing outcomes), and 'Request outcome - If your request is:' (listing possible results). The right column contains sections: 'User access responsibilities' (stating that data is subject to the Privacy Act 1988 and that misuse is a criminal offence), 'Security awareness' (warning about information security), and 'Disclaimer' (stating the Commonwealth accepts no responsibility for the accuracy of the material). At the bottom left is a 'Cancel' link, and at the bottom right is a red button labeled 'I am ready to request access'.

3. On the User details access request page, **enter the *users details***. The Provider details will be prepopulated.

The screenshot shows the 'User details access request' page. At the top, there's a heading 'User details access request' and a note 'All fields marked with an asterisk (*) are required.' Below this is section '1. Employee's details'. A note says 'Details below must match the employee's PRODA account.' There are four input fields: 'First name *', 'Last name *', 'Email *', and 'Work phone number *'. There is also a 'Mobile phone number' label next to an empty input field. Below this is section '2. Provider details'. There are two input fields: 'Provider name' and 'ABN'. Below these are two lines of prepopulated text: 'THE SERVICE PROVIDERS PTY LIMITED' and '901 000 000 000'. Below this is an 'Address' label and a line of prepopulated text: '80 HARRIS STREET, JOHANNESBURG, WESTERN AUSTRALIA 6004'.

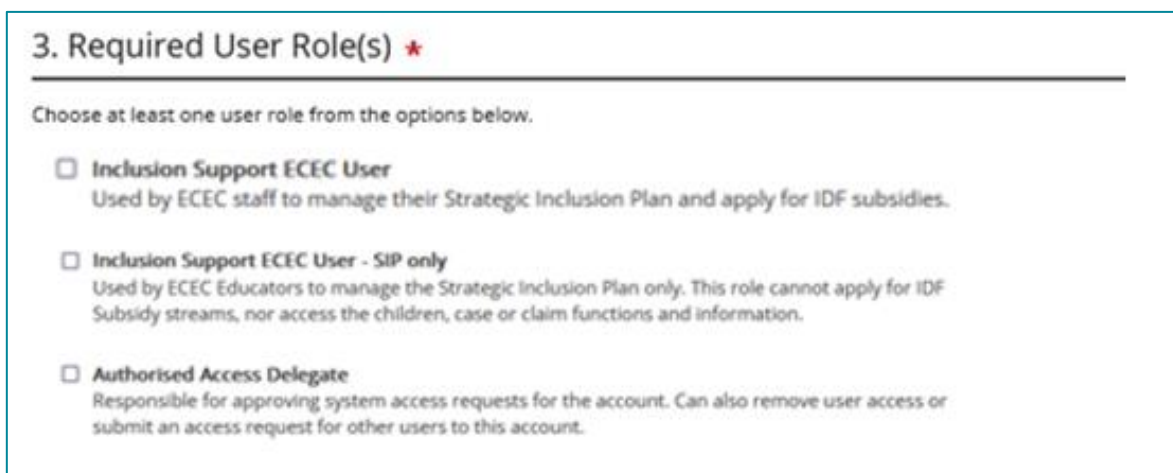
- **First name** — May contain letters, numbers, hyphens, spaces and apostrophes.
- **Last name** — May contain letters, numbers, hyphens, spaces and apostrophes.
- **Email** — Must be a valid email address for the user. A confirmation email will be sent to the user to validate and link it to their PRODA account before the request can be approved.
- **Work phone number** — Must contain numerals only, 10 digits e.g. 0212345678

- **Mobile phone number** – This is optional. Must contain numerals only, 10 digits.

5. **Select** one or more **Required User Roles** for the user.

Note: Users cannot be approved in both the role of Inclusion Support ECEC User and Inclusion Support ECEC user – SIP only. Choose the most appropriate role.

A person in the role of Authorised Access Delegate can also hold the role Inclusion Support ECEC User.

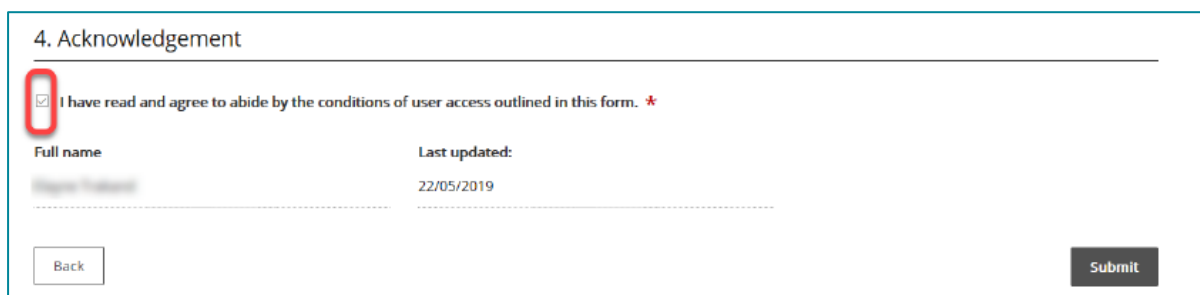


3. Required User Role(s) *

Choose at least one user role from the options below.

- ☐ **Inclusion Support ECEC User**
Used by ECEC staff to manage their Strategic Inclusion Plan and apply for IDF subsidies.
- ☐ **Inclusion Support ECEC User - SIP only**
Used by ECEC Educators to manage the Strategic Inclusion Plan only. This role cannot apply for IDF Subsidy streams, nor access the children, case or claim functions and information.
- ☐ **Authorised Access Delegate**
Responsible for approving system access requests for the account. Can also remove user access or submit an access request for other users to this account.

4. **Select** the **I have read and agree to...** checkbox in the Acknowledgement section.
IMPORTANT: This is your formal approval of the access request.



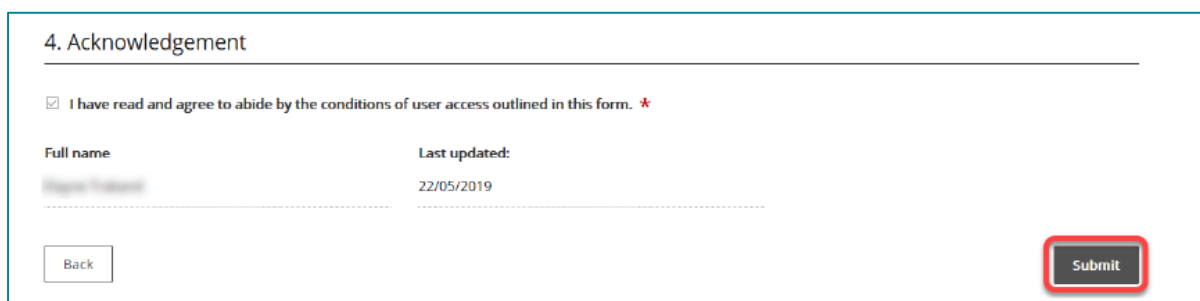
4. Acknowledgement

☒ I have read and agree to abide by the conditions of user access outlined in this form. *

Full name: _____ Last updated: 22/05/2019

Back Submit

5. **Click Submit.**



4. Acknowledgement


☒ I have read and agree to abide by the conditions of user access outlined in this form. *

Full name: _____ Last updated: 22/05/2019

Back Submit

6. **Click Finish.** Refer to the image on the next page.

Finish access request

 Access request submitted. Your access request details are shown below. Select the Finish button to exit the application.

Access request summary

Employee's details

First name : [redacted] Last name : [redacted]
 Email address : [redacted] Work phone : [redacted] Mobile phone : [redacted]

Provider's details

Provider name : [redacted] ABN : [redacted]
 Address : [redacted]

Required user role(s)

Role : Registrant

Acknowledgement

☒ I authorise this request and confirm the above details are correct. Last updated : 22/05/2019

Next Steps

- The employee will receive an email telling them about their portal access.
- The employee must click on the link within the email to finalise the creation of their Inclusion Support account.
- The employee can then access the Inclusion Support Portal using their PRODA account.

Finish

The user will be sent an email to validate their email address. When they click the link in this email and login to PRODA, the request will be linked to their PRODA account, and the request will be automatically approved.

To view this access request prior to the user responding to the validation email

1. **Access the *Access Requests* page.**
2. **Select, *Requests awaiting user*** from the **Selected Status** dropdown list.
3. Locate the relevant user, **select view** to view the user roles request.

Demeritis Advisory Services

ABN: [redacted]
 Trading name: Demeritis Advisory
 Address: [redacted]

Access requests

User access list

Access requests

New user request

Selected Status

Requests awaiting user

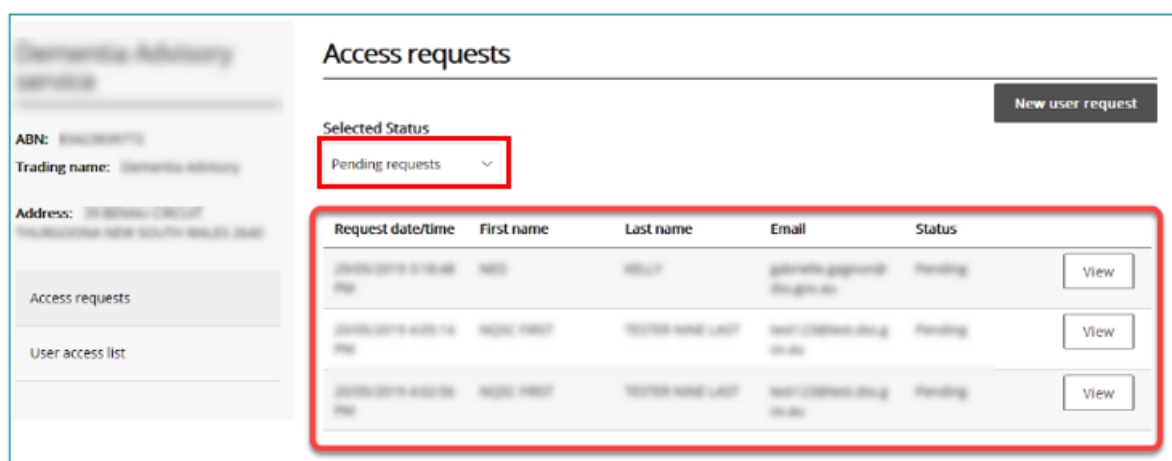
Request date/time	First name	Last name	Email	Status	
29/05/2019 3:18:48 PM	NED	KELLY	nkelly@gmail.com	Request awaiting user	<div style="border: 2px solid red; padding: 2px; display: inline-block;">View</div>
[redacted]	[redacted]	[redacted]	[redacted]	Request awaiting user	View
[redacted]	[redacted]	[redacted]	[redacted]	Request awaiting user	View

Approving access

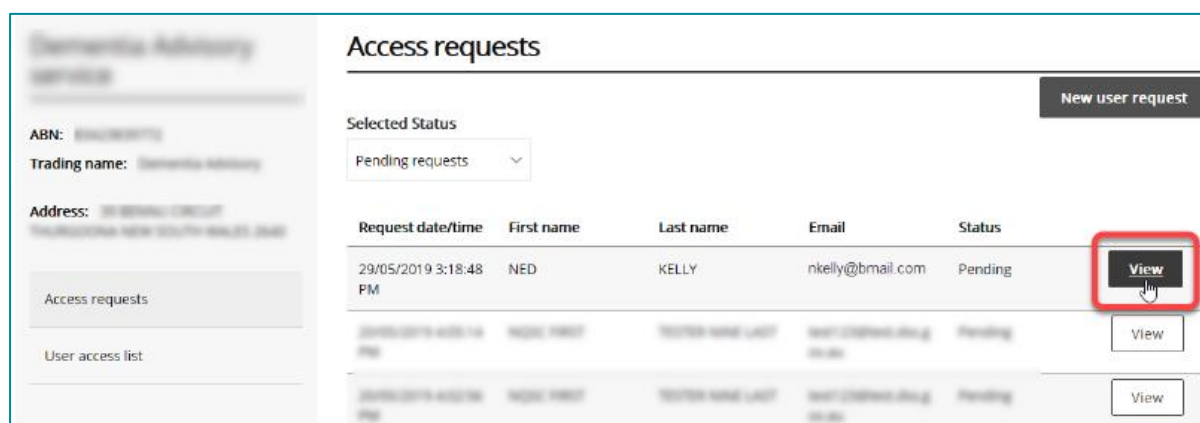
The Authorised Access Delegate needs to approve each user access request submitted.

The *Selected Status* dropdown, on the *Access Request page*, is automatically set to Pending Requests. A list of pending requests is displayed.

1. Confirm the **Select Status** dropdown is displaying **Pending requests**. If it is not, select it from the dropdown menu options.



2. **Select View**, to see the details of a user's request.



The *View portal access request* page is displayed. Refer to the image on the next page.

Updating access

An Authorised Delegate can add new access user roles to an existing user, revoke a user's access to all roles or reinstate user access roles that have previously been revoked.

1. When logged in to the IS Portal in the role of Authorised Access Delegate, **Select *User access list***.

Access requests

Selected Status: Pending requests

New user request

Request date/time	First name	Last name	Email	Status	
2024-01-11 11:15:16	DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Pending	View
2024-01-11 11:15:16	DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Pending	View
2024-01-11 11:15:16	DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Pending	View

4. On the User Access list page, **Select *All active users*** as the *status* from Selected Status dropdown list.

User access list

SelectedStatus: All active users

New user request

First name	Last name	Email	
DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Select
DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Select
DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Select
DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Select
DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Select

3. Find the relevant user in the list and **click *Select***.

User access list

SelectedStatus: All active users

New user request

First name	Last name	Email	
DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Select
DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Select
DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Select
DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Select
DAVID	DAVID	DAVID.DAVID@DAVID.COM.AU	Select

The *View employee details* page for the selected user is displayed.

View employee details

Employee's details

First name : Last name :

Email address : Work phone : Mobile phone :

Provider's details

Provider legal name : Provider trading name : ABN :

Address :

Access status

Access Status : Active Stable Id :

3. Required user role(s) *

☐ **IDF Manager**
IDFM STAFF USE ONLY. Used by the Inclusion Development Fund manager to administer the Inclusion Support program.

☐ **Inclusion Professional**
INCLUSION AGENCY STAFF USE ONLY. Used by Inclusion Professionals to support ECECs in the development of inclusive practices.

☐ **Inclusion Support ECEC User**
Used by ECEC staff to manage their Strategic Inclusion Plan and apply for IDF subsidies.

☐ **Inclusion Support ECEC User - SIP only**
Used by ECEC Educators to manage the Strategic Inclusion Plan only. This role cannot apply for IDF Subsidy streams, nor access the children, case or claim functions and information.

☐ **Authorised Access Delegate**
Responsible for approving system access requests for the account. Can also remove user access or submit an access request for other users to this account.

[Back](#) [Revoke access](#)

4. On the 'View employee details' page, individual changes to the user's roles.

5. To add or remove individual roles, select (or deselect) roles and **click Save**.

View employee details

All fields marked with an asterisk (*) are required.

Employee's details

First name : NED Last name : KELLY

Email address : nkelly@bmail.com Work phone : 0800 146 1076 Mobile phone :

Provider's details

Provider name : ABN : 0042 080070

Address : 10 DENHAM CIRCLE OFF THE MOUNTAIN NEW SOUTH WALES 2040

Access status

Access Status : Active Stable Id : 00_00000000

3. Required User Role(s) *

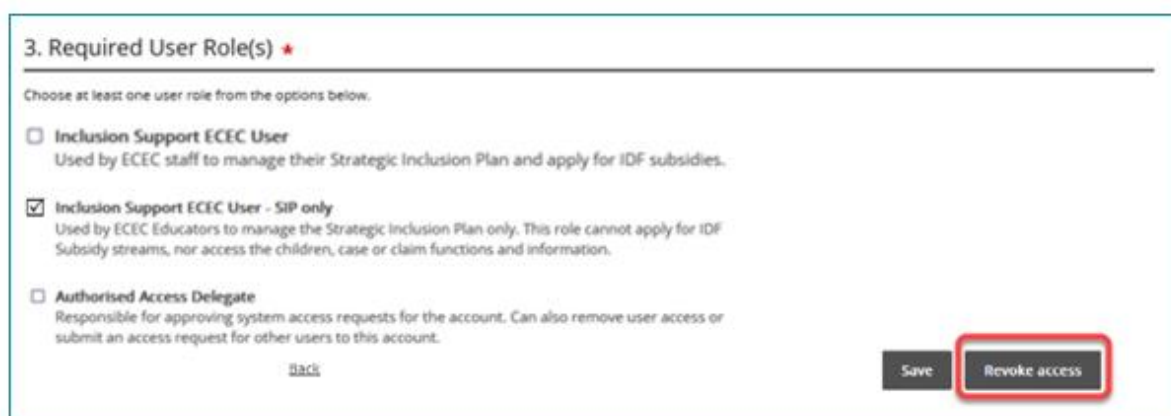
Choose at least one user role from the options below.

☒ **Inclusion Support ECEC User** ← Existing Role

☐ **Authorised Access Delegate**
Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation. ← New Role

[Back](#) [Save](#) [Revoke access](#)

6. To revoke all access to the organisation, click **Revoke access**.



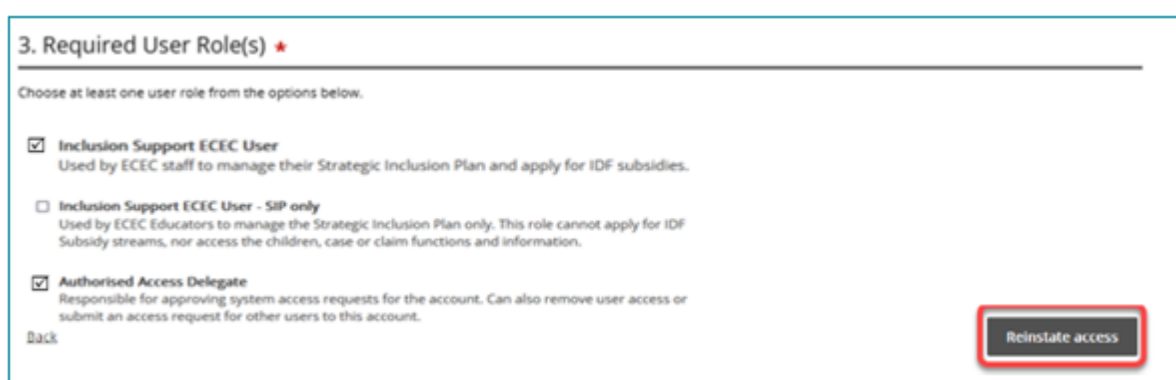
3. Required User Role(s) ★

Choose at least one user role from the options below.

- ☐ Inclusion Support ECEC User
Used by ECEC staff to manage their Strategic Inclusion Plan and apply for IDF subsidies.
- ☒ Inclusion Support ECEC User - SIP only
Used by ECEC Educators to manage the Strategic Inclusion Plan only. This role cannot apply for IDF Subsidy streams, nor access the children, case or claim functions and information.
- ☐ Authorised Access Delegate
Responsible for approving system access requests for the account. Can also remove user access or submit an access request for other users to this account.

[Back](#) [Save](#) [Revoke access](#)

7. To reinstate previously revoked access, click **Reinstate access**.



3. Required User Role(s) ★

Choose at least one user role from the options below.

- ☒ Inclusion Support ECEC User
Used by ECEC staff to manage their Strategic Inclusion Plan and apply for IDF subsidies.
- ☐ Inclusion Support ECEC User - SIP only
Used by ECEC Educators to manage the Strategic Inclusion Plan only. This role cannot apply for IDF Subsidy streams, nor access the children, case or claim functions and information.
- ☒ Authorised Access Delegate
Responsible for approving system access requests for the account. Can also remove user access or submit an access request for other users to this account.

[Back](#) [Reinstate access](#)

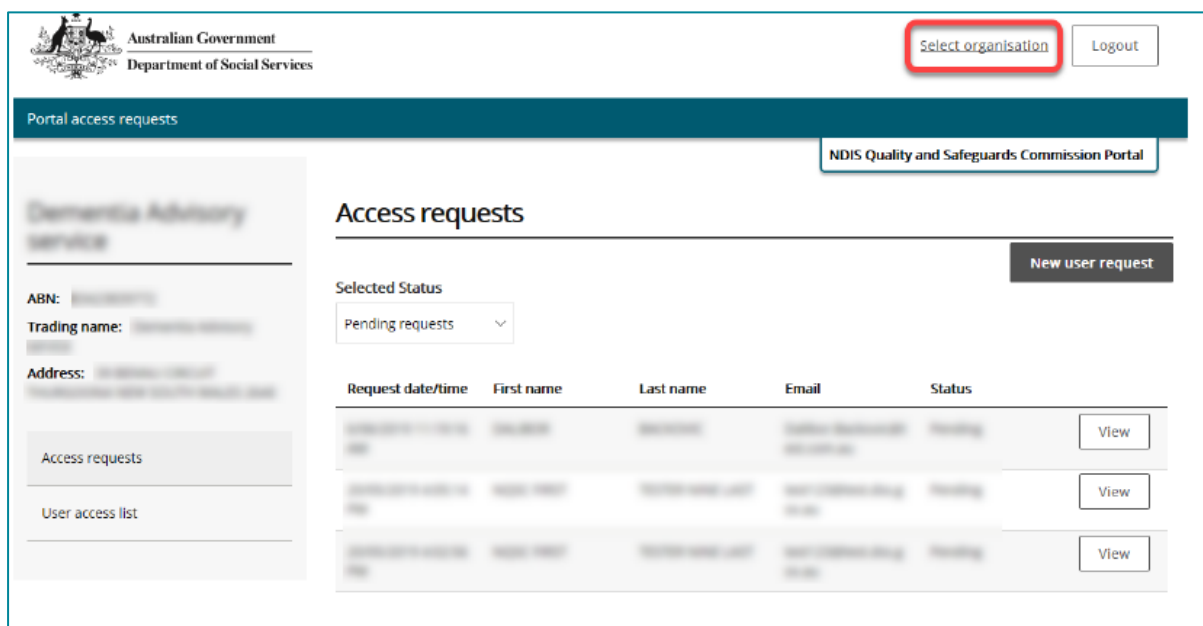
Changing organisations or roles

The Provider Portal allows you to exercise access privileges for only one provider and one role at a time. These are selected on the 'Portal entry point' page.

If you are a delegate for multiple organisations, or if you serve in different roles, you can return to the Portal entry point and change your provider organisation or role to act in a different capacity.

Access the *Portal entry point* page:

- If you are logged in as an Authorised Access Delegate, **click *Select organisation***, at the top of any IDM screen. Refer to the image on the next page.



- If you are logged in as another role, click **Change role/Manage access**, at the top of any IS Portal homepage.

Image of the CBDC and OSHC homepage

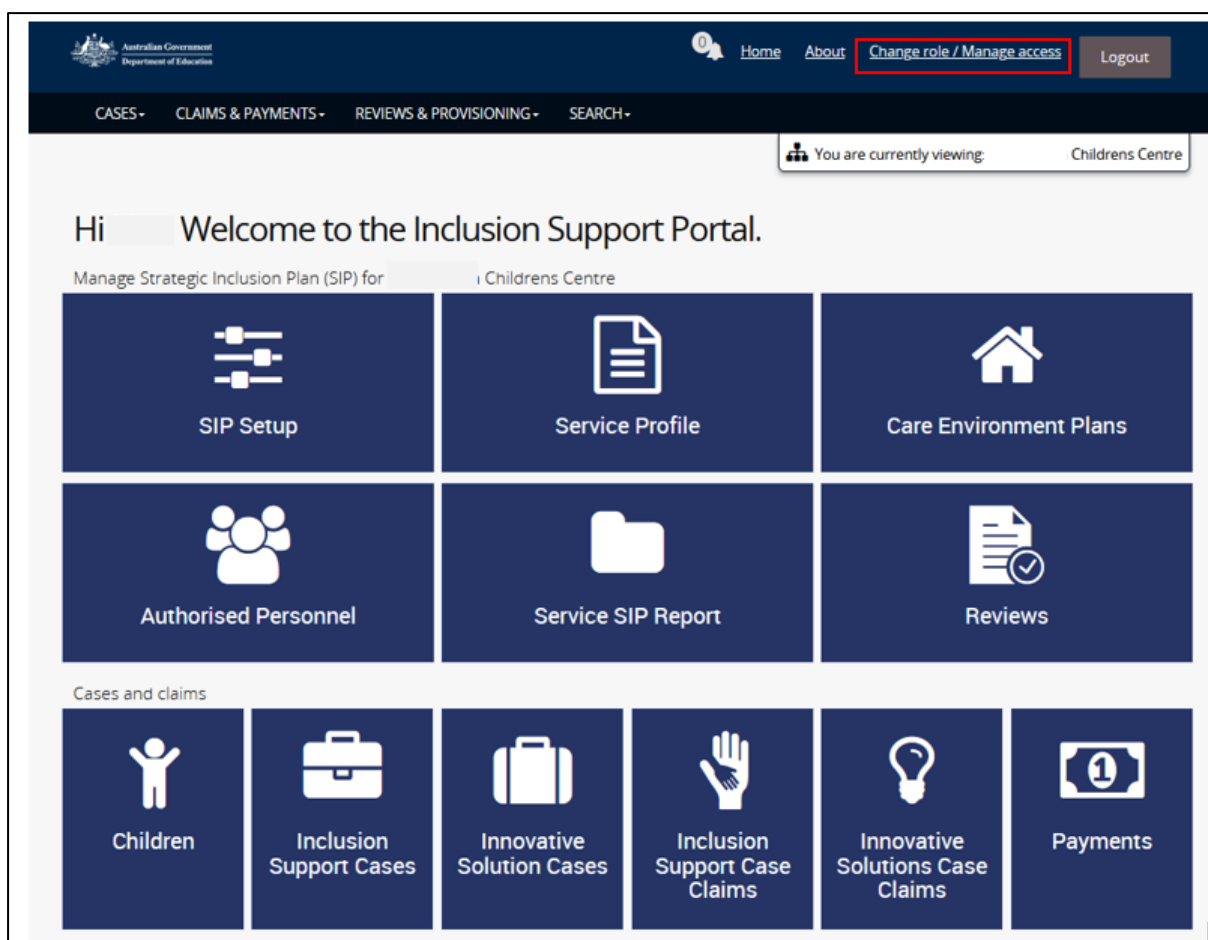
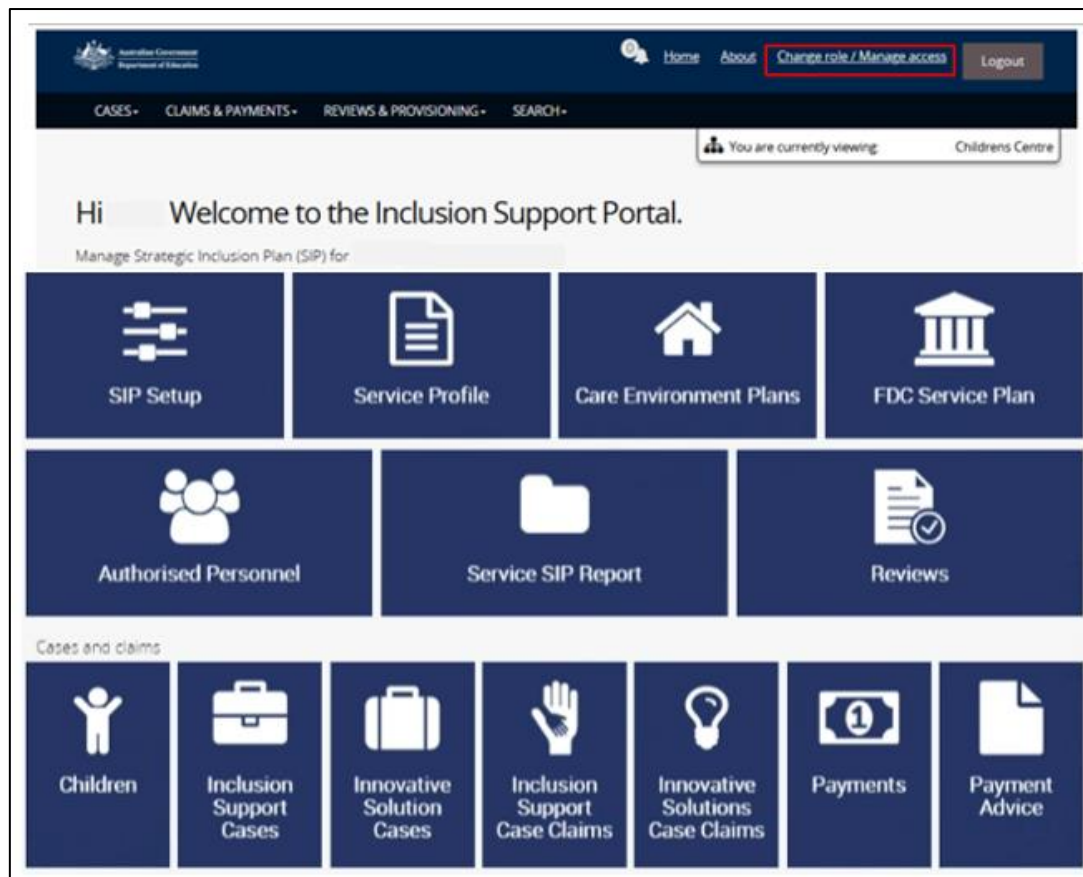


Image of the FDC homepage dashboard



Clicking either one of these links returns you to the 'Portal entry point' page.

The image shows the 'Portal entry point' page. The header includes the Australian Government logo, Department of Social Services, and a Logout button. The main content area shows the 'Portal entry point' section with a login form. The login form has two dropdown menus: 'Provider name' and 'Role', both marked with an asterisk (*). Below these is a 'Continue' button. There is also an 'Access request' section with a list of conditions and a 'Request access for myself' button. At the bottom, there is a link to 'Exit application'.

2. Select the **Provider name and Role** you want to change to, from the dropdown lists.

Portal entry point

Portal login / Authorised Access Delegate login

All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name*
 [Dropdown menu]

Role*
 [Dropdown menu: Inclusion Support ECEC User, Authorised Access Delegate]

Continue

Access request

Use this service if you are:

- A new user who needs access to the portal or
- An existing user who needs to modify their portal access.

Request access for myself

3. Click **Continue**.

Portal entry point

Portal login / Authorised Access Delegate login

All fields marked with an asterisk (*) are required.

Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name*
 [Dropdown menu]

Role*
 [Dropdown menu: Inclusion Support ECEC User]

Continue

Access request

Use this service if you are:

- A new user who needs access to the portal or
- An existing user who needs to modify their portal access.

Request access for myself

Exit application

4. If you changed to a non- Authorised Delegate Role, you are taken to the Inclusion Support Portal entry page. Read the conditions of use and **click I agree** to proceed to the portal.

Welcome to the Inclusion Support Portal

User Agreement

The Inclusion Support Portal (IS Portal) manages all early childhood and child care services including Early Childhood Education and Care services (ECEC) and interactions with the Inclusion Support Program (ISP). For more information, visit the [Inclusion Support Program](#) page.

Acceptance of the User Agreement

By accessing the IS Portal, you:

- represent yourself to be an authorised user of the IS Portal
- agree to be bound and comply with the terms of the User Agreement.

If you allow someone else to access the IS Portal with your login details, you will be responsible for everything they do in the IS Portal.

Your Responsibilities

ECEC Services

You must ensure you have obtained written consent to share a child's personal information in the IS Portal. This is obtained in the form of a [Permission to Share Personal Information](#) for the purposes of the Inclusion Support Program form completed by a parent, guardian or carer.

Information you provide in the IS Portal will be used to assess applications made to the Inclusion Development Fund (IDF) available under the ISP. You acknowledge that giving false or misleading information is a serious offence under the [Crimes Act 1958](#).

You may be requested to provide verification of any statements mentioned in the IS Portal.

ISP Providers

ISP providers must ensure they use the IS Portal in accordance with their contract with the Department for ISP.

All information provided in the IS Portal must be accurate to support the effective and efficient delivery of ISP. You must not make any changes to information in the IS Portal that would result in the information being wrong, misleading, deceptive and inappropriate. You acknowledge that giving false or misleading information is a serious offence under the [Crimes Act 1958](#).

Privacy

The IS Portal collects information about ECEC services seeking support through ISP. This information is shared with the Department, relevant Inclusion Agency (IA) and Inclusion Development Fund Manager (IDF Manager) to administer the program.

[Exit Application](#)

I Agree

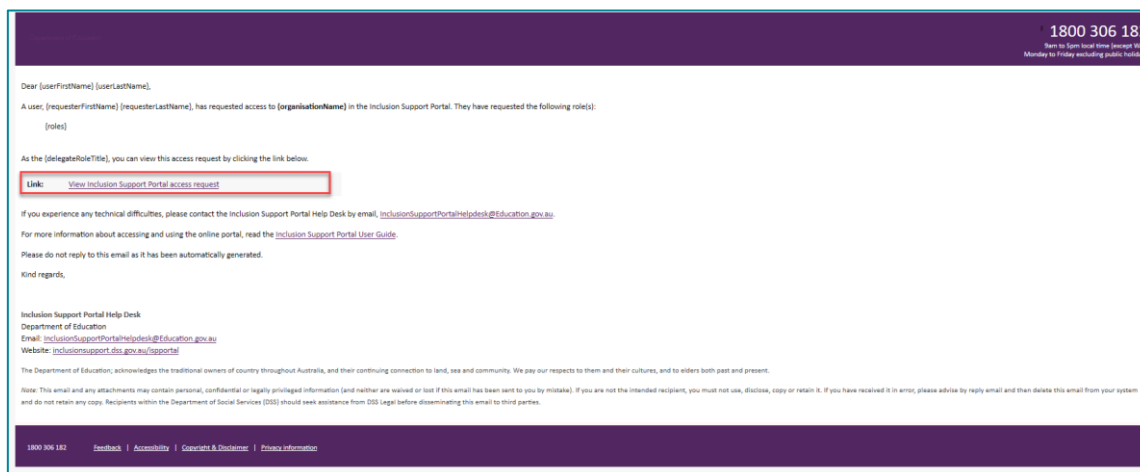
Responding to emails

As an Authorised Access Delegate, whenever one of your service provider's employees requests access to the IS Portal, you will receive an email notifying you of the pending request.

You can respond to these requests by logging into the portal and following the steps for Approving access on [pages 9-10](#).

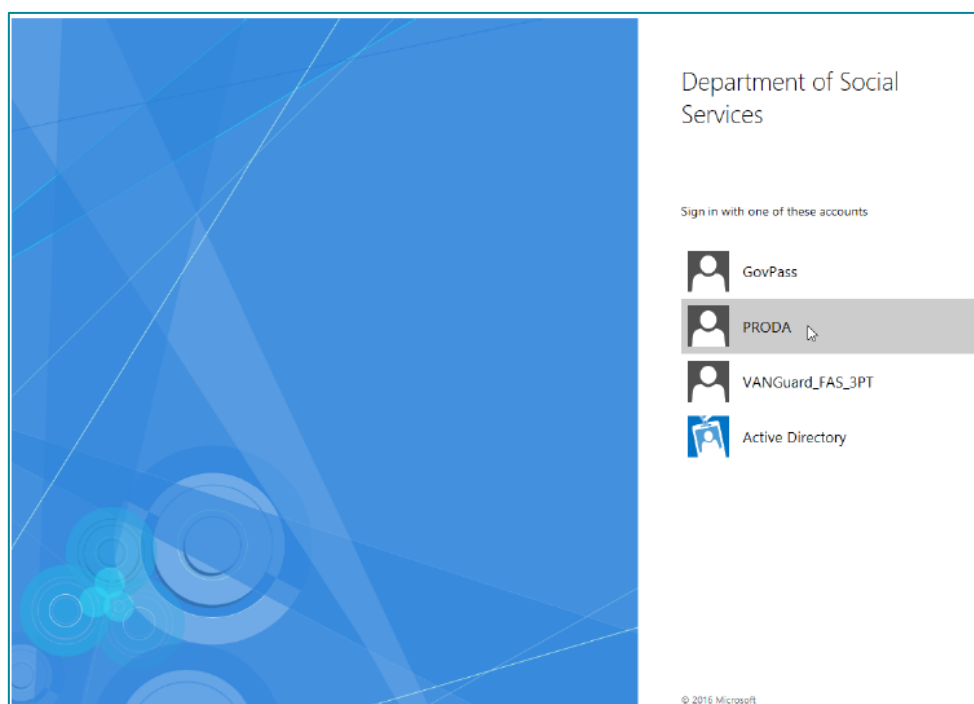
Alternatively, you can take a shortcut to the request, by responding directly from the email:

1. From the opened email, click View Inclusion Support Portal access request.



This opens a browser and takes you to Department of Social Services (DSS) account selection page.

2. On the Department of Social Services account selection page, select **PRODA**.



3. **Log into PRODA** as described on [pages 1 to 3, Logging in to the IS Portal](#).
4. Follow the steps outlined on [pages 9-10, Approving access](#).