



For authorised access delegates managing access to the Inclusion Support Portal

Task Card

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.

Contents

About the Role	3
Logging into the IS Portal	3
Finding a user who has been granted access.....	5
Requesting access for a new user	6
Approving access	10
Updating access	12
Changing organisations or roles.....	15
Responding to emails.....	19



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.

- [IS Portal login](#)

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. At the top, there is a header with the Australian Government logo and 'Department of Social Services' on the left, and a 'Logout' button on the right. Below the header is a dark blue navigation bar with 'Portal entry point' and 'My access requests' tabs. On the right side of this bar is a button labeled 'Inclusion Support Portal'. The main content area is titled 'Portal entry point' and contains two sections. The first section, 'Access an account', provides instructions: 'To access an account in the portal: 1. Select the Account name 2. Select a Role then 'Continue''. It features two dropdown menus: 'Account name' with 'Please select' and 'Role' with 'Select an account first'. A 'Continue' button is to the right of the 'Role' dropdown. The second section, 'My access', contains explanatory 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

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

Provider name *
Please select
Industrious Industries

Role *
Please select

Continue

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

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

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

Provider name *
[Your Employer]

Role *
Authorised Access Delegate

Continue

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

4. Click **Continue**.

Portal entry point

Portal login / Authorised Access Delegate login

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

Provider name *
[Your Employer]

Role *
Authorised Access Delegate

Continue

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

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]

Access requests

New user request

Selected Status
Pending requests

Request date/time	First name	Last name	Email	Status	
2018/01/11 10:10:10	DAVID	DAVID	DAVID.DAVID@NDIS.COM.AU	Pending	View
2018/01/11 10:10:10	DAVID	DAVID	DAVID.DAVID@NDIS.COM.AU	Pending	View
2018/01/11 10:10:10	DAVID	DAVID	DAVID.DAVID@NDIS.COM.AU	Pending	View

Access requests

User access list

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**.

Access requests

Selected Status: Pending requests

Request date/time	First name	Last name	Email	Status
2019-01-11 11:14:16	JOHN	DOE	john.doe@inclusion.org.au	Pending
2019-01-11 11:14:16	JOHN	DOE	john.doe@inclusion.org.au	Pending
2019-01-11 11:14:16	JOHN	DOE	john.doe@inclusion.org.au	Pending

Buttons: View (next to each row), New user request (top right)

2. 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

First name	Last name	Email
JOHN	DOE	john.doe@inclusion.org.au
JOHN	DOE	john.doe@inclusion.org.au
JOHN	DOE	john.doe@inclusion.org.au
JOHN	DOE	john.doe@inclusion.org.au
JOHN	DOE	john.doe@inclusion.org.au

Buttons: Select (next to each row), New user request (top right)

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

User access list

SelectedStatus: All active users

First name	Last name	Email
JOHN	DOE	john.doe@inclusion.org.au
JOHN	DOE	john.doe@inclusion.org.au
JOHN	DOE	john.doe@inclusion.org.au
JOHN	DOE	john.doe@inclusion.org.au
JOHN	DOE	john.doe@inclusion.org.au

Buttons: Select (next to each row), New user request (top right)

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 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.

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

☐ **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.

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

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](#) section of this document.

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

ABN: 201 201 201 201

Trading name:

Address: 201 201 STREET 201 201
WESTERN AUSTRALIA 6014

Access requests

User access list

Access requests

SelectedStatus

Pending requests

No results found

New user request

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

Australian Government
Department of Social Services

Portal entry point My access requests

Request to create/update my access

How does it work?

You may request access to an account in the portal. You will be able to access the account if your request is approved by an Authorised Access Delegate. If your access to this account needs to change, then you may create a request to change your access to the account. If the request is approved, then your access will be updated to reflect this request.

If you need access to multiple accounts, please create a request for each account you need to access. Each request will need to be individually approved for you to receive access to each account.

Once you are ready to start your request and agree with the user access responsibilities, you may select: **I am ready to request access** at the bottom of this page.

As part of your access request, you will be required to:

- Record your details
- Search for and select the account you need to access in the portal
- Record which role(s) you need for this account.

You will be able to double check the details you've recorded before you submit your request. If this is your first request, after submission, an email will be sent to you to confirm the email address you recorded. Please follow the instructions in the email, then your request will be sent to the Authorised Access Delegate.

Once your submission is finalised:

- the Authorised Access Delegate for the account will be advised about your request. They are responsible for approving your request.
- Your request will expire in 30 days.
- You won't be able to create another request for this account until this request reaches an outcome - for example, it expires, is withdrawn, approved or rejected.
- You may choose to withdraw or update this request. However, you won't be able to withdraw or update it once it reaches an outcome.

Request outcome - If your request is:

- Approved - Your access will be updated to reflect this request and you will be able to login to the portal with this account. You will receive an email if your request is Approved.
- Rejected, Withdrawn or Expired - Your current access will not be updated. You will receive an email if your request is Rejected or has Expired. You may then choose to submit another access request.

User access responsibilities

The Inclusion Support Portal is an Australian Government computer system managed by the Department of Social Services.

Data contained within the Inclusion Support Portal is subject to the *Privacy Act 1988 (Act)*. Any unauthorised use or disclosure of data contained in the Inclusion Support Portal may be a breach of the Act.

It is a criminal offence for unauthorised persons or devices to connect to this system. Usage of this system is monitored. Evidence of suspected misuse may be used in a court of law. By submitting this form, you are representing yourself as an authorised user of the Inclusion Support Portal.

You are also agreeing to:

- only access data relating directly to your organisation's responsibilities;
- only access data necessary to perform approved activities relating to your organisation's responsibilities.

You are advised that giving false or misleading information is a serious offence.

The Department of Education may revoke Inclusion Support Portal access rights for anyone who fails to comply with these requirements.

Security awareness

Once the Department of Education receives information from you via email or any other means, the information is in a secure environment. Your personal information will not be released unless the law permits it or your permission is granted.

You need to be aware of inherent risks associated with the transmission of information via email and otherwise over the Internet.

If you have concerns in this regard, the Department of Education has other ways of obtaining and providing information including email, telephone and electronic file transfer.

Disclaimer

The Commonwealth accepts no responsibility for the accuracy or completeness of any material contained on this system.

Additionally, the Commonwealth disclaims all liability to any person in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon any information presented on this system.

[Cancel](#) **I am ready to request access**

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

User details access request

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

1. Employee's details

Details below must match the employee's PRODA account.

First name* Last name*

Email* Work phone number* Mobile phone number

2. Provider details

Provider name ABN

Address

- 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.

4. 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.

5. 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: [Redacted] Last updated: 22/05/2019

Back Submit

6. Click **Submit**.

4. Acknowledgement

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

Full name: [Redacted] Last updated: 22/05/2019

Back Submit

7. Click **Finish**.

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 : Last name :
Email address : Work phone : Mobile phone :

Provider's details

Provider name : ABN :
Address :

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.

Access requests

AR:

Trading name:

Address:

Access requests

User access list

Access requests

Selected Status

Requests awaiting user

New user request

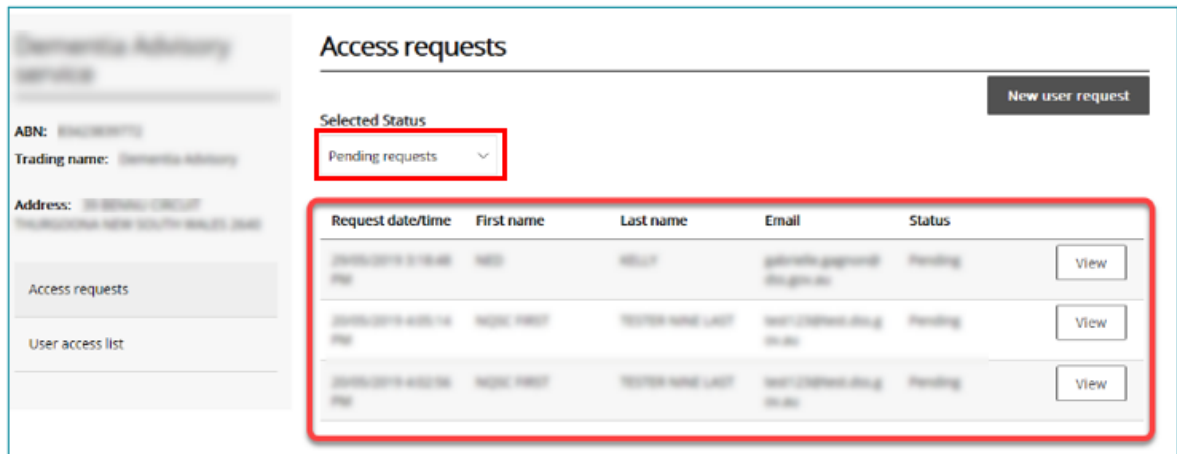
Request datetime	First name	Last name	Email	Status	
29/05/2019 3:18:48 PM	NED	KELLY	nkelly@gmail.com	Request awaiting user	View
29/05/2019 3:18:48 PM	NED	KELLY	nkelly@gmail.com	Request awaiting user	View
29/05/2019 3:18:48 PM	NED	KELLY	nkelly@gmail.com	Request awaiting user	View

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.

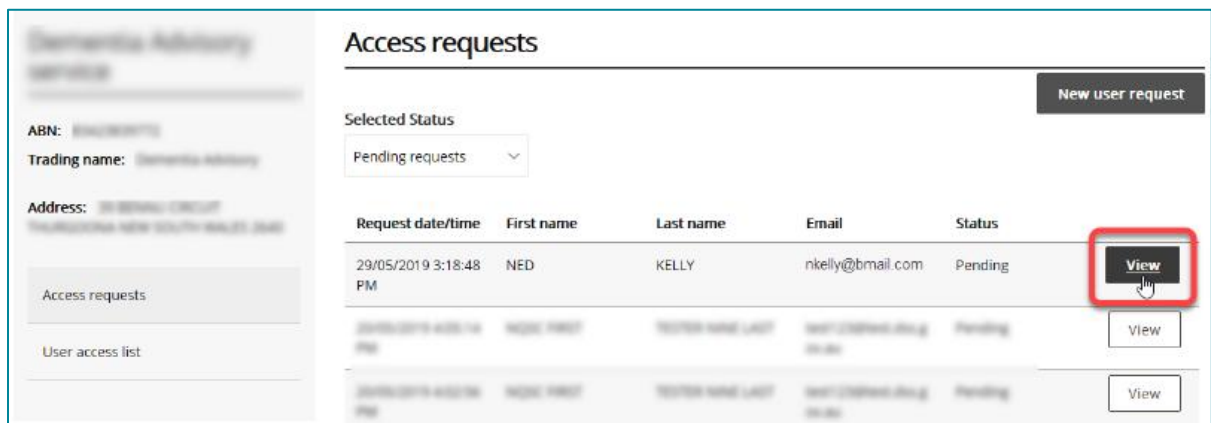
1. Confirm the **Selected Status** dropdown is displaying **Pending requests**. If it is not, select it from the dropdown menu options.



The screenshot shows the 'Access requests' page. On the left is a sidebar with 'Demeritis Advisory Services' logo, ABN: 6606040712, Trading name: Demeritis Advisory, and Address: 20 BERNARD STREET, HAWTHORN VIC 3122. The main content area has a 'Selected Status' dropdown menu set to 'Pending requests'. Below this is a table of pending requests with columns: Request date/time, First name, Last name, Email, and Status. Each row has a 'View' button. A red box highlights the 'Selected Status' dropdown and the table.

Request date/time	First name	Last name	Email	Status
29/05/2019 3:18:48 PM	NED	KELLY	nkelly@gmail.com	Pending
29/05/2019 4:05:16 PM	TESTER NAME FIRST	TESTER NAME LAST	TEST.CORP@demg.com.au	Pending
29/05/2019 4:05:16 PM	TESTER NAME FIRST	TESTER NAME LAST	TEST.CORP@demg.com.au	Pending

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



This screenshot is similar to the previous one, but with a red box highlighting the 'View' button for the first request in the table. A mouse cursor is shown clicking the button.

Request date/time	First name	Last name	Email	Status
29/05/2019 3:18:48 PM	NED	KELLY	nkelly@gmail.com	Pending
29/05/2019 4:05:16 PM	TESTER NAME FIRST	TESTER NAME LAST	TEST.CORP@demg.com.au	Pending
29/05/2019 4:05:16 PM	TESTER NAME FIRST	TESTER NAME LAST	TEST.CORP@demg.com.au	Pending

3. The **View portal access request** page is displayed.

Bushman Pty Ltd

ABN: [REDACTED]
Trading name: [REDACTED]
Address: [REDACTED]

Access requests
User access list

View portal access request

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

Employee's details
First name : Ned Last name : Kelly
Email address : nkelly@bushranger.com Work phone : 0312345678 Mobile phone : [REDACTED]

Provider's details
Provider name : [REDACTED] ABN : [REDACTED]
Address : [REDACTED]

Access request status
Status : Pending Status date : 13/06/2019 1:43:58 PM

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.

Reject Approve

4. On the **View portal access request** page, check that the user role requested is correct and appropriate. Make changes, if needed. Then click **Approve** (or **Reject**).

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

Back

Reject Approve

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

Request date/time	First name	Last name	Email	Status
2020-07-11 11:14:16	DAVID	BLACK	David.Black@inclusion.gov.au	Pending
2020-07-11 11:14:16	DAVID	BLACK	David.Black@inclusion.gov.au	Pending
2020-07-11 11:14:16	DAVID	BLACK	David.Black@inclusion.gov.au	Pending

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

User access list

Selected Status: All active users

First name	Last name	Email
DAVID	BLACK	David.Black@inclusion.gov.au
DAVID	BLACK	David.Black@inclusion.gov.au
DAVID	BLACK	David.Black@inclusion.gov.au
DAVID	BLACK	David.Black@inclusion.gov.au
DAVID	BLACK	David.Black@inclusion.gov.au

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

User access list

Selected Status: All active users

First name	Last name	Email
DAVID	BLACK	David.Black@inclusion.gov.au
DAVID	BLACK	David.Black@inclusion.gov.au
DAVID	BLACK	David.Black@inclusion.gov.au
DAVID	BLACK	David.Black@inclusion.gov.au
DAVID	BLACK	David.Black@inclusion.gov.au

4. 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@email.com Work phone : (02) 4611 1116 Mobile phone :
 Provider's details
 Provider name : ABN : (0000000000)
 Address : (0) 000000 000000 0000000000 0000000000 0000
 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** ← New Role
 Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.

[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.

1. 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.

 Australian Government
Department of Social Services

[Select organisation](#) [Logout](#)

Portal access requests

NDIS Quality and Safeguards Commission Portal

Access requests

[New user request](#)

Selected Status: Pending requests

Request date/time	First name	Last name	Email	Status	
2023-01-11 10:15	John	Doe	john.doe@ndis.gov.au	Pending	View
2023-01-11 10:15	John	Doe	john.doe@ndis.gov.au	Pending	View
2023-01-11 10:15	John	Doe	john.doe@ndis.gov.au	Pending	View

Access requests

User access list

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

Figure 1: Image of the CBDC and OSHC homepage

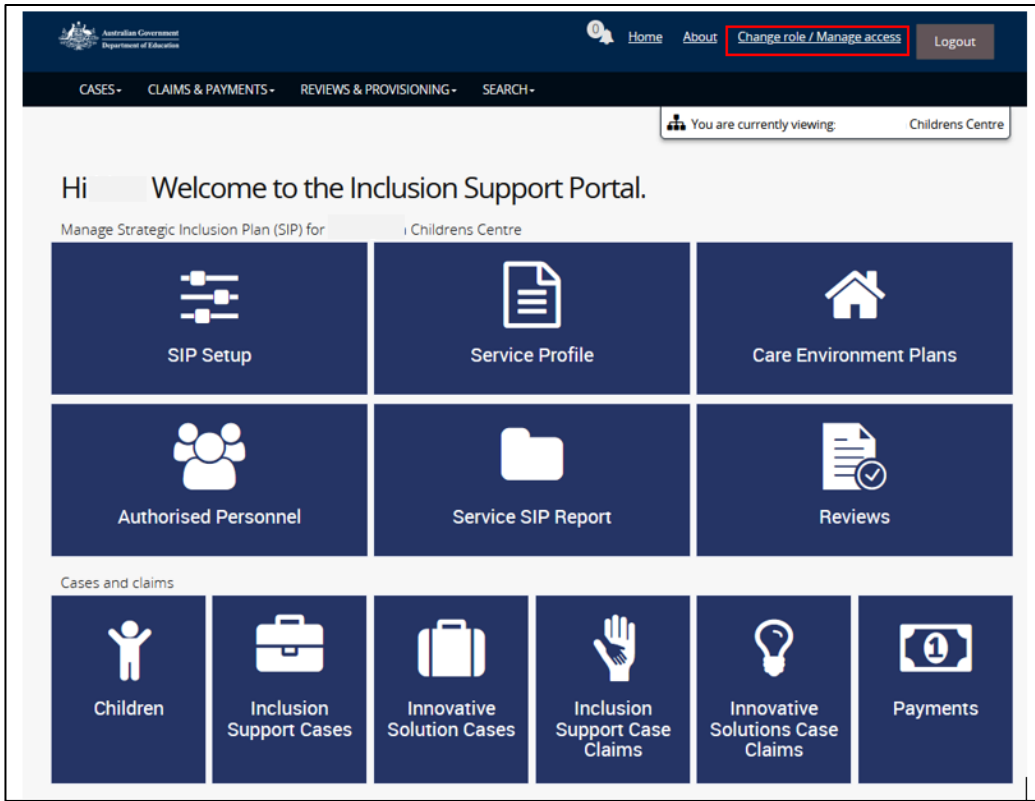
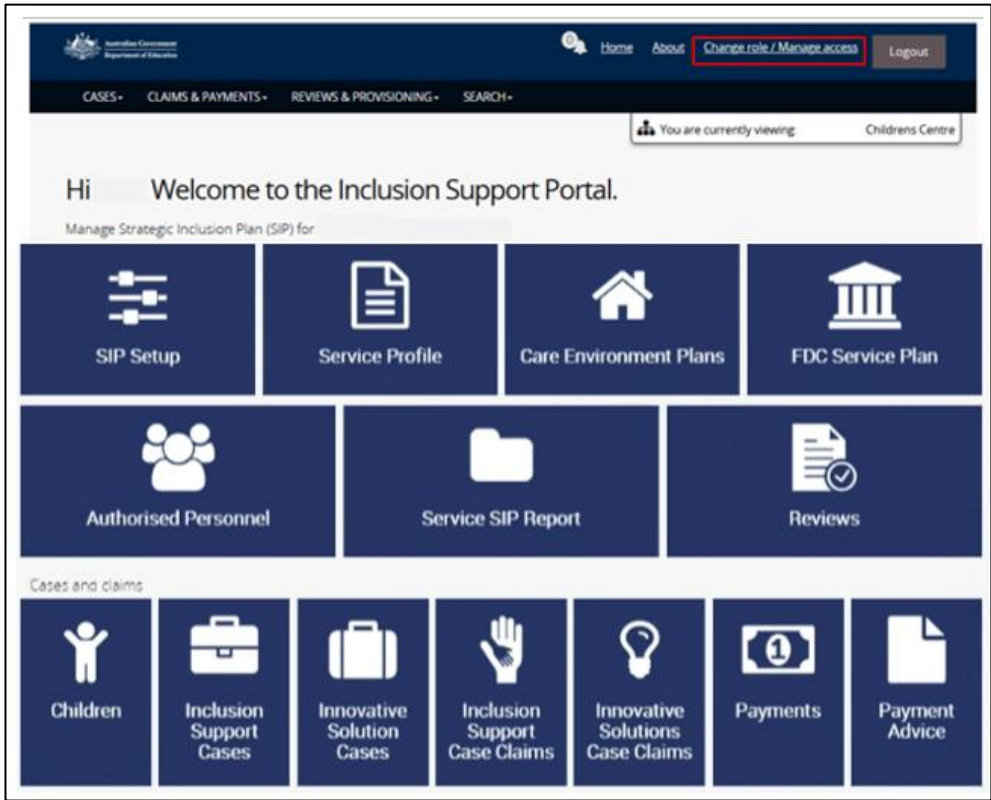


Figure 2: Image of the FDC homepage dashboard



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

The screenshot shows the 'Portal entry point' page for the 'Inclusion Support Programme Portal - SIT35'. At the top left is the Australian Government Department of Social Services logo. At the top right is a 'Logout' button. Below the header, the page title 'Portal entry point' is displayed. A note states: 'All fields marked with an asterisk (*) are required.' The main section is titled 'Portal login / Authorised Access Delegate login' and instructs the user to 'Select the provider / role you wish to use within the Inclusion Support Programme Portal - SIT35.' There are two dropdown menus: 'Provider name' (marked with an asterisk) and 'Role' (marked with an asterisk). The 'Provider name' dropdown shows 'Please select'. The 'Role' dropdown shows 'Please select Provider first'. A 'Continue' button is to the right of the 'Role' dropdown. Below this is an 'Access request' section with the text 'Use this service if you are:' followed by two bullet points: 'A new user who needs access to the portal or' and 'An existing user who needs to modify their portal access.' A 'Request access for myself' button is to the right. At the bottom left is a link 'Exit application'.

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

This screenshot shows the 'Portal entry point' page with the 'Provider name' and 'Role' dropdowns selected. A red box highlights both dropdowns. The 'Provider name' dropdown shows 'Inclusion Support ECEC User'. The 'Role' dropdown shows 'Inclusion Support ECEC User' and 'Authorised Access Delegate'. The 'Continue' button is to the right. The 'Access request' section and 'Exit application' link are also visible.

4. Click **Continue**.

This screenshot shows the 'Portal entry point' page with the 'Continue' button highlighted by a red box. The 'Provider name' and 'Role' dropdowns are still selected. The 'Access request' section and 'Exit application' link are also visible.

5. 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 [Criminal Code Act 1995](#).

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 [Criminal Code Act 1995](#).

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.

This is a secure portal. It is not to be used on a public network or shared with anyone else. It is not to be used on a mobile device or a public computer. It is not to be used on a public network or shared with anyone else. It is not to be used on a mobile device or a public computer.

[Exit Application](#)

I Agree

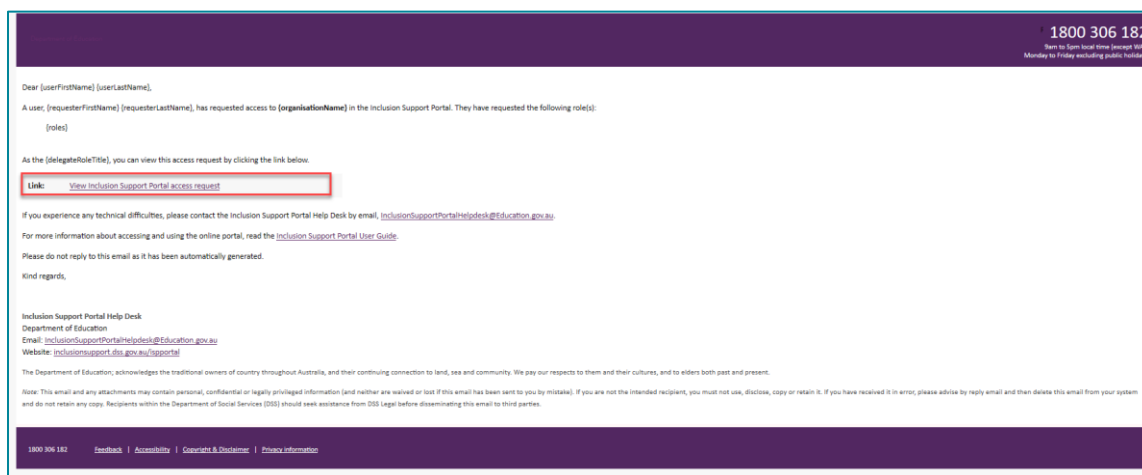
Responding to emails

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](#).

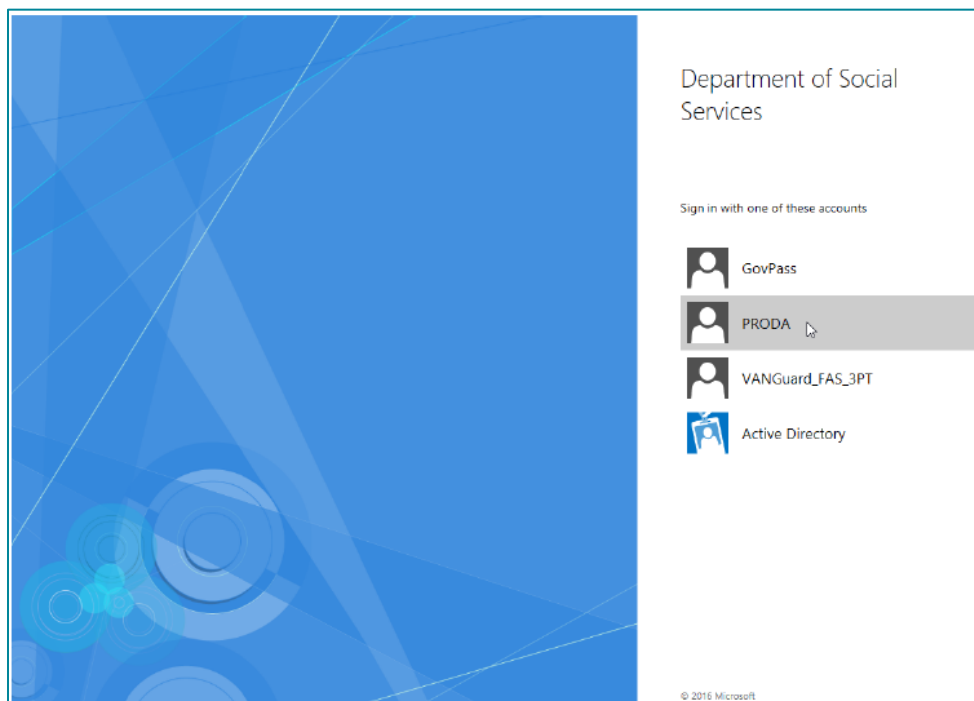
Alternatively, you can take a shortcut to the request, by responding directly from the email:

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 at [Logging in to the IS Portal](#).
4. Follow the steps outlined at [Approving access](#).