



Accessing the Inclusion Support Portal as an Inclusion Agency Representative

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 Inclusion Agency representatives who are supporting ECEC services in the development of inclusive practices.

What is this task card for?

This Task Card provides information and a step-by-step guide to support Inclusion Agency representatives to request access to the Inclusion Support Portal.

Contents

Who will need this task card?	1
What is this task card for?	1
User Options	3
IDF Manager	3
Inclusion Professional	3
Authorised Access Delegate	3
Inclusion Support ECEC User	3
Inclusion Support ECEC User – SIP Only	3
Gaining IS Portal Access	4
PRODA	4
Logging in to PRODA	4
Requesting access to the IS Portal	6
Activating your access	11
Logging into the IS Portal	11



User Options

Anyone seeking access to the Inclusion Support Portal (IS Portal) is referred to as a user.

There are two accredited user roles available to Inclusion Support Program representative's

IDF Manager

This role is for users who work for the Inclusion Development Fund Manager only.

Inclusion Professional

This role is for users who work for Inclusion Agencies only.

There are three user roles available to service provider representatives.

Authorised Access Delegate

This role is for ECEC service representatives who are required to manage access to the Inclusion Support Portal for other users in the service.

Services are encouraged to have more than one Authorised Access Delegate.

Note: To develop and manage their services Strategic Inclusion Plan (SIP) and to apply for IDF subsidies, an Authorised Access Delegate will also need to have access to the IS Portal in the role of Inclusion Support ECEC User.

Inclusion Support ECEC User

This role is for ECEC service representatives who need to access to the Inclusion Support Portal to be able to develop and manage their services Strategic Inclusion Plan (SIP), including Care Environment Plans, and apply for IDF.

Inclusion Support ECEC User – SIP Only

This role is for ECEC Educators who need to access to the Inclusion Support Portal to be able to develop and manage the services SIP, including Care Environment Plans.

This role does not allow the user to apply for IDF streams, to access information about children, IDF cases or claims information.

Note: A service provider representative can hold the roles of both Authorised Access Delegate and Inclusion Support ECEC User.

Task cards to support service provider representatives to access the Inclusion Support Portal are available on the Department of Education website: [Inclusion Support Program](#).

Gaining IS Portal Access

Inclusion Support Agency representatives will access the IS Portal in the user role of Inclusion Professional.

Gaining access to the Inclusion Support Portal requires each user to:

1. Have a Provider Digital Access (PRODA) account; and
2. Gain permission to act on behalf of the service provider.

PRODA

PRODA is an online identity verification and authentication system that provides secure access a range of Australian Government online services, including the Inclusion Support Portal (IS Portal).

Users who already have a PRODA account for accessing other Australian Government online services will use the same PRODA account to request access and login to the IS Portal.

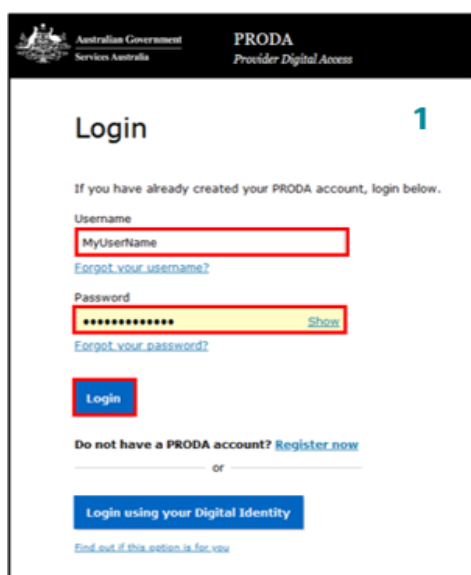
Users without a PRODA account must first visit the Services Australia website to [register for a PRODA account](#).

Once a user has a PRODA account they can login and lodge a user access request.

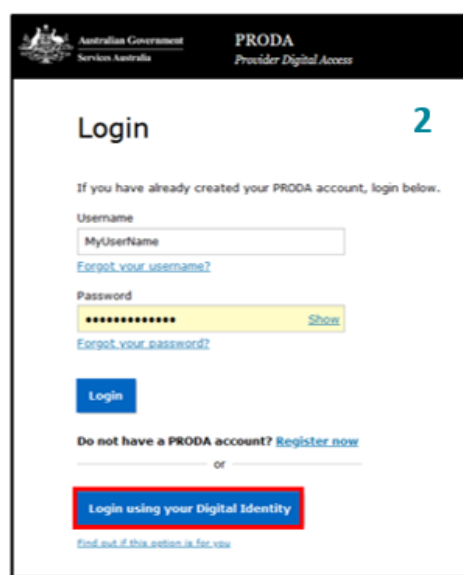
Logging in to PRODA

1. Access your **PRODA account** via the [PRODA login](#) page.

If you have a PRODA account, enter your **PRODA username and password** and click **Login**. Proceed to **Step 2**.



If you have connected your Digital Identity to your PRODA account, click **Login using your Digital Identity**. Proceed to **step 4**.



2. A passcode will be sent to the email account or mobile phone number you provided when setting up your PRODA account.

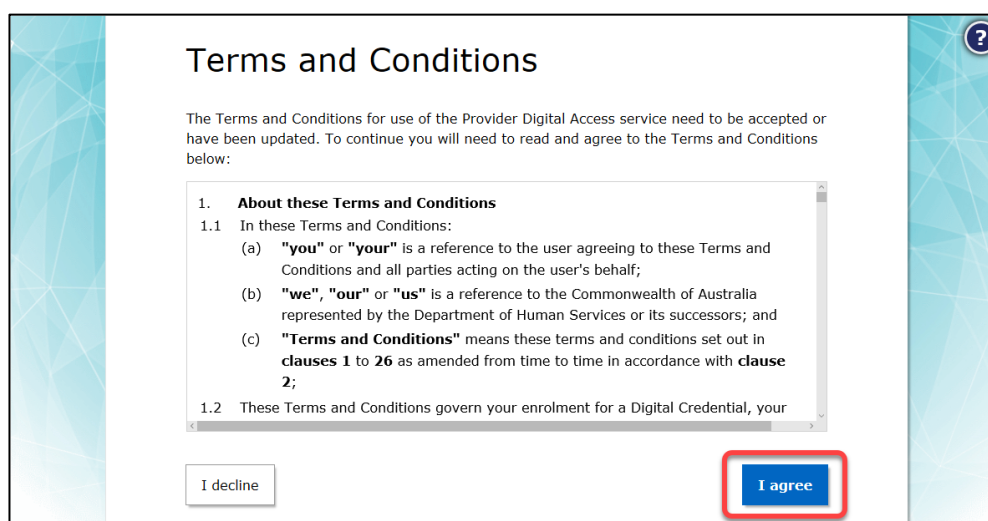
On the **2-step verification** page, enter the passcode and click **Next**.



The screenshot shows the '2-step verification' page. At the top, there is a header with the Australian Government Services Australia logo and the PRODA Provider Digital Access title. Below the header, there is a '<Back' link. The main heading is '2-step verification'. Underneath, it says 'Enter the verification code from your email below.' There is a text input field labeled 'Enter Code' with a masked passcode '*****' and a 'Show' link to its right. Below the input field is a link that says 'Didn't receive your code?'. At the bottom, there is a blue 'Next' button highlighted with a red rectangle.

3. If you are a new PRODA user, you must first consent to PRODA's terms and conditions before progressing.

On the **Terms and Conditions** page, read the terms and click **I agree to consent**.



The screenshot shows the 'Terms and Conditions' page. The title 'Terms and Conditions' is at the top. Below it, a paragraph states: 'The Terms and Conditions for use of the Provider Digital Access service need to be accepted or have been updated. To continue you will need to read and agree to the Terms and Conditions below:'. There is a scrollable text area containing the terms and conditions. The first section is '1. About these Terms and Conditions', followed by '1.1 In these Terms and Conditions:' and three sub-points (a), (b), and (c). Point (a) defines 'you' or 'your'. Point (b) defines 'we', 'our' or 'us'. Point (c) defines 'Terms and Conditions'. Below this is '1.2 These Terms and Conditions govern your enrolment for a Digital Credential, your'. At the bottom, there are two buttons: 'I decline' and 'I agree'. The 'I agree' button is highlighted with a red rectangle.

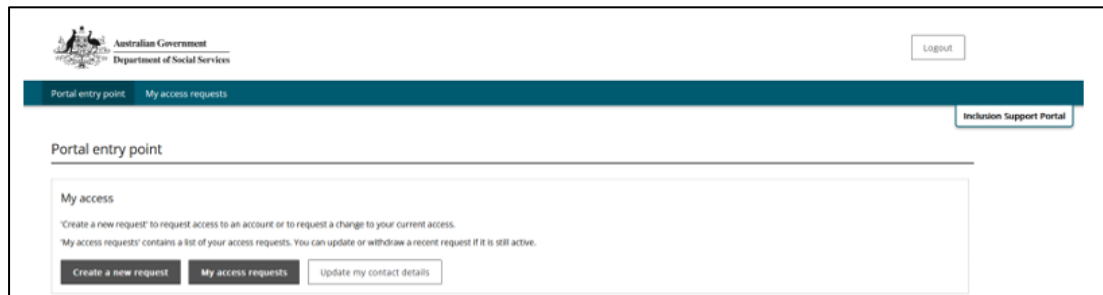
After successfully logging in to PRODA, a page of available services is displayed.

4. Select the **Child Care Inclusion Support Portal** button.

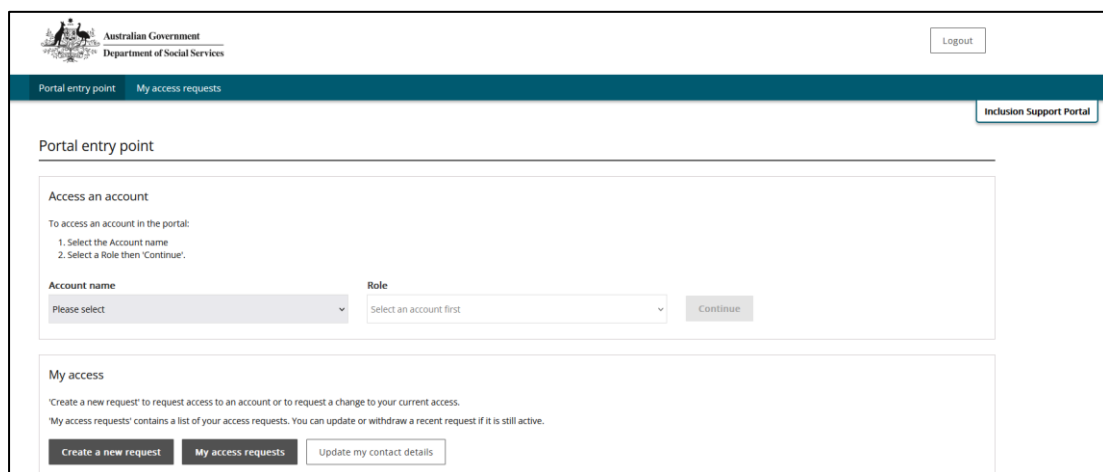


The **Portal entry point** page will be displayed.

If you are a new user who **has not yet been granted access to the IS Portal**, only the **My portal access** section of this page will be visible.

The screenshot shows the 'Portal entry point' page for a new user. At the top, there is a header with the Australian Government logo and 'Department of Social Services'. A 'Logout' button is in the top right. Below the header, there is a navigation bar with 'Portal entry point' and 'My access requests'. A 'Inclusion Support Portal' button is on the right. The main content area is titled 'Portal entry point' and contains a section 'My access' with instructions: 'Create a new request' to request access to an account or to request a change to your current access. It also states: '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'.

If you are a user who has **previously been granted IS Portal access**, the page will display available accounts.

The screenshot shows the 'Portal entry point' page for a user with previous access. The layout is similar to the previous screenshot, but the 'My access' section is replaced by an 'Access an account' section. This section contains 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'. A 'Continue' button is to the right of the 'Role' dropdown. Below this section is the 'My access' section with the same instructions and buttons as in the previous screenshot.

Requesting access to the IS Portal

The Inclusion Support Portal Help Desk manages the approval of access requests for both IDFM and IA representatives.

If you have not previously accessed the IS Portal **or** you if need to add or change your user access, an access request must be submitted.

1. To request user access, [login to PRODA](#) and access the **Child Care Inclusion Support Portal**.



2. On the Portal entry Point page, select **Create a new request**.

Create a new request

The **Request to create/update my access page** is displayed.

3. Read over the information on the page and select **I am ready to request access**.

The screenshot shows the 'Request to create/update my access' page. At the top, there is a header with the Australian Government logo and 'Department of Social Services', a 'Logout' button, and navigation links for 'Portal entry point' and 'My access requests'. The main heading is 'Request to create/update my access'. Below this, the page is divided into two columns. The left column, titled 'How does it work?', contains detailed instructions on how to request access, including steps for creating a request, agreeing to terms, and what happens after submission. The right column, titled 'User access responsibilities', outlines the legal obligations of users, including data protection and security awareness. At the bottom left is a 'Cancel' button, and at the bottom right is a red 'I am ready to request access' button.

The **Record your details** page will open.

4. Review the details and, if not already listed, **add your Phone number**. Select **Next**.

The screenshot shows the 'Record your details' page. It features the same header and navigation as the previous page. The main heading is 'Request to create/update my access', followed by the sub-heading '1. Record your details'. Below this, there are input fields for 'First name', 'Last name', 'Email address', 'Phone number' (marked with a red asterisk), and 'Mobile phone number'. At the bottom left are 'Back' and 'Discard request' buttons, and at the bottom right is a red 'Next' button.

The **Search for and select the organisation's account** page will open.

To find the organisation you work for, it is recommended to search by ABN only.

5. Enter details and click **Run search**.

2. Search for and select the organisation's account

Search for the organisation's account using their ABN, Legal name, Trading name or Organisation address.

Organisation details

Legal name Trading name ABN

Address details

Address line 1

Address line 2

Suburb/town State Postcode

6. **Select your organisation** from the list of results.

The **Access to roles** page will open.

7. Select the role of **Inclusion Professional** and click **Next**.

Request to create/update my access

3. Access to roles

Select one or more roles to specify the access you need to this account. If this request is Approved, you will only receive access to the selected 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.	

8. On the **Request summary access request** page, review your entries. Click **Submit** to continue or click **Back** to edit.

Request summary access request

4. Access request summary

Your details

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

Required user role(s)

Role : Inclusion Support ECEC User

Your employer's details

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

[Back](#) [Submit](#)

If you have **previously accessed the IS Portal** in a different user role, you will not need to verify your email address. Finish your access request by following **Step 12**.

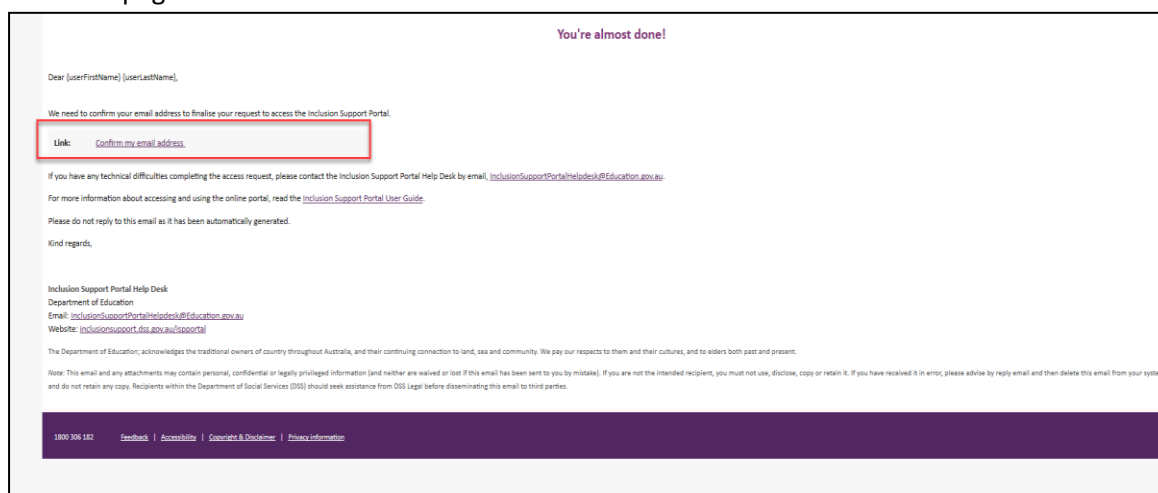
If you are a **new user**, your email address must be verified before your request can proceed. Continue with **Step 9**.

9. **Access** your nominated **email account** and **locate** the **verification email** sent to you.

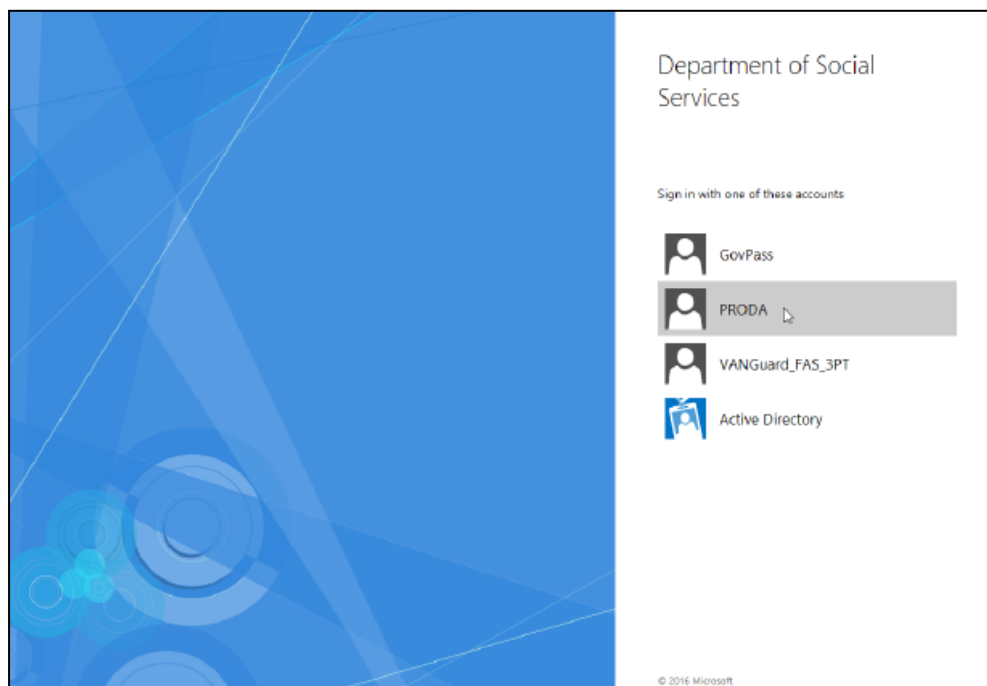
Important: This email contains a **token** associating your request with your email address and your PRODA ID. If you do not click the link provided in the email and log into PRODA, your email address will not be verified, and the request cannot be processed.

10. From the opened email, click **Confirm my email address**.

Clicking the link opens a browser and takes you to **Department of Social Services (DSS) account selection** page.



11. Select **PRODA**.



12. Log into PRODA as described in the [Logging into PRODA](#) section of this task card.

When you have successfully logged in, you are taken to the **Finish access request** page.

13. Read **Next Steps** and click **Finish**.

After clicking Finish, you will automatically leave the portal and an email notification will be sent to Inclusion Support Portal Help Desk.

After your request is reviewed by the Inclusion Support Portal Help Desk, you will receive another email telling you whether your request was approved or denied.

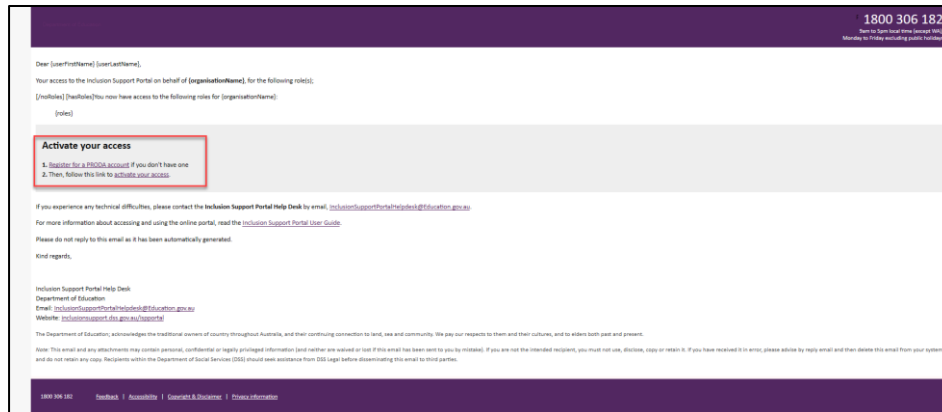
If you do not receive a confirmation email or your request was denied, contact your Inclusion Agency Manager or the Inclusion Support Portal Help Desk at inclusionsupportportalhelpdesk@education.gov.au.

Note: Individual Inclusion Agencies may have additional processes that need to be followed when requesting access to the IS Portal. Please check in with your Inclusion Agency Manager to confirm their requirements.

Activating your access

After your access request has been approved by the Inclusion Support Portal Help Desk, you may begin using the IS Portal.

1. Open your **approval email**.
2. Click **activate your access**.



Clicking the link opens a browser and takes you to the Inclusion Support Portal. Follow the steps below to login to the IS Portal.

Logging into the IS Portal

After initially activating your access (refer to page 10), the IS Portal can then be accessed via the [PRODA login](#).

1. Login to your PRODA account and select the Inclusion Support Portal tile. Refer to the [Logging to PRODA](#) section of this task card for assistance.



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

The screenshot shows the 'Portal entry point' page of the Australian Government Department of Social Services. At the top, there is a header with the Australian Government logo and the text 'Australian Government Department of Social Services'. A 'Logout' button is in the top right corner. Below the header, there are two tabs: 'Portal entry point' (selected) and 'My access requests'. On the right side, there is a link for '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. The second section, 'My access', contains instructions: 'Create a new request' to request access to an account or to request a change to your current access, and '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'.

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

This screenshot shows the 'Portal entry point' page with the 'Portal login / Authorised Access Delegate login' section. It instructs the user to 'Select the provider / role you wish to use within the NDIS Commission Portal.' The 'Provider name' dropdown menu is highlighted with a red box, showing 'Please select' and 'Industrious Industries'. The 'Role' dropdown menu is also visible, showing 'Please select'. A 'Continue' button is to the right. A note at the top right states: 'All fields marked with an asterisk (*) are required.'

3. Using the **Role dropdown** option, select the role of **Inclusion Professional** and click **Continue**.

This screenshot shows the 'Portal entry point' page with the 'Portal login / Authorised Access Delegate login' section. The 'Provider name' dropdown menu is set to 'Industrious Industries'. The 'Role' dropdown menu is highlighted with a red box, showing 'Inclusion Professional'. The 'Continue' button is also highlighted with a red box. A note at the top right states: 'All fields marked with an asterisk (*) are required.'

The **Inclusion Support Portal entry** page will open.

4. Read the **User Agreement** then click **I agree** to proceed to the IS Portal.

The screenshot shows the 'Welcome to the Inclusion Support Portal' page. It includes a 'User Agreement' section with text about the portal's purpose and a link to the 'Inclusion Support Program' page. Below this is the 'Acceptance of the User Agreement' section, which states that by accessing the portal, the user agrees to be bound by the terms. It also mentions that if the user allows someone else to access the portal, they will be responsible for their actions. The 'Your Responsibilities' section includes 'ECEC Services' and 'ISP Providers'. The 'Privacy' section states that the portal collects information about ECEC services seeking support through ISP. At the bottom, there is a blue 'Exit Application' link and a red 'I Agree' button.

The Inclusion Support Portal homepage dashboard page will be displayed.

Note: You can return to the **Portal Entry Point** page to log in with a different user role or for a different organisation by clicking **Change role/Manage access** at the top of the screen.

The screenshot shows the Inclusion Support Portal homepage dashboard. It features a purple header with the Australian Government logo, navigation links (Home, About, Change role / Manage access, Logout), and a search bar. The main content area displays a welcome message 'Hi 1576026188. Welcome to the Inclusion Support Portal.' followed by a grid of nine cards. The top row contains three cards: 'All Strategic Inclusion Plans', 'All Inclusion Support Cases' (with a subtext 'Number of cases awaiting action'), and 'All Innovative Solution Cases' (with a subtext 'Number of cases awaiting action'). The bottom row contains seven cards: 'All Reviews' (with a subtext 'Number of upcoming or overdue reviews'), 'All Children', 'All Inclusion Support Case Claims', 'All Innovative Solutions Case Claims', 'All Payments', 'All Service Support Plans', 'All Legacy Cases', and 'Resources'.

For additional support or assistance with trouble shooting any technical issues please contact please contact the Inclusion Support Portal helpdesk at inclusionsupportportalhelpdesk@education.gov.au or call the Inclusion Development Fund Manager (IDFM) on 1800 824 955.