



Task Card

Requesting access to the Inclusion Support Portal in the role of Authorised Access Delegate

Who will need this task card?

This task card is intended to support a service provider representative to gain access to the Inclusion Support Portal (IS Portal) as an Authorised Access Delegate.

What is this task card for?

This Task Card provides information and a step-by-step guide to support Authorised Access Delegates to request 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, 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 are encouraged to regularly review who has access to the Inclusion Support Portal on behalf of the service and remove access for users who have left the service.

The department recommends that Authorised Access Delegates are people in management control of the service (specified personnel), such as Service Directors, service managers/administrators, educational leaders, and area managers.

All services should have more than one Authorised Access Delegate to ensure access to the Inclusion Support Portal can be managed when staff are on holiday or leave the service.

Gaining IS Portal Access

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

The requirements for gaining access to the Inclusion Support Portal in the role of Authorised Access Delegate are influenced by the current circumstances of the service.

When a **service already has an Authorised Access Delegate** and are wanting to add an additional person in this role, the user is required to:

1. Have a PRODA account; and
2. Request access as an Authorised Access Delegate via the Portal Entry Point.

Note: It is essential that the first and last name of the user are recorded exactly the same in PRODA and the Portal Entry Point.

When a **service is unable to identify who their Authorised Access Delegate is or they do not have one**, the user is required to:

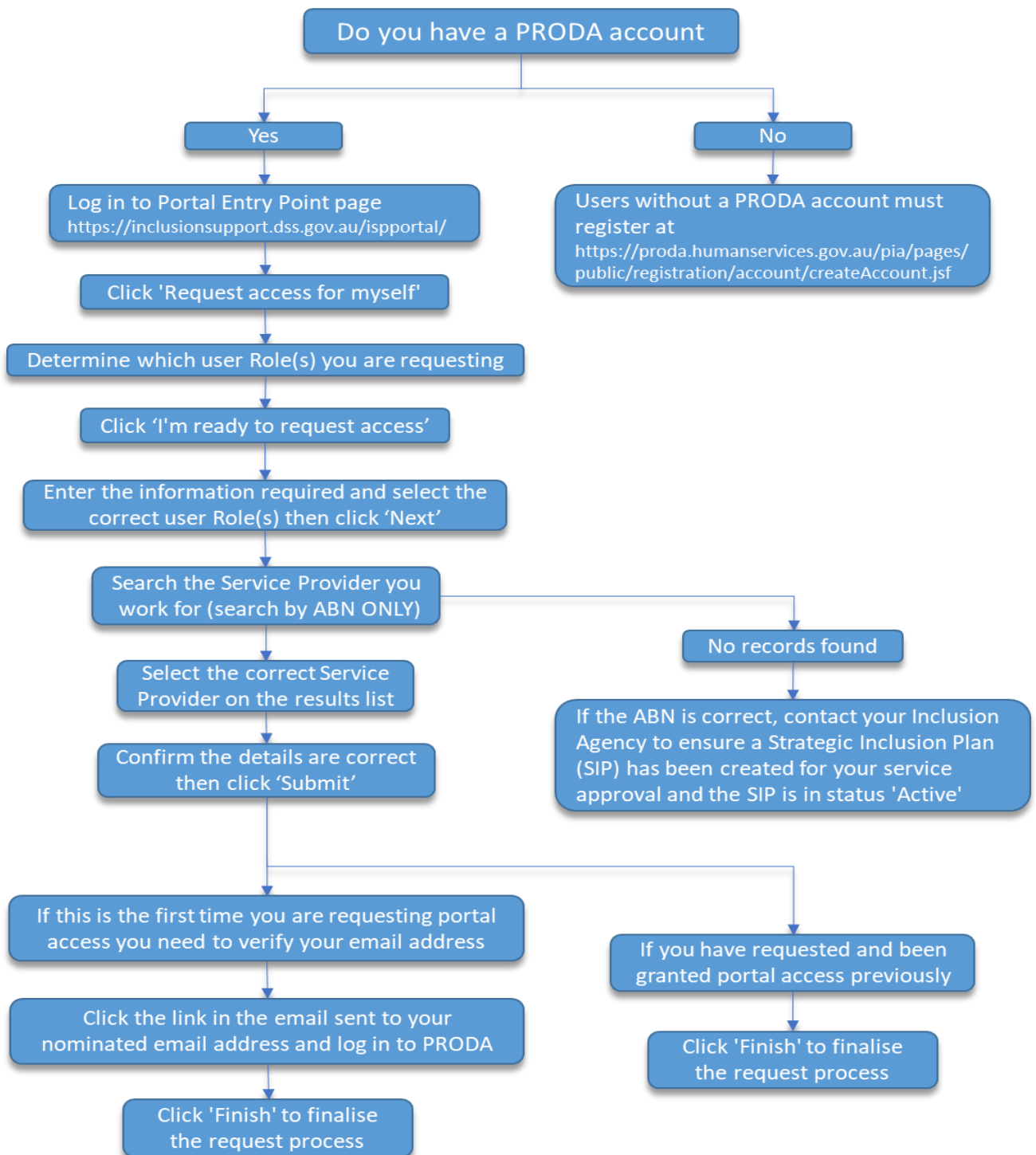
1. Have a PRODA account;
2. Be linked to the services Child Care Subsidy System (CCSS) as a Person with Management or Control of the Provider or as or as a Persons Responsible for the Day-to-Day Operation of the Service;
3. Request access as an Authorised Access Delegate via the Portal Entry Point; and
4. Request approval for IS Portal access (Delegate Only) by submitting an [online Inclusion Support Portal Helpdesk form](#)



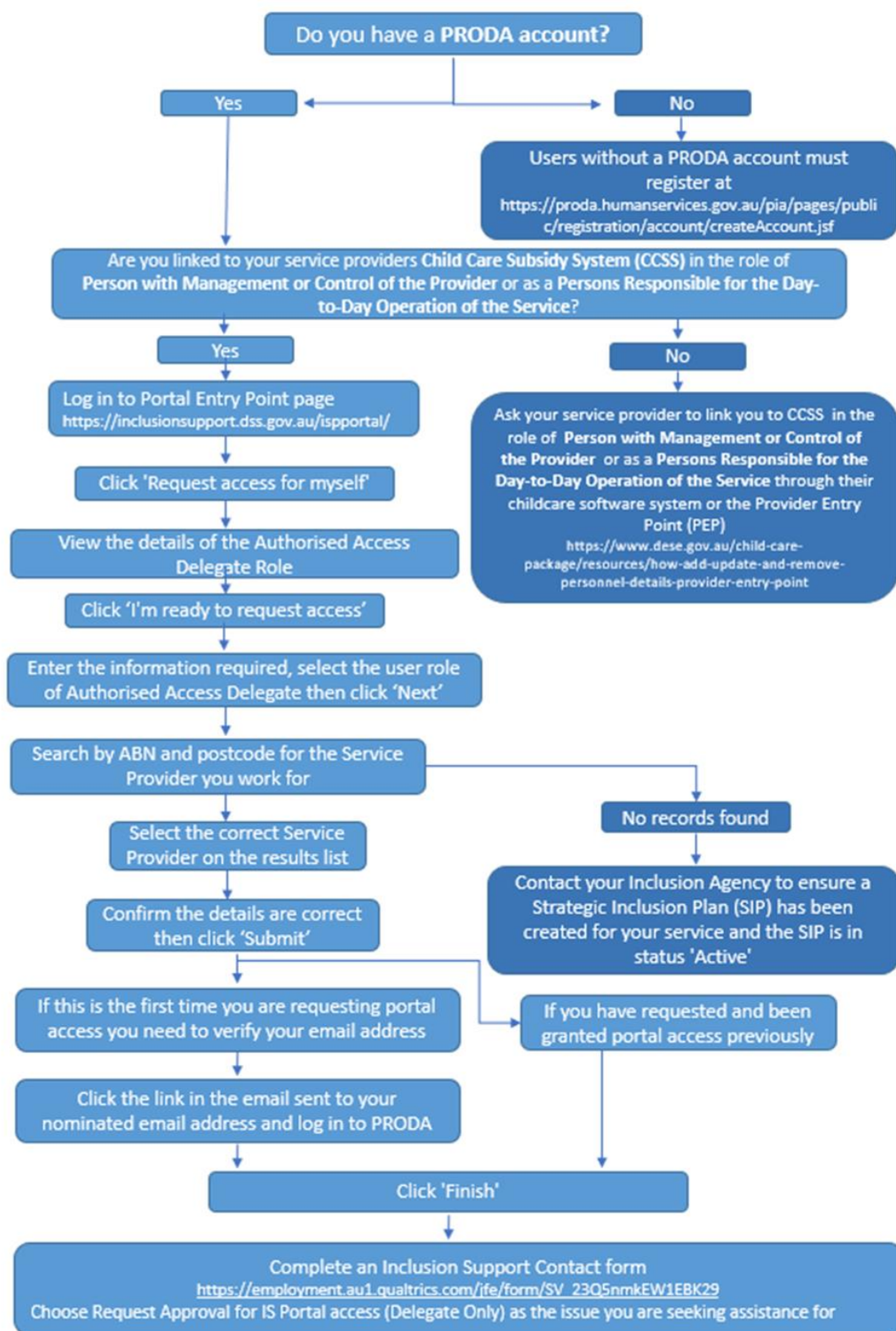
Note: It is essential that the first and last name of the user are recorded exactly the same in PRODA, CCSS and the IS Portal Entry Point.



Flow chart – How to Request IS Portal Access as an Additional Authorised Access Delegate



Flow chart – How to Request IS Portal Access as an Authorised Access Delegate when a service is unable to identify who their Authorised Access Delegate is, or they do not have one.



PRODA Requirements

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 from ECEC services who already have a PRODA account, for accessing the Child Care Subsidy System (CCSS) or other 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 register for an account through [Services Australia](#).

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

Child Care Subsidy System (CCSS) Requirements

The Child Care Subsidy System (CCSS) is the online system used to administer the Child Care Subsidy (CCS).

Users requesting access to the Inclusion Support Portal as an Authorised Access Delegate when a service is unable to identify who their Authorised Access Delegate is or they do not have one, need to be linked to their service provider via the Child Care Subsidy System (CCSS) in the role of *Persons with Management or Control of the Provider* or with or as a *Persons Responsible for the Day-to-Day Operation of the Service*.

A user can be added to the CCSS system and linked to a service provider through the Provider Entry Point (PEP) or through the service providers approved third party software system.

Provider Entry Point (PEP)

A task card to assist service providers to add, update and remove personnel details through the Provider Entry Point is available on the [Department of Education's website](#).

Approved Third Party Software

To access assistance adding, updating or removing personnel details through an approved third party software system refer to the software user guide or link with the system provider directly.

Requesting Access

Portal Entry Point

Once you have a PRODA account and, if required, are linked to your service provider via the Child Care Subsidy System (CCSS) in the role of *Persons with Management or Control of the Provider* or as a *Persons Responsible for the Day-to-Day Operation of the Service* (required when a service does not have an Authorised Access Delegate or is unable to identify who they are), you can request access as to the IS Portal as an Authorised Access Delegate via the Portal Entry Point.

Logging in to PRODA

1. Access the **PRODA login page**. <https://PRODA.humanservices.gov.au>

1.1 If you have a PRODA account – refer to image 1 below.

Enter your **PRODA username and password** and click **Login** then proceed to step 2.

1.2 If you have connected your Digital Identity to your PRODA account – refer to image 2 below.

Click **Login using your Digital Identity** then proceed to step 4.

The image contains two side-by-side screenshots of the PRODA login page. Both screenshots show the Australian Government Services Australia logo and the PRODA Provider Digital Access header. The page title is 'Login'. Below the header, there is a message: 'If you have already created your PRODA account, login below.' The form has two main sections: 'Username' and 'Password'. In the first screenshot, the 'Username' field contains 'MyUserName' and the 'Password' field contains a masked password. In the second screenshot, the 'Username' field contains 'MyUserName' and the 'Password' field contains a masked password. Both screenshots have a 'Login' button. Below the 'Login' button, there is a link: 'Do not have a PRODA account? Register now'. At the bottom of the form, there is a link: 'Login using your Digital Identity'. In the second screenshot, this link is highlighted with a red box.

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 image shows a screenshot of the PRODA 2-step verification page. The page has the Australian Government Services Australia logo and the PRODA Provider Digital Access header. The page title is '2-step verification'. Below the header, there is a message: 'Enter the verification code from your email below.' The form has a section: 'Enter Code' with a text input field containing a masked code. Below the input field, there is a link: 'Didn't receive your code?'. At the bottom of the form, there is a 'Next' button.

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. Refer to the image on the next page.

Terms and Conditions

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:

1. About these Terms and Conditions

1.1 In these Terms and Conditions:

- (a) **"you"** or **"your"** is a reference to the user agreeing to these Terms and Conditions and all parties acting on the user's behalf;
- (b) **"we", "our"** or **"us"** is a reference to the Commonwealth of Australia represented by the Department of Human Services or its successors; and
- (c) **"Terms and Conditions"** means these terms and conditions set out in **clauses 1 to 26** as amended from time to time in accordance with **clause 2**;

1.2 These Terms and Conditions govern your enrolment for a Digital Credential, your

I decline
I agree

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.

If you are a user who has previously been granted IS Portal access, the page will display as seen below.

Requesting IS Portal Access

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'.

A screenshot of the 'Request to create/update my access' page on the Australian Government Department of Social Services portal. The page has a blue header with the Australian Government logo and 'Department of Social Services'. Below the header, there are two tabs: '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?', 'You may request access to an account in the portal.', 'If you need access to multiple accounts, please create a request for each account you need to access.', '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.', 'Cancel'. The right column contains sections: '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.', 'I am ready to request access'.

The 'Record your details' page will open.

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

A screenshot of the 'Record your details' page on the Australian Government Department of Social Services portal. The page has a blue header with the Australian Government logo and 'Department of Social Services'. Below the header, there are two tabs: 'Portal entry point' and 'My access requests'. The main heading is 'Request to create/update my access'. Below the heading, there is a section titled '1. Record your details'. At the top right of this section, it says 'All fields marked with an asterisk (*) are required.' There are four input fields: 'First name', 'Last name', 'Email address', and 'Phone number'. The 'Phone number' field has a red asterisk next to it. There is also a 'Mobile phone number' field. At the bottom left, there are two buttons: 'Back' and 'Discard request'. At the bottom right, there is a red button labeled 'Next'.

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

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

For larger service providers it can be helpful to search by ABN and Postcode.

Note: If you work for more than one employer, or at different service locations for the same employer, you must complete a separate access request for each situation.

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

Organisation details access request

3. The service provider you work for

Provider details

Provider legal name

Provider trading name

ABN

Provider address details

Address line 1

Address line 2

Suburb/town

State

Postcode

6. **Select *your service*** provider from the list of results.

The 'Access to roles' page will open.

7. **Select the *Authorised Access Delegate role*** 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 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.

9. On the '*Request summary access request page*', **review** your entries. **Click *Submit*** to continue or **Click *Back*** to edit. Refer to the image on the next page.

Request summary access request

4. Access request summary

Your details

First name : Last name :

Email address : Work phone : Mobile phone :

Required user role(s)

Role :

Your employer's details

Provider legal name : Provider trading name : ABN :

Address :

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 13** below.

If you are a new user, your email address must be verified before your request can proceed.

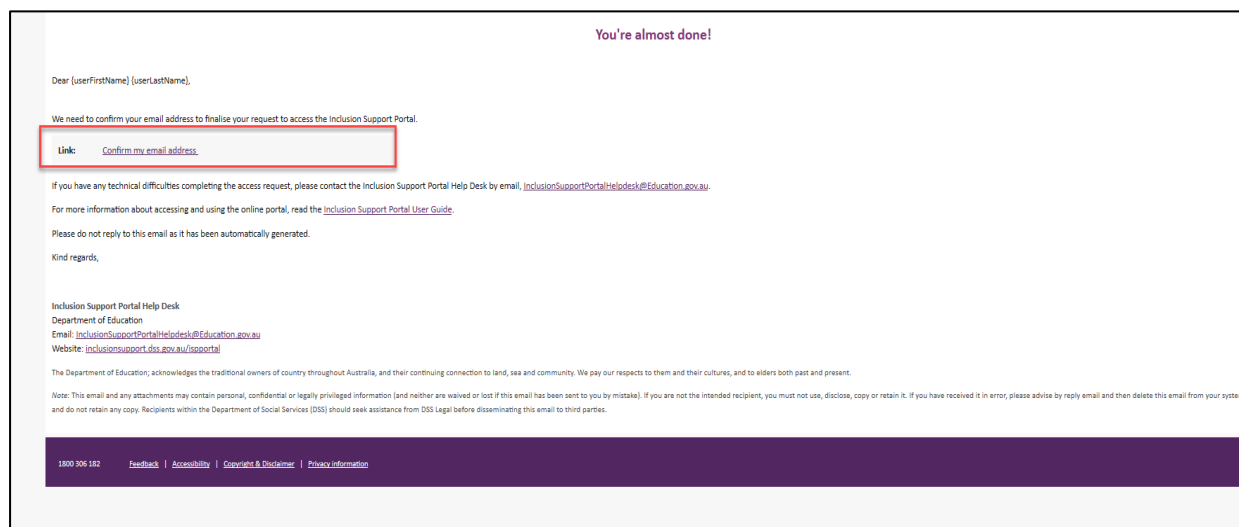
Continue with step 10.

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

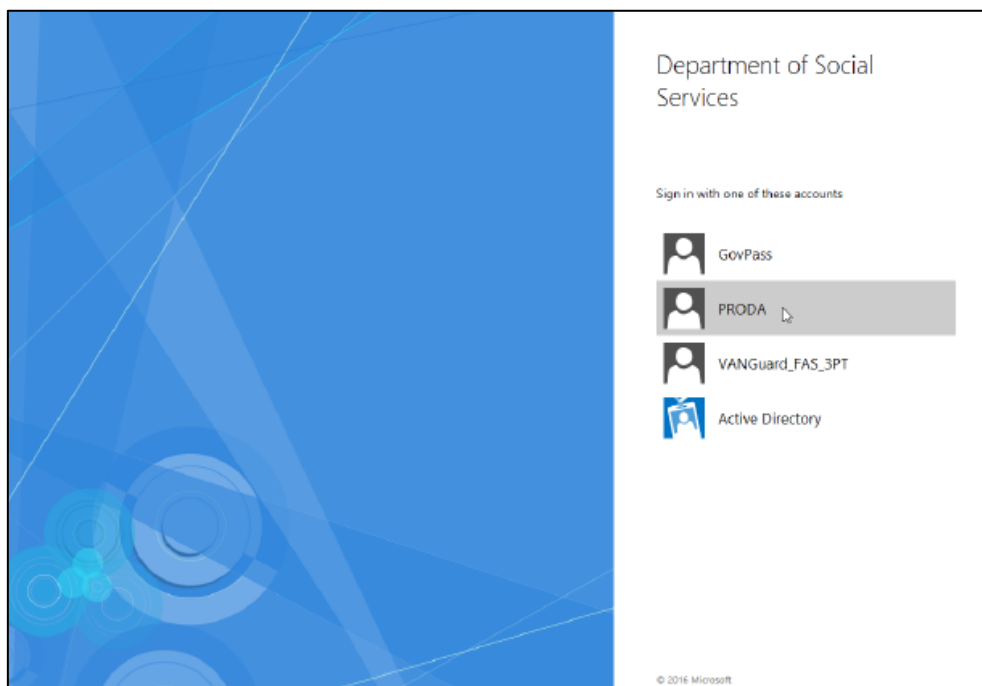
IMPORTANT: This email contains a 'token' associating your request with your email address and your PRODA ID. If you do not click the link provided in the email and log into PRODA, your email address will not be verified, and the request cannot be processed.

11. From the opened email (refer to the image below), **click Confirm my email address**.

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



12. Select **PRODA**.



13. **Log into PRODA** as described in steps 1 – 4 of *Logging into PRODA* located on [pages 4-5](#) of this task card.

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

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

After clicking Finish, you will automatically leave the portal and an email notification will be sent to your service provider's existing Authorised Access Delegate.

After your request has been reviewed by your service provider's existing Authorised Access Delegate, you will receive another email indicating if your request was approved or denied.



- If approved, you may log into the Inclusion Support Portal in your approved role.
- If access has been denied, speak with your services Authorised Access Delegate.
- If you do not receive a confirmation email, contact your provider's Authorised Access Delegate or the [Inclusion Support Portal Help Desk](#).

Finalising Your Request

Note: This step is only required if you are requesting access as an Authorised Access Delegate because your service does not have anyone in this role, or they have been unable to identify who the services Authorised Access Delegate is.

Inclusion Support Portal Helpdesk Form

15. Complete an [Inclusion Support Contact Form](#)
1. In the select the issue you are seeking assistance for field, **Choose Request Approval for IS Portal access (Delegate Only)**.

The screenshot shows the 'Inclusion Support Contact Form' from the Australian Government Department of Education. The form is titled 'Please select the issue you are seeking assistance for' and has a dropdown menu. Below this, it asks for 'Service Name and Service Approval ID' with a note '(Please ensure your details are correct)'. The form includes several text input fields: 'Contact Name', 'Service Name', 'Contact Telephone Number', 'Email', and 'Which state/territory is the service located in'. There is also a field for 'Please enter the Service's Approval ID/CRN' with a note '(this is a 9 digit number followed by a letter. The number starts with 1900)'. At the bottom, there are 'Back' and 'Next' buttons.

2. After submitting the *Inclusion Support Contact Form*, a reference number will be sent to your nominated email address.

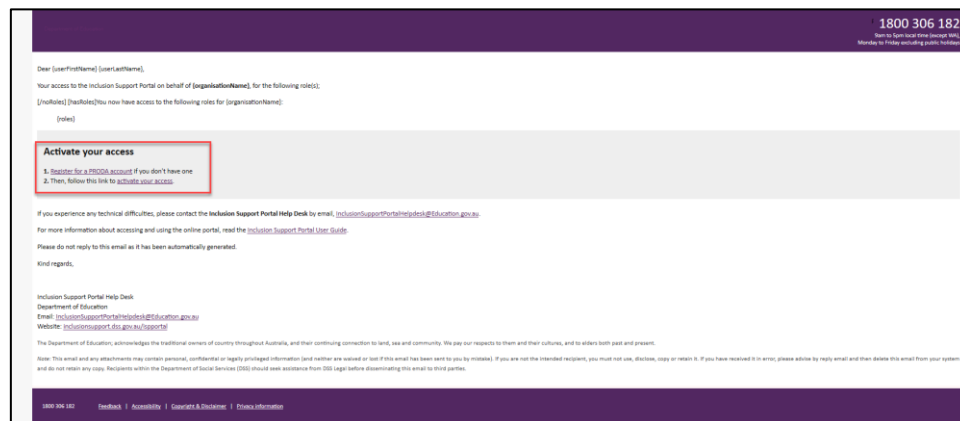
The IS Portal helpdesk will review your access request and communicate the outcome with you via email.

It can take a few days for the department to review and process the access request. Please **DO NOT** repeat the access request process. This will duplicate your request in the system and slow down the approval process.

Activating your access

After your access request has been approved, 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

Logging into the IS Portal

After initially activating your access, the IS Portal can then be accessed via

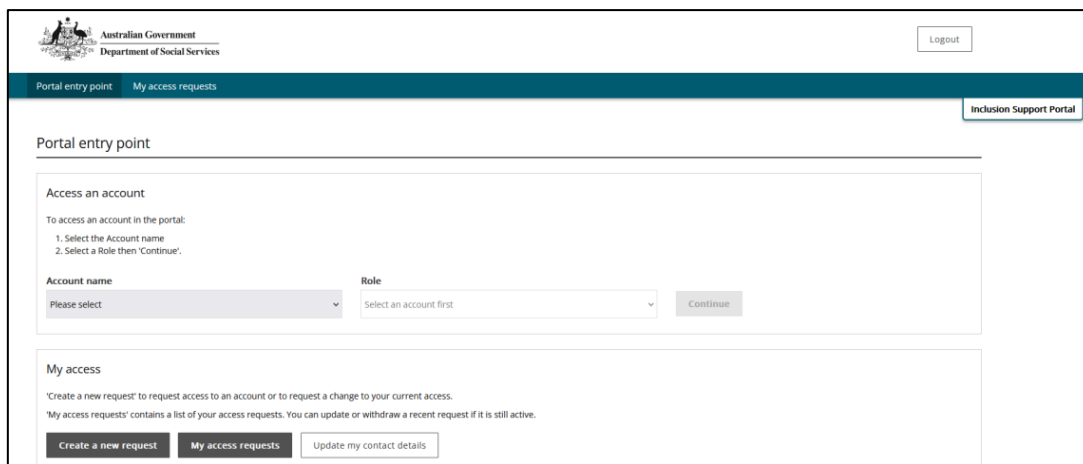
[Login | PRODA - https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf](https://proda.humanservices.gov.au/prodalogin/pages/public/login.jsf)

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

Refer to [pages 6-8](#) for support to login to PRODA.



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



Australian Government
Department of Social Services

Portal entry point My access requests

Portal entry point

Access an account

To access an account in the portal:

1. Select the Account name
2. Select a Role then 'Continue'.

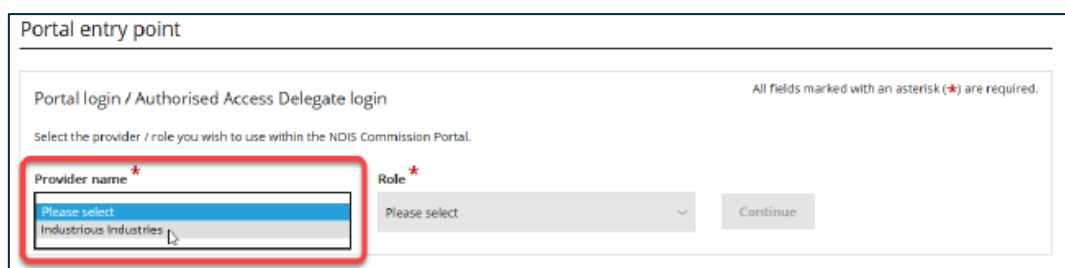
Account name Role

Please select Select an account first Continue

My access

Create a new request My access requests 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* Role*

Please select Please select Continue

2. Using the Role dropdown option, **Select** the role of **Inclusion Support User** and **click Continue**.



Portal entry point

Portal login / Authorised Access Delegate login

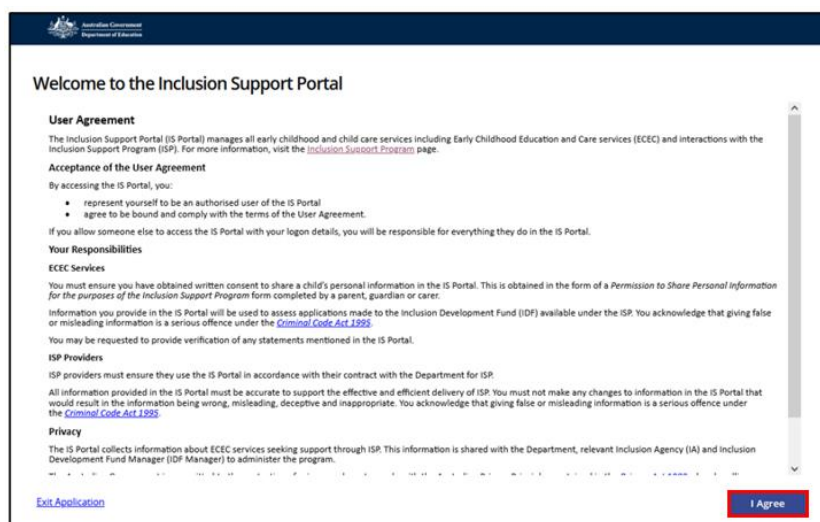
Select the provider / role you wish to use within the NDIS Commission Portal.

Provider name* Role*

Industrious Industries Inclusion Support ECEC User Continue

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

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



Australian Government
Department of Education

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.

[Exit Application](#) [I Agree](#)

The Inclusion Support Portal Welcome page is displayed.

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

Image of the CBDC & OSHC homepage dashboard

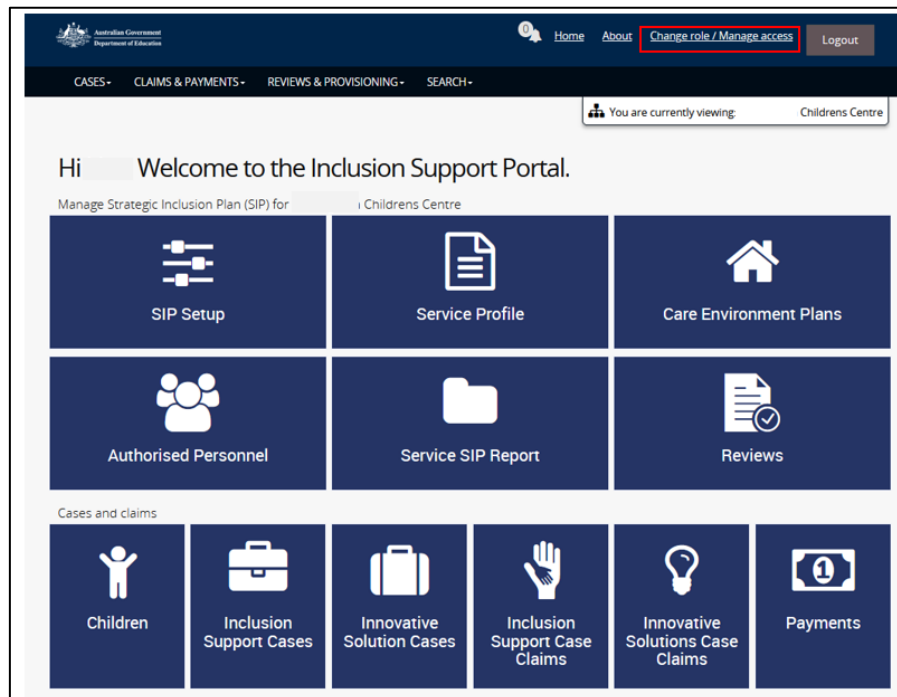


Image of the FDC homepage dashboard

