



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

Task Card

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** available on the [Inclusion Support Portal webpage](#).

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.

Resources to help with accessing the portal

- [How to Request IS Portal Access as an Additional Authorised Access Delegate](#)
- [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 a PRODA 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 [How to add, update and remove personnel details in the Provider Entry Point](#) page.

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 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**.

Australian Government
Service Australia

PRODA
Provider Digital Access

Login 1

If you have already created your PRODA account, login below.

Username
MyUserName
[Forgot your username?](#)

Password

[Show](#)
[Forgot your password?](#)

[Login](#)

Do not have a PRODA account? [Register now](#)

[Login using your Digital Identity](#)

[Find out if this option is for you](#)

Australian Government
Service Australia

PRODA
Provider Digital Access

Login 2

If you have already created your PRODA account, login below.

Username
MyUserName
[Forgot your username?](#)

Password

[Show](#)
[Forgot your password?](#)

[Login](#)

Do not have a PRODA account? [Register now](#)

[Login using your Digital Identity](#)

[Find out if this option is for you](#)

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

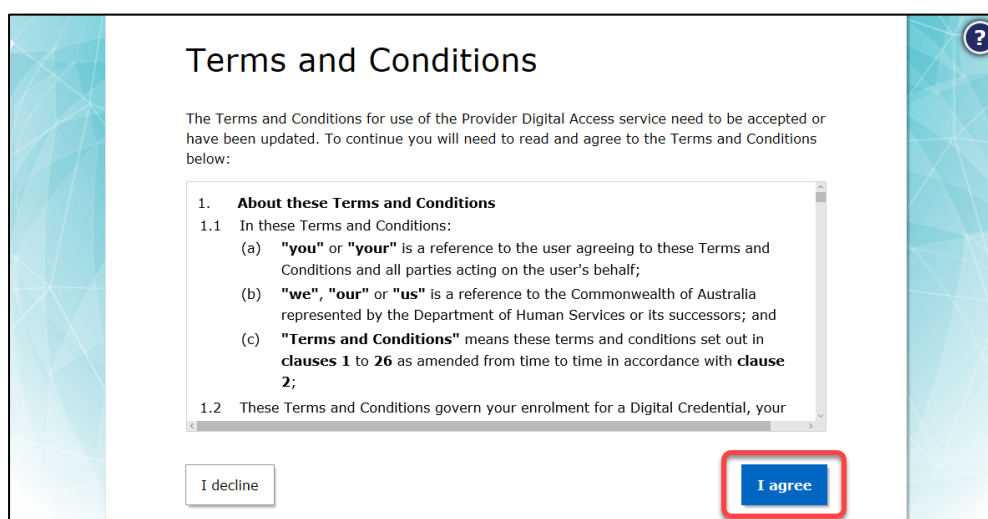
On the **2-step verification** page, enter the passcode and click **Next**.



The screenshot shows the '2-step verification' page. At the top, there is a header with the Australian Government Services Australia logo and the text 'PRODA Provider Digital Access'. Below the header, there is a '<Back' link. The main heading is '2-step verification'. Below this, it says 'Enter the verification code from your email below.' followed by 'Enter Code'. There is a text input field with six dots 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 button labeled 'Next' which is 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 box containing the terms. The first section is '1. About these Terms and Conditions'. Under this, there is '1.1 In these Terms and Conditions:' followed by three sub-points: (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; Below this is '1.2 These Terms and Conditions govern your enrolment for a Digital Credential, your'. At the bottom of the page, 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.

This screenshot shows the "Portal entry point" page for a new user. 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 is a navigation bar with "Portal entry point" and "My access requests" tabs. A "Inclusion Support Portal" button is located on the right side of the page. The main content area is titled "Portal entry point" and contains a section labeled "My access". This section includes 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." Below the instructions 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.

This screenshot shows the "Portal entry point" page for a user who has previously been granted access. The layout is similar to the previous screenshot, but the main content area is titled "Portal entry point" and contains a section labeled "Access an account". This section includes instructions: "To access an account in the portal: 1. Select the Account name. 2. Select a Role then 'Continue'." Below the 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 located to the right of the "Role" dropdown. Below the "Access an account" section is a section labeled "My access" with the same instructions and buttons as the previous screenshot: "Create a new request", "My access requests", and "Update my contact details".

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. The page has a header with the Australian Government logo and "Department of Social Services". Below the header, there are tabs for "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?", "Once your submission is finalised:", and "Request outcome - If your request is:". The right column contains sections: "User access responsibilities", "Security awareness", and "Disclaimer". At the bottom right, there is a red button labeled "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. The page has a header with the Australian Government logo and "Department of Social Services". Below the header, there are tabs for "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". It contains form fields for "First name", "Last name", "Email address", "Phone number", and "Mobile phone number". The "Phone number" field has a red asterisk next to it. At the bottom left, there are buttons for "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.

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 : [text] Last name : [text]
Email address : [text] Work phone : [text] Mobile phone : [text]
[text]

Required user role(s)

Role : Inclusion Support ECEC User

Your employer's details

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

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**.

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

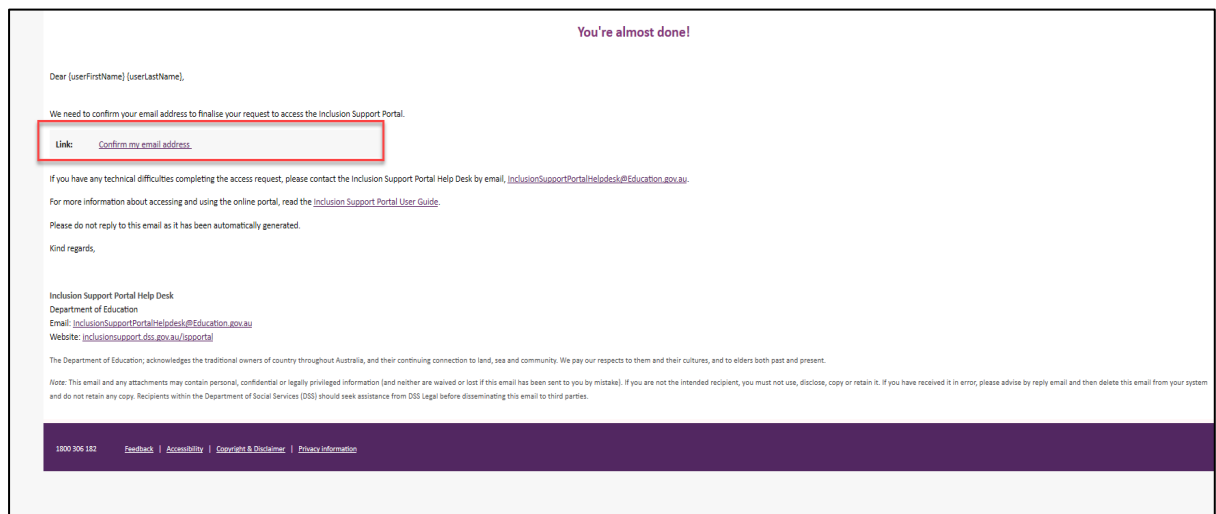
Continue with step 9.

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

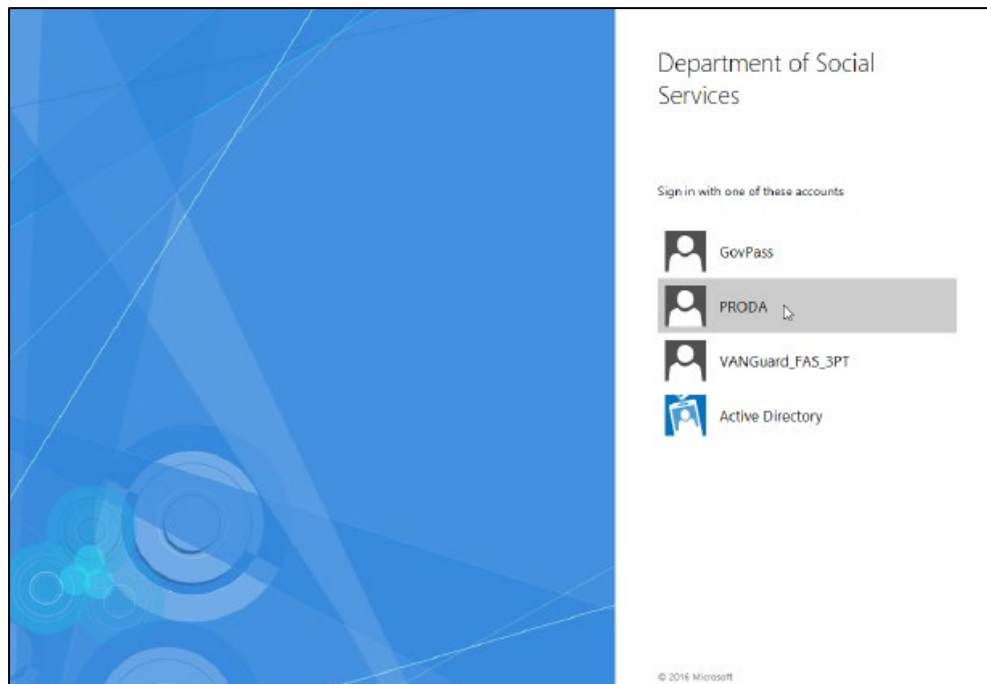
Important: This email contains a **token** associating your request with your email address and your PRODA ID. If you do not click the link provided in the email and log into PRODA, your email address will not be verified, and the request cannot be processed.

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

10. 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 steps 1 – 4 of this task card: [Logging into PRODA](#).

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

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

Finish access request

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

5. Finished

Your details

First name : [redacted] Last name : [redacted]
Email address : [redacted] Work phone : [redacted] Mobile phone : [redacted]
Required user role(s)
Role : Auditor

Your employer's details

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

Next Steps

- Your employer / authorised provisioning delegate will receive an email telling them of your access request.
- When your request is approved, you will receive an email with instructions on how to log into the IS portal

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 at inclusionsupportportalhelpdesk@education.gov.au.

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

1. Complete an **Inclusion Support Contact Form** available on the [Inclusion Support Portal webpage](#).
2. 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 features a dropdown menu. Below this, it asks for 'Service Name and Service Approval ID' with a note to ensure 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 'Service's Approval ID/CRN' with a note that it is a 9-digit number followed by a letter, starting with 1900. At the bottom, there are 'Back' and 'Next' buttons.

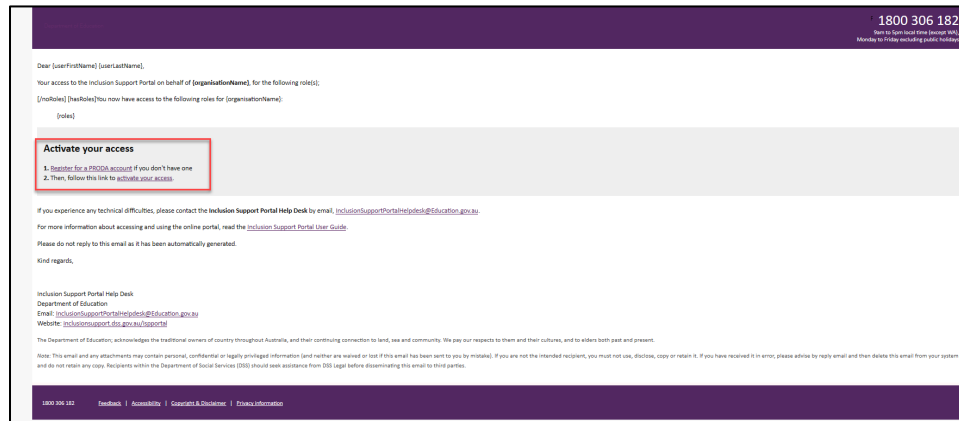
3. After submitting the **Inclusion Support Contact Form**, a reference number will be sent to your nominated email address. The IS Portal helpdesk will review your access request and communicate the outcome with you via email.

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

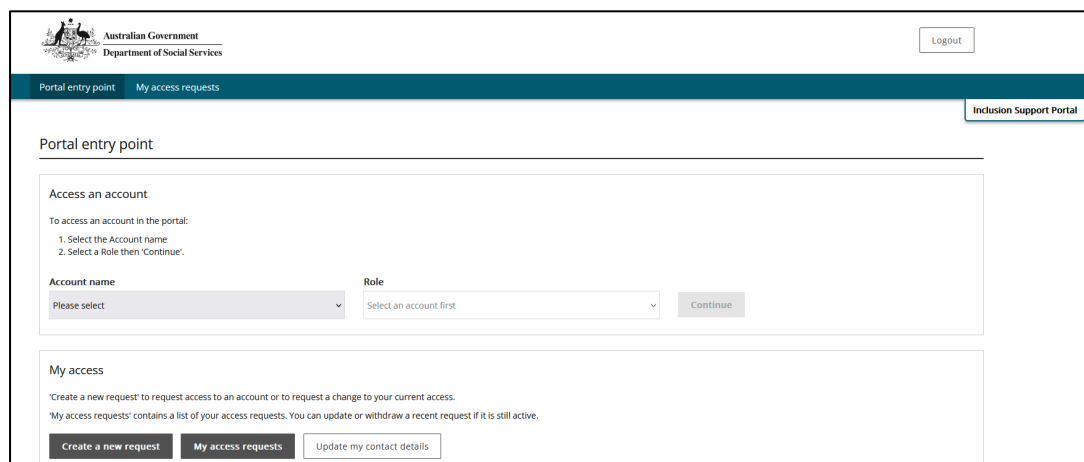
After initially activating your access, access the [IS Portal](#).

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

Refer to the [login to PRODA](#) steps in this task card for support.



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



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 **Inclusion Support User** and 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*
Industrious Industries

Role*
Inclusion Support ECEC User

Continue

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

3. Read the **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.

Figure 1: Image of the CBDC & OSHC homepage dashboard

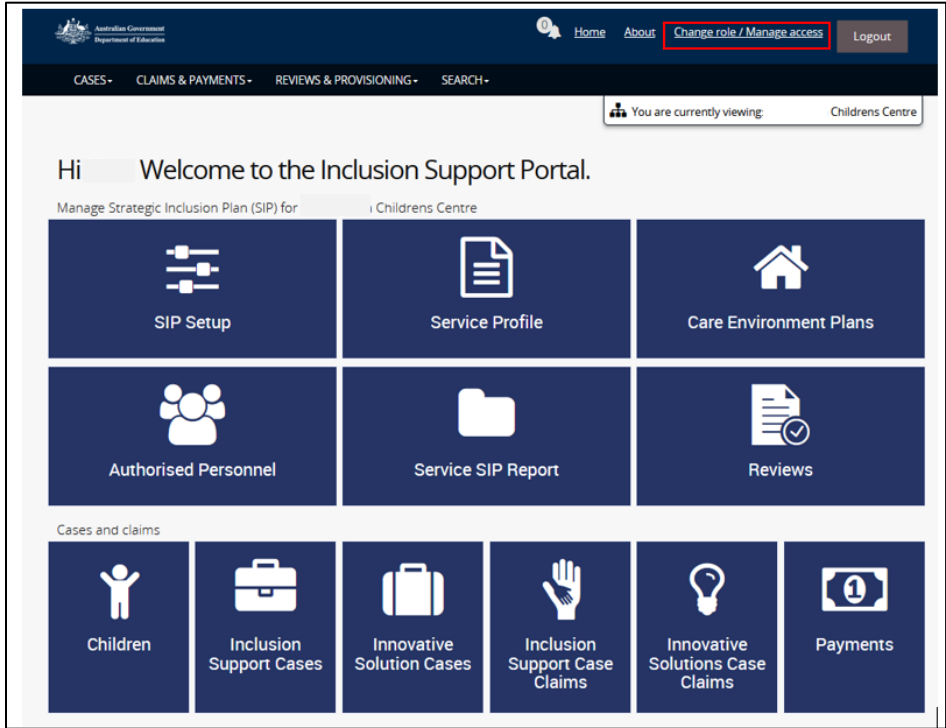


Figure 2: Image of the FDC homepage dashboard

