



# Task Card

## Accessing the Inclusion Support Portal as an Inclusion Support ECEC User – SIP only

### 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 representatives in ECEC services who require access the IS Portal to develop and manage the services Strategic Inclusion Plan (SIP), including Care Environment Plans.

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

### What is this task card for?

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

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# User Options

Anyone seeking access to the Inclusion Support Portal (IS Portal) is referred to as a user. There are three user roles available to early childhood education and care (ECEC) service 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, 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.

# Gaining IS Portal Access

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

- Have a Provider Digital Access (PRODA) account; and
- 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 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.



## Logging into 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 text 'PRODA Provider Digital Access'. The page title is 'Login'. Below the title, it says 'If you have already created your PRODA account, login below.' There are two input fields: 'Username' with the value 'MyUserName' and 'Password' with a masked value '\*\*\*\*\*'. There are links for 'Forgot your username?' and 'Forgot your password?'. A 'Login' button is present. Below the login button, it says 'Do not have a PRODA account? Register now' or 'Login using your Digital Identity'. In the second screenshot, the 'Login using your Digital Identity' button 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. At the top, it says '<Back'. The title is '2-step verification'. Below the title, it says 'Enter the verification code from your email below.' There is an 'Enter Code' field with a masked value '\*\*\*\*\*' and a 'Show' button. Below the field, there is a link 'Didn't receive your code?'. At the bottom, there is a 'Next' button highlighted with a red box.

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** tile.



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 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 Access

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.

Your services Authorised Access Delegate manages the approval of access requests on behalf of your service provider.

**To request access to the IS Portal as an Authorised Access Delegate** please refer to the *Task card - Requesting access to the Inclusion Support Portal in the role of Authorised Access Delegate* resource document.

**To request access to the IS Portal in the role of Inclusion Support ECEC user** please refer to the *Task card Accessing the Inclusion Support Portal the Role of Inclusion Support ECEC User*.

Authorised Access Delegates can **request IS Portal user access for other people**. Please refer to the Task Card: *Authorised Access Delegates - Managing Access to the Inclusion Support Portal*.

## Request IS Portal user access in an Inclusion Support ECEC User – SIP Only role

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'**.

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**

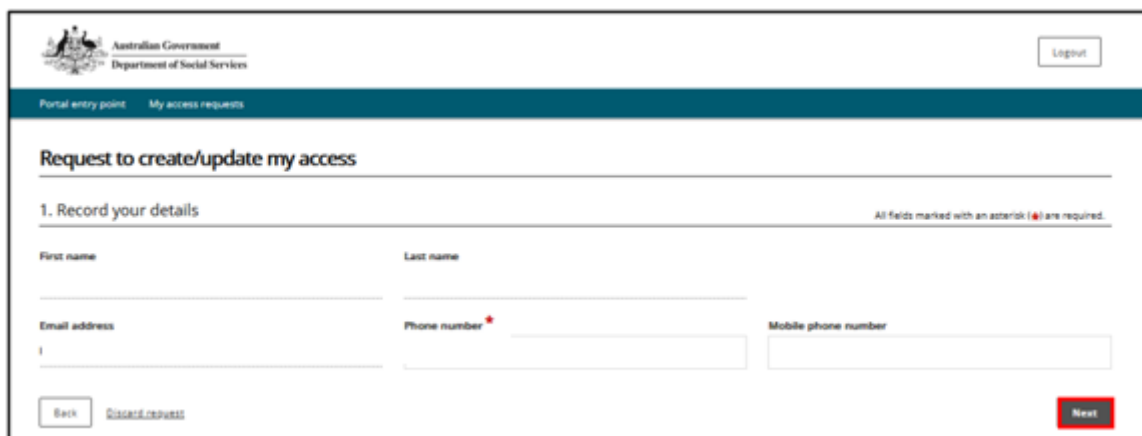
The Commonwealth accepts no responsibility for the accuracy or completeness of any material contained on this system.

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](#)

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

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



The screenshot shows the 'Request to create/update my access' form on the Australian Government Department of Social Services portal. The form is titled '1. Record your details' and includes fields for First name, Last name, Email address, Phone number (marked with an asterisk), and Mobile phone number. A 'Next' button is highlighted in red at the bottom right. The form also includes a 'Back' button and a 'Cancel request' link.

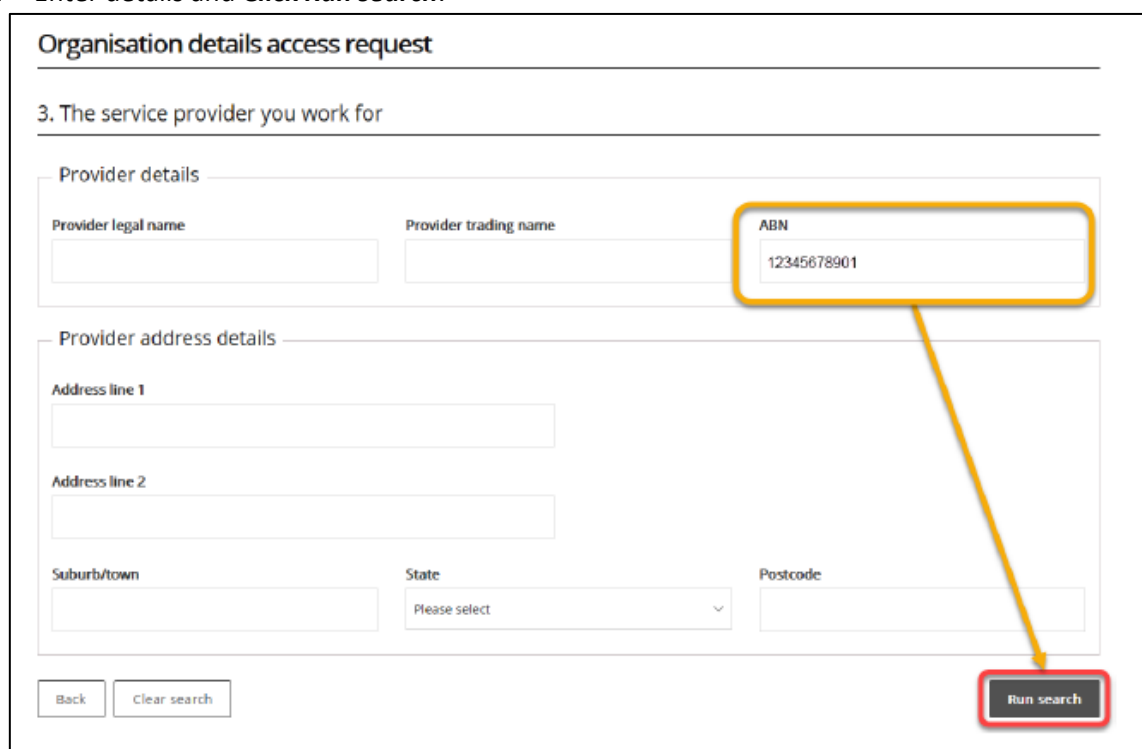
The 'Search for and select the organisation's account' page will open.

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.

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



The screenshot shows the 'Organisation details access request' form, specifically the section '3. The service provider you work for'. It includes fields for Provider details (Provider legal name, Provider trading name, ABN) and Provider address details (Address line 1, Address line 2, Suburb/town, State, Postcode). The ABN field is highlighted with a yellow box, and an arrow points from it to the 'Run search' button, which is also highlighted with a red box. The form includes 'Back' and 'Clear search' buttons at the bottom left.

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

The 'Access to roles' page will open.



8. Select the **Inclusion Support ECEC User- SIP Only 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.

[Back](#) [Discard request](#) [Next](#)

9. 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 :  Last name :   
Email address :  Work phone :  Mobile phone :   
*Example: Michael@mycompany.com.au*

**Required user role(s)**

Role : Inclusion Support ECEC User

**Your employer's details**

Provider legal name :  Provider trading name :  ABN :   
*Example: Mycompany Pty Ltd*  
Address :   
*Example: 123 Main Street, Melbourne, VIC 3000*

[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 13** below.

If you are a new user, your email address must be verified before your request can proceed.  
**Continue with step 10.**

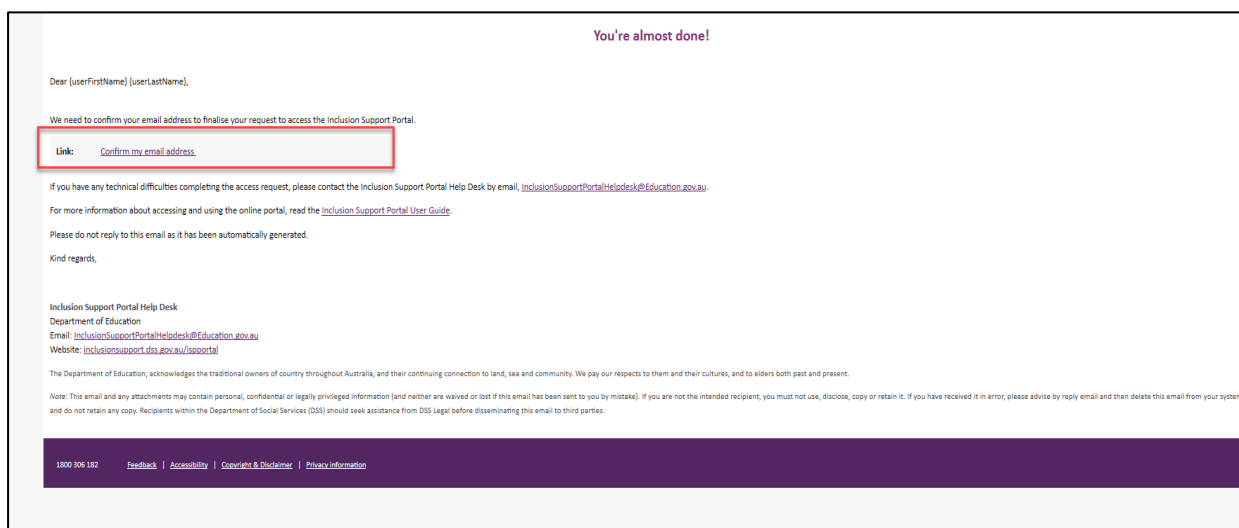
10. **Access** your nominated **email account** and **locate** the **verification email** sent to you.

**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.

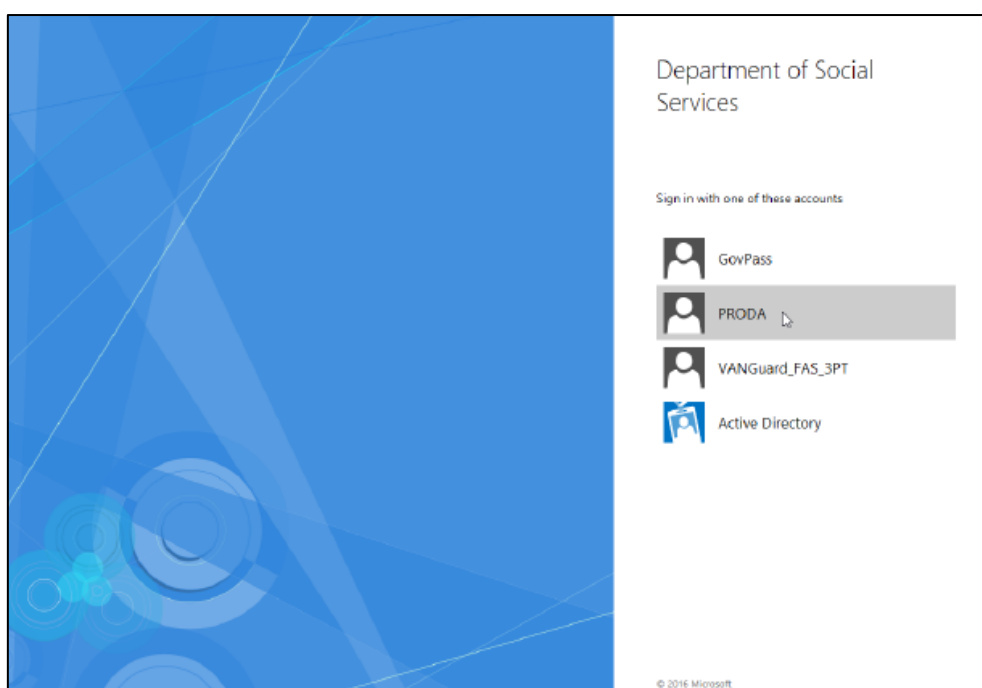
11. From the opened email (refer to the image below), click **Confirm my email address**.

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**.

**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 Authorised Access Delegate.

After your request has been reviewed by your service provider's 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](#).

## Activating your access

After your access request has been approved by the services Authorised Access Delegate, you may begin using the IS Portal.

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

1800 306 182  
Don't forget to log out when you're finished.  
Monday to Friday excluding public holidays

Dear [user@first-name] [last-name],

Your access to the Inclusion Support Portal on behalf of [organisation-name], for the following role(s):  
[role(s)] [last-name] [first-name] You now have access to the following roles for [organisation-name]:  
[role(s)]

**Activate your access**

1. Register for a PRODA account if you don't have one
2. Then, follow this link to activate your access

If you experience any technical difficulties, please contact the [Inclusion Support Portal Help Desk](#) by email: [inclusion.support.portal.helpdesk@education.gov.au](mailto:inclusion.support.portal.helpdesk@education.gov.au)

For more information about accessing and using the online portal, read the [Inclusion Support Portal User Guide](#)

Please do not reply to this email as it has been automatically generated.

Kind regards,

Inclusion Support Portal Help Desk  
Department of Education  
Email: [inclusion.support.portal.helpdesk@education.gov.au](mailto:inclusion.support.portal.helpdesk@education.gov.au)  
Website: [inclusion.support.dss.gov.au/portal](http://inclusion.support.dss.gov.au/portal)

The Department of Education acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

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1800 306 182 | Feedback | Accessibility | Complaints & Disputes | Privacy Information

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 you access (refer to page 10), 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 4-5](#) for support to login to PRODA.



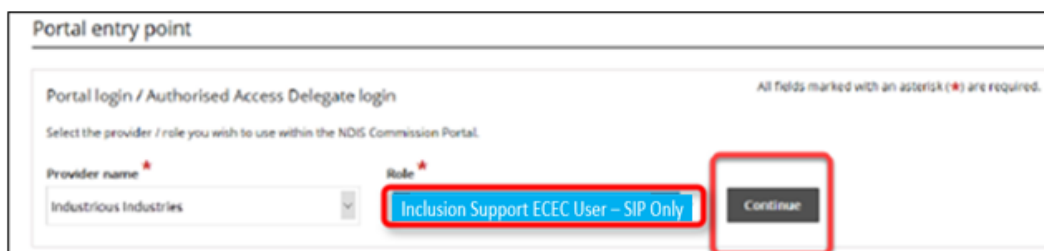
When your identity is verified, the 'Portal entry point' page is displayed.

A screenshot of the 'Portal entry point' page. At the top, there's a header with the Australian Government logo and 'Department of Social Services'. A 'Logout' button is in the top right. Below the header, there's a navigation bar with 'Portal entry point' and 'My access requests'. A 'Inclusion Support Portal' tile is visible on the right. The main content area is titled 'Portal entry point' and contains a section 'Access an account'. This section has instructions: 'To access an account in the portal: 1. Select the Account name 2. Select a Role then 'Continue''. Below this are 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. Below this is a 'My access' section with instructions on how to create a new request or update contact details. 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.**

A screenshot of the 'Portal login / Authorised Access Delegate login' page. The title is 'Portal login / Authorised Access Delegate login'. Below it, it says 'Select the provider / role you wish to use within the NDIS Commission Portal.' There's a note: 'All fields marked with an asterisk (\*) are required.' The main form has two dropdown menus: 'Provider name' and 'Role'. Both are marked with an asterisk. The 'Provider name' dropdown is highlighted with a red box and shows a list of options, with 'Industrious Industries' selected. The 'Role' dropdown shows 'Please select'. A 'Continue' button is to the right of the 'Role' dropdown.

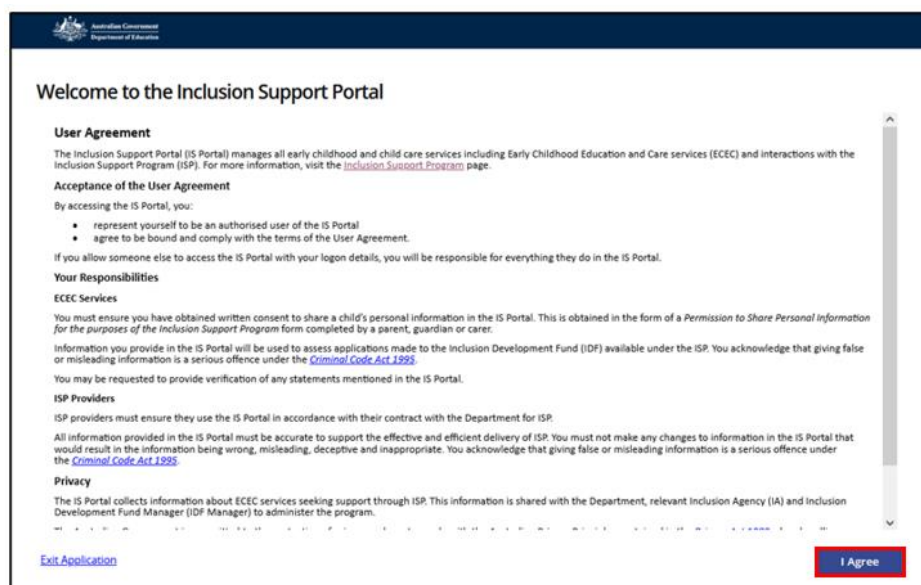
- Using the Role dropdown option, **Select** the role of **Inclusion Support User – SIP Only** and click **Continue**.



The screenshot shows the 'Portal entry point' login form. It has a title 'Portal login / Authorised Access Delegate login' and a note 'All fields marked with an asterisk (\*) are required.' Below this, it says 'Select the provider / role you wish to use within the NDIS Commission Portal.' There are two dropdown menus: 'Provider name' with 'Industrious Industries' selected, and 'Role' with 'Inclusion Support ECEC User – SIP Only' selected. A red box highlights the 'Continue' button.

The *Inclusion Support Portal* entry page will open.

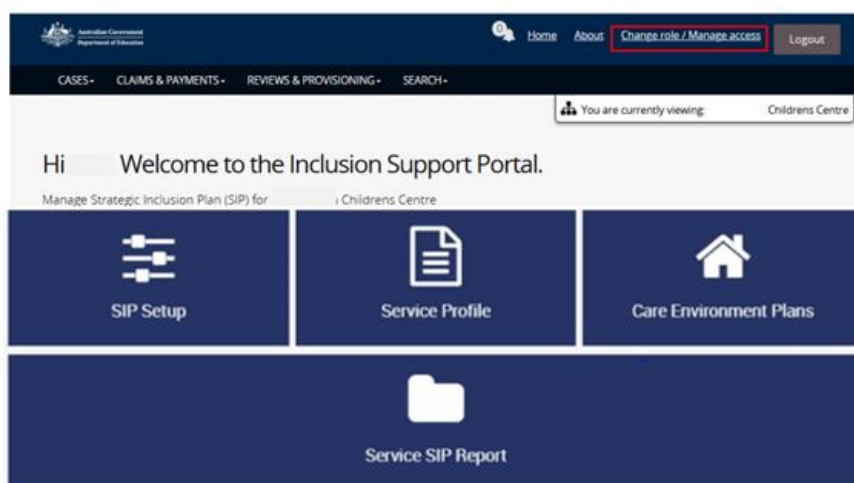
- Read User Agreement** then **click I agree**, to proceed to the IS Portal.



The screenshot shows the 'Welcome to the Inclusion Support Portal' page. It has a header with the Australian Government Department of Education logo. The main content area is titled 'User Agreement' and contains several sections: 'Acceptance of the User Agreement', 'Your Responsibilities', 'ECEC Services', 'ISP Providers', and 'Privacy'. At the bottom right, there is a red button labeled 'I Agree'.

The Inclusion Support Portal homepage dashboard 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.



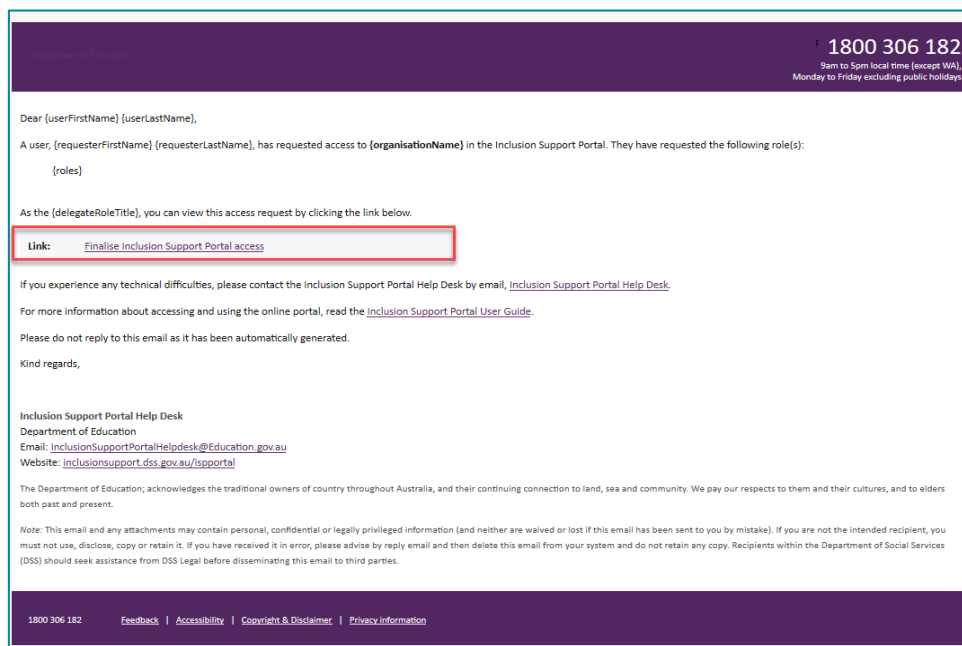
The screenshot shows the Inclusion Support Portal dashboard. It has a header with the Australian Government Department of Education logo and navigation links: Home, About, Change role / Manage access, and Logout. Below the header, there is a section titled 'Hi Welcome to the Inclusion Support Portal.' with a sub-header 'Manage Strategic Inclusion Plan (SIP) for' and 'i Childrens Centre'. The main content area has four large buttons: 'SIP Setup', 'Service Profile', 'Care Environment Plans', and 'Service SIP Report'.

## Finalising an access request initiated by your employer

Sometimes an access request may be submitted for you by your employer via their Authorised Access Delegate or the Inclusion Support Program Help Desk. If that is the case, the access request is automatically approved, but you must finalise the request before you can use the IS Portal.

This involves responding to an email notification, confirming your PRODA account and formally agreeing to the terms and conditions of portal use.

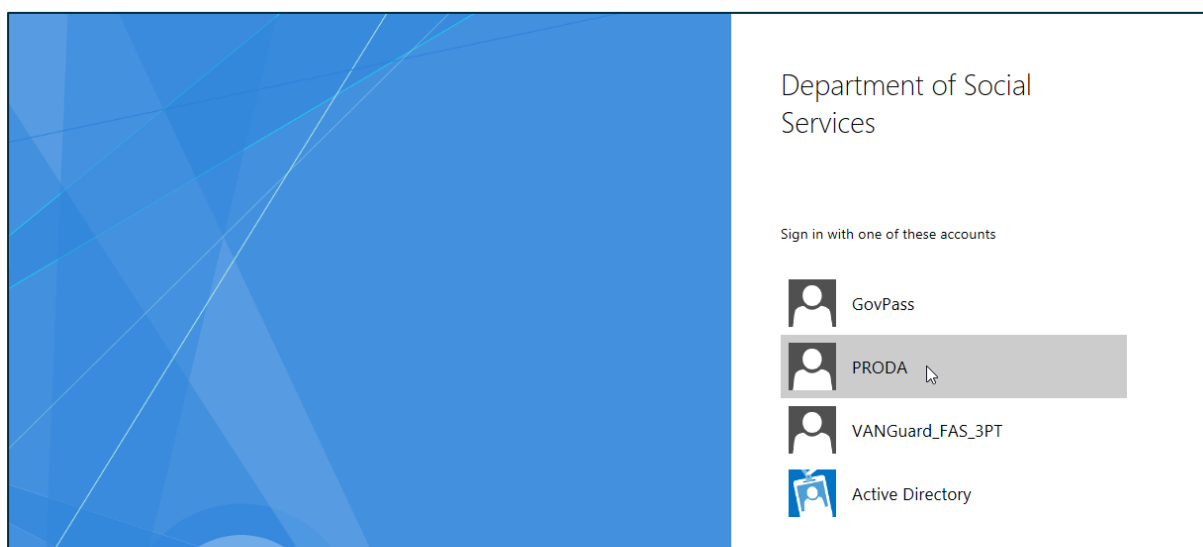
1. From the opened email, **click *Finalise Inclusion Support Portal access***.



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

It is important that you click the link from the email as it contains a '*token*' that will connect the access request with your PRODA account. Without this connection, the request can't be finalised.

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



3. Log into **PRODA** as described on [pages 4-5](#). After authentication, you are taken to the *portal's Terms and Conditions* page.
4. Tick the **Acknowledgement** to accept.
5. Then select **Continue**.

### Portal access - terms and conditions

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

#### User access responsibilities

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

Data contained within the NDIS Commission Portal is subject to the Privacy Act 1988 (Act). Any unauthorised use or disclosure of data contained in the NDIS Commission 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 NDIS Commission 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 NDIS Commission may revoke NDIS Commission Portal access rights for anyone who fails to comply with these requirements.

#### Security awareness

Once the NDIS Commission 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 NDIS Commission has other ways of obtaining and providing information including mail, telephone and FilePoint. For advice about how to use FilePoint, please contact the NDIS Commission Help Desk.

#### Disclaimer

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

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 document.

#### Acknowledgement


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

Full name \_\_\_\_\_ Date: 25/06/2019

[Cancel](#) [Continue](#)

6. If this is your first time accessing the portal, Identity Manger (IDM) will need to configure your account. This process may take a few minutes.

### Setting up first time access



Your account is being configured for first time access.

This process may take a few minutes.

Do not refresh your browser during this time.

When setup is complete, the '*Portal entry point* page is displayed'.

7. Follow the steps on [10](#) to login to the IS Portal.