



# Task Card

## Accessing the Inclusion Support Portal as an Inclusion Agency Representative

### Contents

Who will need this task card? .....	2
What is this task card for? .....	2
IS Portal User Options .....	2
Gaining IS Portal Access .....	3
PRODA .....	3
Requesting user access .....	3
How to guides .....	3
Flow Chart - How to request IS Portal access as an Inclusion Professional .....	4
Logging into PRODA .....	5
Requesting Access.....	7
Activating your access.....	14
Logging into the IS Portal .....	14

# Who will need this task card?

The Inclusion Support Portal (IS Portal) is a web-based application which manages all early childhood education and services' (ECEC) interactions with the Inclusion Support Program (ISP).

This task card is intended for Inclusion Agency (IA) representatives who require access the Inclusion Support Portal (IS Portal) to manage Strategic Inclusion Plan (SIP) and Inclusion Development Fund case requirements.

## What is this task card for?

This Task Card provides information and step by step guides to support Inclusion Agency representatives to **request access** to the Inclusion Support Portal.

## IS Portal 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 two user roles available to service provider representatives.

### **SP ISS Users**

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) and/or Inclusion Development Fund cases.

### **Authorised Access Delegate**

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

**Note:** A service provider representative can have more than one role. Services are encouraged to have more than one Authorised Access Delegate.



Task cards to support service provider representatives to access the Inclusion Support Portal are available on the IDFM website in both the resource for services section and on the *About the IS Portal* page.

## 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 in the role of Inclusion Professional requires each user to:

1. Have a PRODA account; and
2. Gain permission to act on behalf of Inclusion Agency in an accredited role

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

### PRODA

All users requesting access to the Inclusion Support Portal are required to have a PRODA account.

PRODA is an online identity verification and authentication system that lets you securely access 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 register at [Services Australia](#).

### Requesting user access

Once you have a PRODA account you can then lodge a user access request.

If you have not previously accessed the IS Portal or you need to add an organisation or role to your user list, you must submit an access request.

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

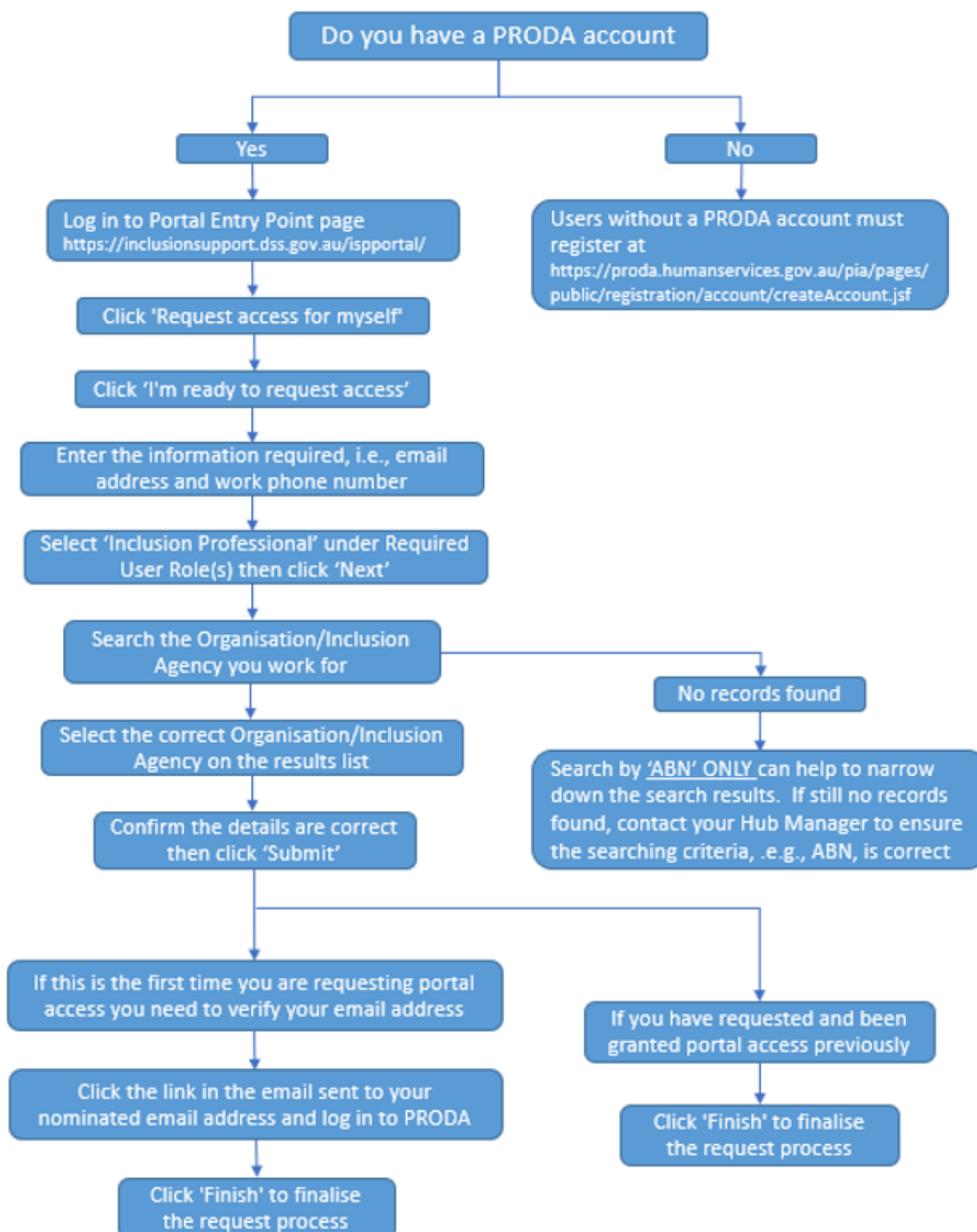
## How to guides

The following pages of this Task Card provide you with access to several guides designed to support you to successfully access the IS Portal in the role of Inclusion Professional.



For additional support or assistance with trouble shooting any technical issues please contact please contact the [Inclusion Support Portal helpdesk](#) or call the Inclusion Development Fund Manager (IDFM) on 1800 824 955.

## Flow Chart - How to request IS Portal access as an Inclusion Professional



Clicking 'Finish' exits the portal and takes you to the Inclusion Support Program website. It also sends email notification to the Inclusion Support Portal Help Desk to review your request.

After your request is reviewed, 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 Hub Manager or the [Inclusion Support Portal helpdesk](#).

**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.

## Logging into PRODA

1. Access the [Inclusion Support Portal website](#)
2. On the 'Login' page
  - a. If you have a PRODA account - **Enter your *PRODA username and password* and click *Login*** and proceed to step 3.
  - b. If you do not have a PRODA account – **Click *Register now*** and follow the prompts.

Australian Government  
Department of Human Services

PRODA  
Provider Digital Access

# Login

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

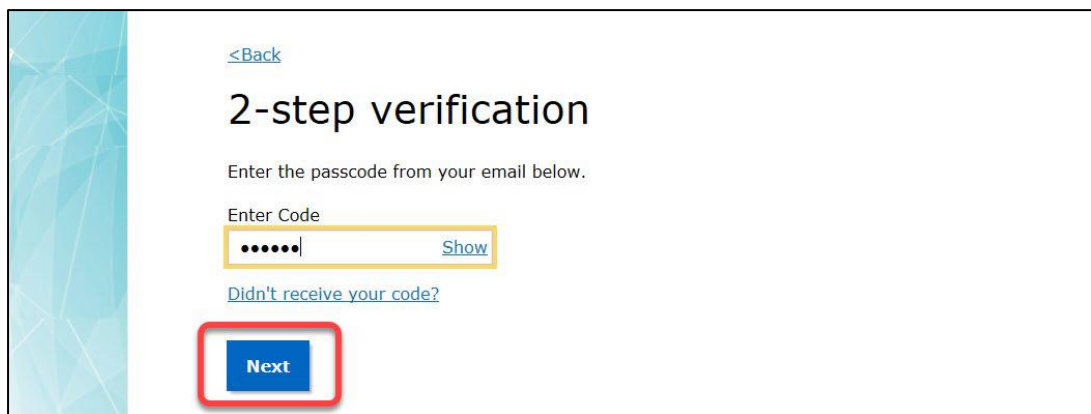
Username  
myUsername  
[Forgot your username?](#)

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

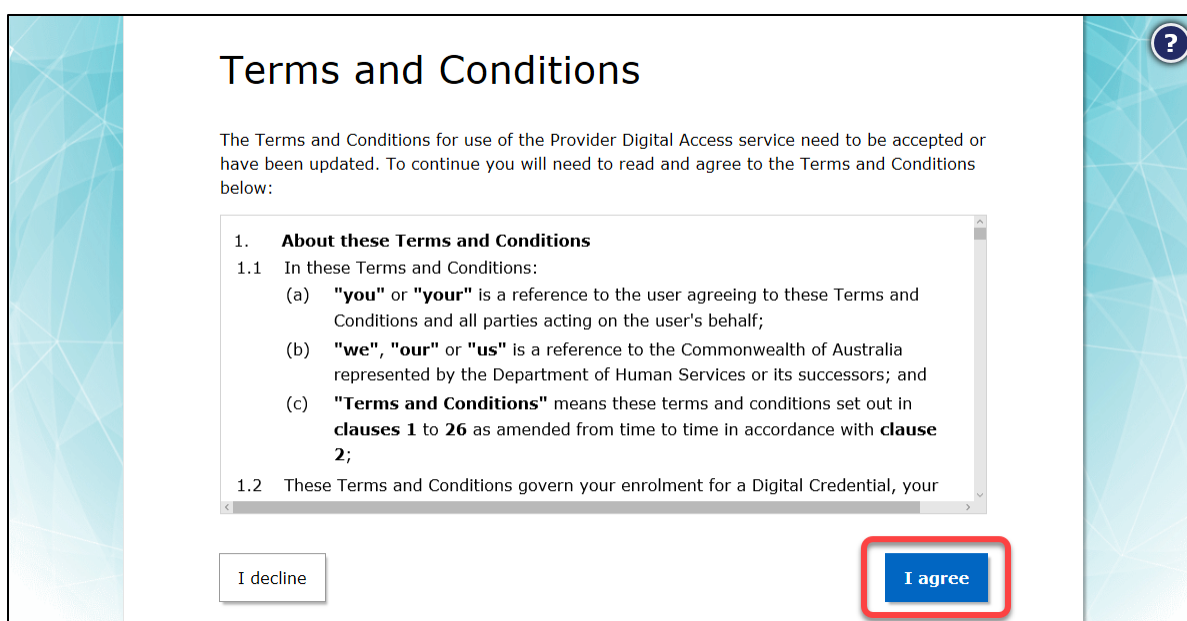
**Login**

Don't have a PRODA account? [Register now](#)

3. 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***.



4. If you are a new PRODA user, you must consent to PRODA’s terms and conditions before you may use the Inclusion Support Portal. On the ‘Terms and Conditions’ page, read the terms and **click *I agree*** to consent.



After being successfully authenticated, the 'Portal entry point' page is displayed. If you are a new user who has not yet been granted access, only the 'My portal access' section will appear on the page.

From this point, you can either:

- Request/update your IS Portal user access by **clicking on *Request/update my access***; or
- If your user access has been approved, log into the Inclusion Support Portal by **selecting your *provider's name*** (Organisation/Inclusion Agency) and your **role** by using the drop-down menu options.

## Requesting Access

The following steps will support Inclusion Professionals users to access to the IS Portal.

1. On the 'Portal entry point' page click **Request/update my access**.

The *Portal details access request* page is displayed.

The top section describes the roles you may request; the bottom provides information about portal access.

2. Visually identify the role your need and proceed to step 3.

Australian Government  
Department of Social Services

Logout

## Portal details access request

Before you begin

Determine which user role(s) is suitable for the employee:

<p><b>IDF Manager</b> External IS portal user - used to manager records for the Inclusion Support program.</p>	<p><b>Inclusion Professional</b> External IS portal user - used to manager records for the Inclusion Support program.</p>	<p><b>Service Provider User</b> Service Provider - Inclusion Support user.</p>
<p><b>Authorised Access Delegate</b> Responsible for approving system access requests. Can also request system access on behalf of staff within the organisation.</p>		

3. Read the remaining information carefully. When you are ready to proceed, click *I'm ready to request access*.

Portal access: How does it work?

1. Make sure the employee meets the pre-requisites for accessing the Inclusion Support Programme Portal - SIT35 (above) and is aware of their user access responsibilities.
2. Click the **I'm ready to request access** button at the bottom of this page.
3. Enter the employee's details, the role(s) they need access to and your acknowledgement in the spaces provided.
4. Once you have submitted the request for access, an email (containing a link) will be sent to the employee to complete the process. (In some cases, the Department of Social Services may perform secondary checks to ensure the employee is authorised to undertake the selected role.)
5. When the employee completes the access request process they can use their PRODA account to access the Inclusion Support Programme Portal - SIT35.

**User access responsibilities**

The Inclusion Support Programme Portal - SIT35 is an Australian Government computer system managed by the Department of Social Services.

Data contained within the Inclusion Support Programme Portal - SIT35 is subject to the Privacy Act 1988 (Act). Any unauthorised use or disclosure of data contained in the Inclusion Support Programme Portal - SIT35 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 Programme Portal - SIT35.

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 Programme Portal - SIT35 access rights for anyone who fails to comply with these requirements.

[Cancel](#)

**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 mail, telephone and FilePoint. For advice about how to use FilePoint, please contact the Department of Education 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.

**I'm ready to request access**

4. On the 'User details access request' page, **review** the details and **enter** the required information.

## User details access request

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

### 1. Your details

First name	Last name	
<input type="text"/>	<input type="text"/>	
Email *	Work phone number *	Mobile phone number
<input type="text"/>	<input type="text"/>	<input type="text"/>

- **First name** — Provided by PRODA. Check for accuracy
- **Last name** — Provided by PRODA. Check for accuracy



- **Email** —This email should be unique to the individual. A confirmation email will be sent to this email address for you to validate before the request can be approved.
- **Work phone number** —numerals only, 10 digits – e.g., 0212345678
- (Optional) **Enter your Mobile phone number** — numerals only – e.g., 0212345678

5. In the ‘Required user role(s)’ section, **select *Inclusion Professional***.

6. **Click *Next***

2. Required user role(s) \*

Choose at least one user role from the options below.

**IDF Manager**  
External IS portal user – used to manage records for the Inclusion Support program.

**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 Professional**  
External IS portal user – used to manage records for the Inclusion Support program.

**SP ISS User**  
Service Provider – Inclusion Support user.

7. On the ‘Organisation details access request’ page, **enter** a search criterion (it is suggested to search by ABN only) that can help you find the Inclusion Agency you work for in the database. **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

- Find the Inclusion Agency you work for in the results. **Click *Select***.

**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

Results (1)

ABN	Provider legal name	Provider trading name	Address	
5542389772	Demerits Advisory service	Demerits Advisory service	28 DENHAM CIRCUT THURGOODS PARK SOUTH WALES 2040	<input type="button" value="Select"/>

- On the 'Request summary access request' page, **review** your entries. **Click *Submit*** 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 :

Required user role(s)

Role : Auditor

Your employer's details

Provider legal name : Demerits Advisory service Provider trading name : Demerits Advisory service ABN : 5542389772

Address : 28 DENHAM CIRCUT THURGOODS PARK SOUTH WALES 2040

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

- An email containing a link will be sent to your nominated email address.
- **Open this email** and **follow steps 11 – 15**

**IMPORTANT:** The email link contains a token associating your request with the email address and with 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.

## 5. Email confirmation required

### Your details

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

### Required user role(s)

Role : Auditor

### Your employer's details

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

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 15** below.

11. Confirm your email address. From the opened email, **click *Confirm my email address***.

You're almost done!

Dear [userFirstName] [userLastName],

We need to confirm your email address to finalise your request to access the Inclusion Support Portal.

**Link:** [Confirm my email address](#)

If you have any technical difficulties completing the access request, please contact the Inclusion Support Portal Help Desk by email, [InclusionSupportPortalHelpdesk@Education.gov.au](mailto:InclusionSupportPortalHelpdesk@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,

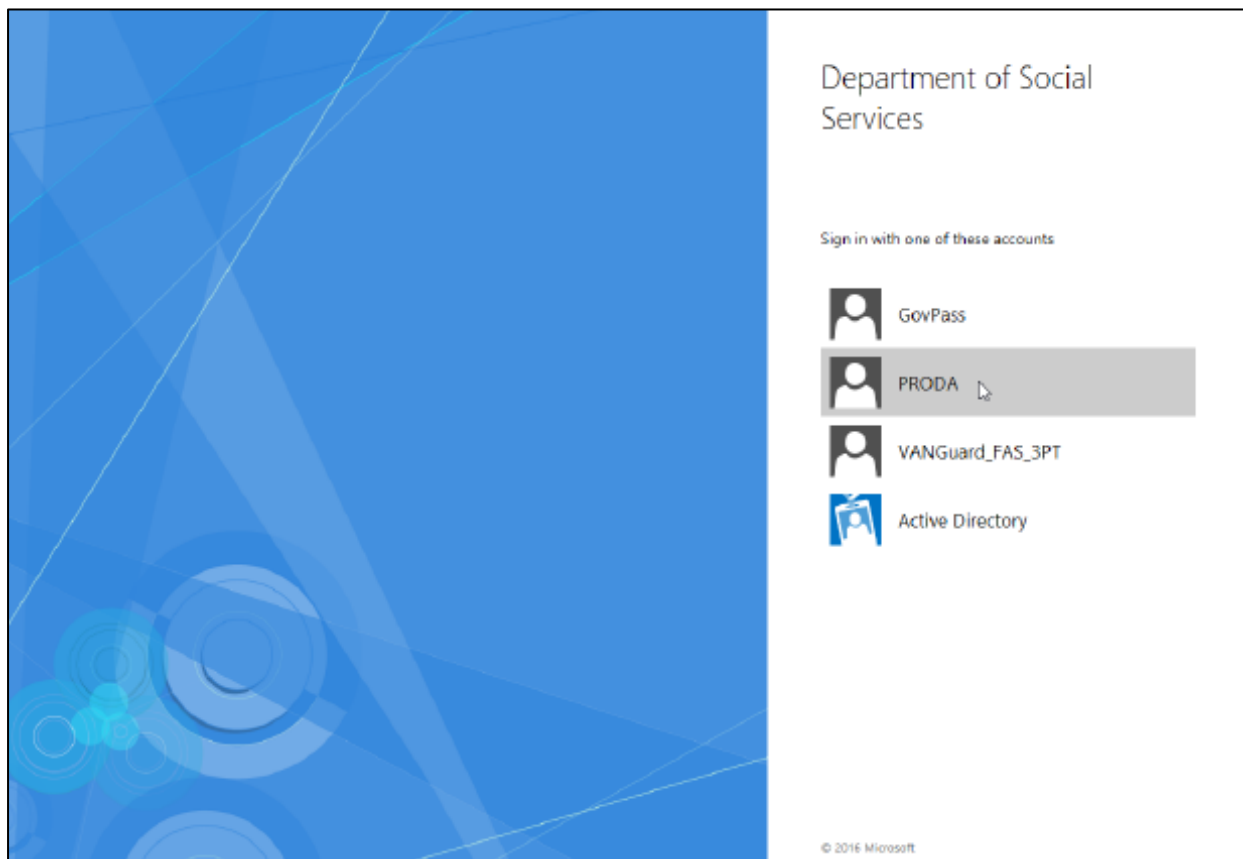
Inclusion Support Portal Help Desk  
Department of Education  
Email: [InclusionSupportPortalHelpdesk@Education.gov.au](mailto:InclusionSupportPortalHelpdesk@Education.gov.au)  
Website: [inclusion-support.dss.gov.au/supportal](http://inclusion-support.dss.gov.au/supportal)

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.

Note: This email and any attachments may contain personal, confidential or legally privileged information (and neither are waived or lost if this email has been sent to you by mistake). If you are not the intended recipient, you must not use, disclose, copy or retain it. If you have received it in error, please advise by reply email and then delete this email from your system and do not retain any copy. Recipients within the Department of Social Services (DSS) should seek assistance from DSS Legal before disseminating this email to third parties.

1800 306 182 | [Feedback](#) | [Accessibility](#) | [Copyright & Disclaimer](#) | [Privacy Information](#)

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



12. On the 'Department of Social Services' account selection page, **select PRODA.**
13. **Log into PRODA** as described in steps 1 – 3 of *Logging into PRODA* located on page 5.
14. When you have successfully logged in, you are taken to the *Finish access request* page of your request.
15. On the 'Finish access request' page, **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

Clicking *Finish* exits the portal and takes you to the Inclusion Support Program website.

It also sends email notification to the Inclusion Support Portal Help Desk to review your request. After your request is reviewed, you will receive another email telling you whether your request was approved or denied.

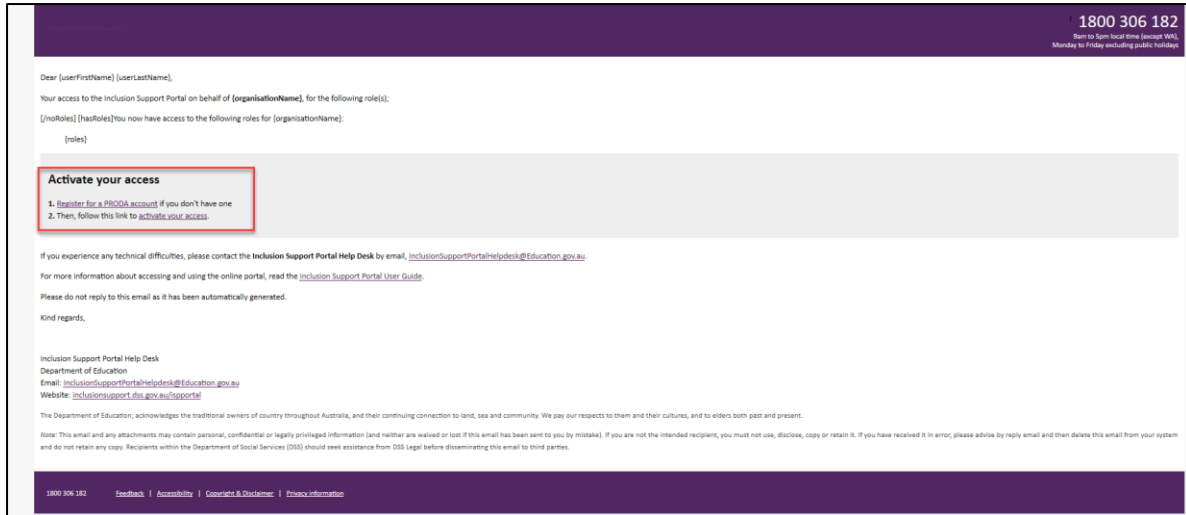
If you do not receive a confirmation email or your request was denied, contact your Hub Manager or the [Inclusion Support Portal helpdesk](#).

**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 is reviewed, you will receive an email notification telling you the approver's decision. If the email says your request was approved, you may begin using the IS Portal.

1. From the opened email, **click *activate your access***.

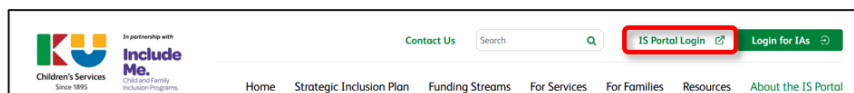


Clicking the link opens a browser and takes you to the Inclusion Support Portal. Follow the steps on pages 14-15 to login to the IS Portal.

## Logging into the IS Portal

When you have successfully set up a PRODA account and have been granted IS Portal user access you can access the IS Portal by:

- by clicking on the IS Portal Login button located at the top of the [Inclusion Development Fund Manager website](#)



- by [logging into PRODA](#) and selecting the Inclusion Support Portal tile



1. If you are not already logged in, the PRODA Login page is displayed. **Log into PRODA** as described on page 6.

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

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

2. On the 'Portal entry point' page, **select** your organisation/Inclusion Agency from the **Provider name** dropdown list.

This screenshot shows the 'Portal entry point' page with the 'Provider name\*' dropdown menu open. The dropdown menu is highlighted with a red box and shows the option 'Industrious Industries' selected. The 'Role\*' dropdown menu is still empty with the text 'Please select'. The 'Continue' button is visible to the right of the 'Role\*' dropdown. The text 'All fields marked with an asterisk (\*) are required.' is visible at the top right of the form area.

3. Using the role dropdown, **Select Inclusion Professional User** and **click Continue**.

This screenshot shows the 'Portal entry point' page with both dropdown menus filled. The 'Provider name\*' dropdown is set to 'Industrious Industries' and the 'Role\*' dropdown is set to 'Inclusion Professional'. Both dropdown menus and the 'Continue' button are highlighted with red boxes. The text 'All fields marked with an asterisk (\*) are required.' is visible at the top right of the form area.

4. You are taken to the Inclusion Support Portal entry page. **Read** the conditions of use and **click / agree** to proceed to the IS Portal.

Australian Government  
Department of Education and Training

## Welcome to the Inclusion Support Portal

### User Agreement

The Inclusion Support Portal (IS Portal) manages all early childhood and child care services including ECCC services and interaction with the Inclusion Support Programme (ISP). For more information, visit the [Inclusion Support Programme page](#).

#### Acceptance of the User Agreement

By accessing the IS Portal, you:

- represent yourself to be an authorised user for 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 logon details, you will be responsible for everything they do in the IS Portal.

#### Your Responsibilities

##### ECCC 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 Programme 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

[Exit Application Process](#)

**I Agree**

5. 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.

Australian Government  
Department of Education and Training

Home About **Change role / Manage access** Logout

CASES CLAIMS & PAYMENTS SEARCH

Hi F1576026188. Welcome to the Inclusion Support Portal.

- All Strategic Inclusion Plans
- All Inclusion Support Cases  
Number of cases awaiting action
- All Innovative Solution Cases  
Number of cases awaiting action
- All Reviews  
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
- Resources