



Inclusion Support Portal access using PRODA

Frequently Asked Questions

Users from Early Childhood Education and Care (ECEC) services should already have a PRODA account for accessing the Child Care Subsidy System (CCSS). The same PRODA account is used for accessing the IS Portal.

Users without a PRODA account must register at <https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf>

Getting access to the Inclusion Support Portal requires confirming your identity, specifying your role with a service provider, and obtaining the necessary approval. This means that the Identity Manager, application (which manages access to the portal), must determine that you are who you say you are (authentication) and that you have been given permission to act on behalf of a service provider in one or more roles (authorisation).

How do I access the Inclusion Support Portal?

You can access the Inclusion Support Portal via:

[PRODA Login](#) (and select the Inclusion Support Portal Tile), or

[Inclusion Support Portal Login](#)

Which user role should I choose?

There are four roles that can be selected:

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

Inclusion Professional – The role is for users that work for Inclusion Agencies only.

SP ISS Users – This role is for users who work in ECEC services who need to access to the Inclusion Support Portal.

Authorised Access Delegate – This role is for users 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.**

Users in ECEC services should choose *SP ISS User* (and may also choose *Authorised Access Delegate*). Inclusion Agency representatives should choose *Inclusion Professional* and representatives from the Inclusion Development Fund Manager should choose *IDF Manager*.

How is access managed for the Inclusion Support Portal?

There are two main roles required for services – SP ISS User and Authorised Access Delegate. The Authorised Access Delegate approves, updates, and removes access to other members of that service. To be able to work in the IS Portal you need to have SP ISS User access.

Each service should have one or more Authorised Access Delegates, such as the Centre Director, who approve, update, and remove access for users as needed. Having a second Authorised Access Delegate means that access can still be approved if the first delegate is away.

Who should be the service's Authorised Access Delegate and what are their responsibilities?

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 account for staff being on holiday or leaving.

The Authorised Access Delegate controls who can access the Inclusion Support Portal for their service. They approve requests for access, including user or additional Authorised Access Delegates, update, and remove access. Authorised Access Delegates are responsible for removing access if a user leaves the service and should suspend 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 and remove access for users who have left the service.

What should we do if our service does not have an Authorised Access Delegate or does not know who the Authorised Access Delegate is?

Each service should have one person request delegate access before requesting user access for other representatives of the service.

If your organisation has no current Authorised Access Delegate, after the submission of your IS portal access request, you may request the approval of your access through the Inclusion Support Portal Help Desk via Inclusion Support contact form:

https://employment.au1.qualtrics.com/jfe/form/SV_23Q5nmkEW1EBK29.

Please do not submit multiple requests for access as this will slow down the process for all users. Once a service has an Authorised Access Delegate, they are able to manage all requests for access themselves. To know who the current Authorised Access Delegate is for your service provider, you can email the Inclusion Support Portal Help Desk at inclusionsupportportalhelpdesk@dese.gov.au.

Who can access the Inclusion Support Portal?

Anyone with a PRODA account can request access to the Inclusion Support Portal. The service's Authorised Access Delegate/s control who has access for their service. That means that each service can decide who has access. Services may choose to limit access to specified personnel only. Alternatively, services may decide to give access to room leaders, or to all educators in the service, which may facilitate collaboration on the development of their Strategic Inclusion Plan.

Does the Authorised Access Delegate require a PRODA account?

Yes, all users who wish to access the Inclusion Support Portal will require a PRODA account.

Users without a PRODA account must register at

<https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf>

Which email address should I use for an IS Portal access request? Can I change the email address associated with my IS Portal access and how?

It is recommended to use a unique email address that is not shared with any other personnel at the service for your IS Portal access request.

The email address can be changed on IS Portal Entry Point page by clicking on 'Update my contact details'.

What if I cannot find my service?

Try searching by ABN ONLY first. If you are unable to locate the service, try searching by Suburb ONLY. **Do not complete all fields** in the search as this will likely return no results.

Services that do not have a Strategic Inclusion Plan (SIP) or if the services SIP is in a status 'DRAFT' or 'INACTIVE' will need to contact their Inclusion Professional to access their service's SIP in the IS Portal.

After submitting IS Portal access request, it says a verification email has been sent to me, but I did not receive.

Check the email address you have provided is correct and accessible. If not, you will need to redo the IS Portal access request using an email address that is correct and accessible. Check your junk mail inbox as the verification email may be stored in the junk mail folder.

Can I request IS Portal access for multiple services?

Yes. However, you must complete a **separate access request** for each service.

Why did I receive notification that my access was approved and then subsequent notifications saying it was denied?

If you made multiple requests for access, in many cases your first request will be approved and then your subsequent requests will be denied to avoid errors occurring. **Please only make one request for access.**

We have received a new CCS approval. Do we need to request IS Portal access for the new service approval?

Yes. Please contact your Inclusion Agency to ensure a Strategic Inclusion Plan (SIP) has been created for the new service approval and the SIP is in a status 'Active' before proceeding with your IS Portal access request for the new service approval.

If a user's CCSS role is ended - does access to all areas of IS portal end automatically? If not - what's required?

No, there is no link between a user's Child Care Subsidy System (CCSS) access and their Inclusion Support Portal access. It is the responsibility of the provider to revoke access to the Inclusion Support Portal. The Authorised Access Delegate is able to revoke access to users at any time.

What do I do if my PRODA credentials aren't recognised by the portal?

You should contact PRODA Support for any questions or issues with your PRODA credentials, e.g., incorrect username or password, not receiving second step verification code etc. You can contact PRODA Support at proda@servicesaustralia.gov.au or 1800 700 199 (option 1).

If your name is different between your PRODA account and IS Portal account (for example, one is your maiden name and one is your married name) your accounts may not match. The easiest way to get access is to request new user access with your existing PRODA account. If you still have difficulty accessing the Portal, please contact the Inclusion Support Portal Help Desk at inclusionsupportportalhelpdesk@dese.gov.au

Please note that some of these technical issues may take some time to resolve. You may wish to have other representatives of your service request access if you continue to receive errors. This will allow your service to access the portal while any technical difficulties are resolved.

I am the Authorised Access Delegate but cannot access my SIP, what do I need to do?

To access the portal, all users will need to ensure they have the SP ISS User role. Users with the Authorised Access Delegate role can add SP ISS User role to themselves in the IDM Access request page. Once a user has the SP ISS User role, they will need to select this role at the Portal Entry Point page to access the provider's SIP.

How do I switch between Authorised Access Delegate Role and SP ISS User Role?

Click on 'Select Organisation' if you are on the IDM Access Request page OR Click on 'Change Role/Manage Access' if you are on the Inclusion Support Portal to switch between the two user roles.

I used to have IS Portal access but when I log in, I don't have access to any service (or a particular service).

It seems that your IS Portal access has been revoked. Check with your service Authorised Access Delegate (if there is one), or you can submit an IS Portal access request if that access is still required.

I want to request IS Portal access but received a 'Server Error' message after entering the PRODA second step verification code. My PRODA username and password are correct as I can log in to my PRODA account.

You can email the Inclusion Support Portal Help Desk with the required information so the issue can be investigated. The Inclusion Support Portal Help Desk email address:

inclusionsupportportalhelpdesk@dese.gov.au

The information required is:

- the screenshot of the 'Server Error' message,
- your full name,
- the email address that you want to use for your IS Portal access,
- user role/s that you are requesting,
- your service name,
- your service CCS Approval ID (the number starts with 1900).

Please note that some of these technical issues may take some time to resolve. You may wish to have other representatives of your service request access if you continue to receive errors. This will allow your service to access the IS Portal while any technical difficulties are resolved.

I can access my service Provider Entry Point, but I cannot access the Inclusion Support Portal for my service, why?

Provider Entry Point and Inclusion Support Portal are different department platforms. The user needs to submit an IS Portal access request to gain access to the Inclusion Support Portal for their service.

I am the Authorised Personnel on the Inclusion Support Portal for my service, but I cannot access the IS Portal, why?

The personnel records on the IS Portal shows that you are an Authorised Personnel in Provider Entry Point (PEP) for your service. Inclusion Support Portal is a different department platform. The user needs to submit an IS Portal access request to gain access to the Inclusion Support Portal for their service.

Further information

For general Inclusion Support Program and Inclusion Support Portal information:

- <https://www.dese.gov.au/child-care-package/child-care-safety-net/inclusion-support-program>

How to Register for an Individual PRODA Account:

- <https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf>
- PRODA Helpdesk: 1800 700 199

Inclusion Support contact form (for IS Portal access approval when there is no Authorised Access Delegate at the service)

- https://employment.au1.qualtrics.com/jfe/form/SV_23Q5nmkEW1EBK29

For further assistance with the Inclusion Support Portal

- Contact your [Inclusion Agency](#) or the [Inclusion Development Fund Manager](#)