

## A-Z of the PACS Portal

### Definitions and navigation

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#### A

##### **Aboriginal community – percentage of service to**

The agreed percentage of service delivery in the contract intended for the Aboriginal community.

See: Contracts tile. Choose a contract. Select the Services tab (Note this will be progressively added to as information becomes available).

##### **Aboriginal status**

An indication of whether your organisation is an Aboriginal Community-Controlled Organisation (ACCO), an Aboriginal Organisation or a mainstream provider.

See: My provider tile. Profile is the default view. Aboriginal status of the organisation is shown in the table.

##### **Accountability**

The process for reporting on how you used DCJ funding and delivered services.

See: Accountability tile.

##### **Accountability - contract level**

The process for reporting on how you used DCJ funding and delivered services for each contract that you hold.

See: Accountability tile, Contract tab. Or see Contract tile, choose a contract, see Accountability tab.

##### **Accountability – corporate level**

The process for reporting on how your organisation is able to continue to provide services and manage contracts.

See: Accountability tile, Corporate tab.

##### **Accountability report**

A report allowing you to monitor the progress of the accountability templates (forms) for your organisation and its contracts.

See: Reports tile. Select Accountability report.

## **Accreditation**

A list of accreditations your organisation has, that may be required for you to deliver certain services on behalf of DCJ.

See: My provider tile. Select Accreditation tab. Contains a list of accreditation information held by DCJ. You may also request to add an accreditation here.

## **Action items**

Requests for tasks or other activities to be completed.

See: Communications tile, Action items tab.

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## **B**

### **Bank account details**

Details of the bank accounts you've nominated for the payment of DCJ funding.

See: At the provider level, see My provider tile. Select Financial tab. Contains details held by DCJ of all active and inactive Bank accounts at the provider level. You may also request to add a bank account here.

At the contract level, see Contracts tile. Choose a contract. Select the Financials tab. Scroll down for Bank details.

### **Bank details**

See Bank account details.

See: At the contract level, see Contracts tile. Choose a contract. Select the Financials tab. Scroll down for Bank details.

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## **C**

### **Communications**

A record of the interactions between the service provider and DCJ.

See: Communications tile.

### **Contacts**

Key members of your organisation for DCJ to interact with at the corporate and /or contract level. Includes the addresses and email contact information for the organisation and individual contracts.

See: At the provider level, see My provider tile. Select Contacts tab. Contains information about DCJ contact and service provider users, contacts and addresses.

At the contract level, see Contracts tile. Choose a contract. Select the Contacts tab. Contains contact and address information relevant to the contract.

### **Contract accountability**

The process for reporting on how you used DCJ funding and delivered services for each contract that you hold.

See: Accountability tile, Contract tab. Or see Contract tile, choose a contract, see Accountability tab.

### **Contract addresses**

The address where the services will be delivered.

See: Contracts tile. Choose a contract. Select the Contacts tab. Scroll down to the Contract addresses.

### **Contract communication**

A record of the interactions between the service provider and the DCJ contract manager in relation to a particular contract.

See: Contracts tile. Choose a contract. Select the Communication tab. Scroll down for DCJ contact.

### **Contract contacts**

Key people from your organisation associated with a contract. Includes the service delivery address.

See: Contracts tile. Choose a contract. Select the Contacts tab. Scroll down to the Contract contacts.

### **Contract documents**

The contract and any documents related to the contract that have been uploaded to the portal.

See: Contracts tile. Choose a contract. Select the Documents tab to view a list of contract related documents.

### **Contract financials**

Bank details, funding commitments and payments associated with the contract.

See: Contracts tile. Choose a contract. Select the Financials tab.

### **Contract profile**

Identifying details about the contract.

See: Contracts tile. Choose a contract. Profile is the default view.

### **Contract services**

The services agreed to be delivered and outlined in the contract.

See: Contracts tile. Choose a contract. Select the Services tab (Note this will be progressively added to as information becomes available).

### **Contract status**

The stage that the contract is at. For example, draft, active, terminated or expired.

See: Contracts tile. Choose status from dropdown menu.

### **Contract subcontractors**

Other organisations or individuals delivering contracted services on your behalf.

See: Contracts tile. Choose a contract. Profile is the default view. Scroll down for list of subcontractors (Note these will be progressively added as information becomes available).

### **Contracts**

See: Contracts tile for a list of contracts for your service provider.

### **Contract summary report**

A list of the contracts with DCJ are held by your organisation.

See: Reports tile. Select Contract summary report.

### **Corporate accountability**

The process for reporting on how your organisation is able to continue to provide services and manage contracts.

See: Accountability tile, Corporate tab.

### **Corporate messages**

See: Communications tile, Corporate messages tab.

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## **D**

### **Dashboard**

Provides high level snapshot of key information for your organisation.

See: Dashboard tile.

### **DCJ contact**

The key DCJ staff member associated with your organisation or contract.

See: At the provider level, see My provider tile. Select the Contacts tab to view the DCJ contact.

At the contract level, see Contracts tile. Choose a contract. Select the Contacts tab to view the DCJ contact

## **District information**

The DCJ district where your contract is managed or where the main DCJ contact for your organisation is located.

See: At the provider level, see My provider tile. Select the Contacts tab. On the DCJ contact tab, the District is shown.

At the contract level, see Contracts tile. Choose a contract. Select the Contacts tab. Scroll down for District information.

## **Documents**

Contract or header agreement documents or other documents associated with the services you provide on behalf of DCJ. These are documents shared between your organisation and DCJ.

See: At the provider level, see Documents tile. Select Service provider documents tab.

At the contract level, see Contracts tile. Choose a contract. Select the Documents tab. Select a Document ID. Or, see Documents tile. Select Contract documents tab.

## **Document upload**

A place for you to upload documents you want to share with DCJ.

See: Documents tile. Select the Upload tab. See the list of documents uploaded. Upload a document by selecting the +Upload document button (Note documents may be uploaded from other screens in the portal. Please follow the on screen instructions).

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## **F**

### **Funding allocation**

The amount of funding that has been allocated to a contract.

See: Payments tile, Funding allocation tab. Use the dropdown to select the timeframe. See a list of funding allocations in the table.

### **Funding commitments**

The sum of funding agreed to in a contract and usually committed by financial years. This can be annual or one off funding.

See: Contracts tile. Choose a contract. Select the Financials tab. Scroll down for Funding commitments.

### **Funding summary**

A summary of current financial year funding and payments to your organisation.

See: Dashboard tile.

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## G

### **GST registration – current**

The identifier of your organisation's GST registration.

See: My provider tile. Profile is the default view. GST registration and date is shown in the table, if applicable.

### **GST registration - new**

A place to request a change to your GST registration details held by DCJ.

See: My provider tile. Select the Provider update requests tab. Select GST registration. A list of GST registration requests is shown. Select the +New request button to make a new request.

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## H

### **Help**

See: the Help and resources tile.

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## I

### **Initiative levels**

A sub-set of services to be delivered under a contract for a specific purpose.

See: Contracts tile. Choose a contract. Profile is the default view. Scroll down for Initiative levels (Note these will be progressively added as information becomes available).

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## L

### **Local government area**

The agreed local government area or location that services are to be delivered.

See: At the contract level, see Contracts tile. Choose a contract. Profile is the default view. Scroll down for Local government area.

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## M

### **My provider**

The information held by DCJ about your organisation.

See: My provider tile.

### **My provider accreditation**

Details of the accreditation information for your organisation held by DCJ.

See: My provider tile. Select Accreditation tab.

## **My provider contacts**

Information about DCJ and service provider users, contacts and addresses.

See: My provider tile. Select Contacts tab.

## **My provider financial**

Details of all active and inactive Bank accounts at the provider level held by DCJ.

See: My provider tile. Select Financial tab.

## **My provider profile**

The legal and primary contact information relating to your organisation and held by DCJ.

See: My provider tile. Profile is the default tab.

## **My provider – provider update requests**

Lists of requests submitted by a provider in the categories of Provider details, GST registration, New user, Bank account details, Accreditation, Subcontracting.

Also where a provider may make a new request to DCJ.

See: My provider tile. Select Provider update requests tab.

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## **N**

### **New user**

A list of new user requests from your organisation.

See: My provider tile. Select Provider update requests tab. Select New user from the left hand menu. Select the +New request to apply to add a new user.

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## **O**

### **Organisation**

Also known as service provider, or in the portal, My provider.

See: My provider tile.

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## **P**

### **Payments**

A list of payments made or scheduled to be made to your organisation. These can be viewed at an organisation level or at the individual contract level.

See: At the contract level, see Contracts tile. Choose a contract. Select the Financials tab. Scroll down for Payments. Use the dropdown to select your timeframe.

At the provider level, see Payments tile.

## **Payment history**

Payments that have been made to your organisation searchable by timeframes and by individual contracts.

See: Payments tile, Payment history tab. Use the dropdown to select the timeframe. View the list of payments in the table.

## **Payments next week**

A dashboard view of payments to your organisation in the coming week.

See: Dashboard tile.

## **Payments scheduled**

Views of upcoming payments to your organisation for the next 3 months.

See: Payments tile, Scheduled tab. Use the dropdown to select the timeframe. View the payments by contract in the table.

## **Payments upcoming**

View of upcoming payments to your organisation.

See: Dashboard tile.

## **Percentage of service to Aboriginal community**

The agreed percentage of service delivery in the contract intended for the Aboriginal community.

See: Contracts tile. Choose a contract. Select the Services tab (Note this will be progressively added to as information becomes available).

## **Portal user**

A member of your organisation who has access to the PACS Portal and its functions.

Note that any user of the system must have two factor Okta authentication to help maintain the security of portal information.

See: My provider tile. Select Contacts tab. Scroll down to view Provider portal users. Select +User button to access the application form to add a new user.

## **Portal user report**

A list of the people in your organisation who have or have had access to the PACS portal.

See: Dashboard and reports tile. Select Reports tab. Choose Portal user report tile.

## **Primary contact information**

The key contacts for your organisation or your contract(s).

See: My provider tile. Profile is the default tab. Scroll down for Primary contact information about your organisation.

## **Provider addresses**

the list of addresses for your organisation or the delivery of services.

See: My provider tile. Both the Profile and Contacts tabs contain information about primary contact and other provider addresses.

## **Provider contacts**

Members of your organisation identified as key people associated with the organisation or your contract(s).

The provider contacts may hold a range of positions within an organisation, including admin, finance, authorised signatory, primary or secondary contact, board contact, dispute resolution representative.

All providers must nominate at least the following contacts: primary contact, admin, finance and authorised signatory/s. Contacts may hold multiple roles.

See: My provider tile. Select Contacts tab. Contains information about DCJ contact and service provider users, contacts and addresses.

## **Provider details**

See: My provider tile. Select Provider update requests. Provider details is the default screen and contains a list of requests to update provider legal information.

## **Provider portal user**

A member of your organisation who has access to the PACS Portal and its functions.

Note that any user of the system must have two factor Okta authentication to help maintain the security of portal information.

See: My provider tile. Select Contacts tab. Scroll down to view Provider portal users. Select +User button to access the application form to add a new user.

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## **R**

### **RCTI**

A recipient created tax invoice (RCTI) is generated each time that DCJ makes a payment to a provider.

See: Payments tile, RCTI tab.

### **Reports**

A standard set of reports created to assist service providers.

See: Reports tile for Accountability report, Contract summary report, Portal user report.

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## S

### **Scheduled payments**

Views of upcoming payments to your organisation for the next 3 months.

See: Payments tile, Scheduled tab.

### **Services**

The services agreed to be delivered and outlined in the contract.

See: Contracts tile. Choose a contract. Select the Services tab (Note this will be progressively added to as information becomes available).

### **Service provider**

Also known as organisation or in the portal, My provider.

See: My provider tile for information DCJ holds about your organisation.

### **Service provider contact**

Details DCJ holds about contacts for your organisation.

See: At the service provider level, My provider tile. Contacts tab.

At the contract level, see Contracts tile. Choose a contract. Select the Contacts tab. Scroll down for Service provider contact.

### **State electorate**

The agreed state electorate where services will be delivered.

See: Contracts tile. Choose a contract. Profile is the default view. Scroll down for state electorate.

### **Subcontracting**

The delivery of contracted services by other organisations or individuals on your behalf.

(Note this feature is not currently available)

See: My provider. Select Provider update requests and choose Subcontracting from the left hand menu. The table shows a list of subcontracting requests from your organisation.

Select +New request to access the application form to add a new subcontractor.

### **Subcontractors**

Other organisations or individuals delivering contracted services on your behalf.

See: Contracts tile. Choose a contract. Profile is the default view. Scroll down for list of subcontractors (Note these will be progressively added as information becomes available).