



**Communities
& Justice**

PACS Portal

User guide

Version 1.1
11 April 2024



Document Control

Version Number	Document Author	Effective Date	Superseded Version	Status
1.0	DCJ PACS Project Team	11 April 2024	n/a	Final
1.1	DCJ PACS Project Team	11 April 2024	1.0	For publication.



Contents



Introduction to the PACS Portal

1 SERVICE PROVIDER ACCESS & HELP

- 1.1 Access the portal via OKTA login
- 1.2 Agree to Terms and Conditions
- 1.3 Easily move through the portal's menus and tiles
- 1.4 Access to help and resources and forms

2 DASHBOARD AND REPORTS

- 2.1 View summary of funding, contracts, actions, payments and accountability status
- 2.2 Select links to standard reports
- 2.3 Adjust dashboard reports to user preference

3 COMMUNICATIONS

- 3.1 Access action items and corporate messages
- 3.2 Add corporate message to be seen in PACS
- 3.3 Respond to action items

4 PAYMENTS

- 4.1 View information about scheduled payments, payment history, funding allocation and RCTI
- 4.2 Download RCTI or advice of deposit
- 4.3 Download payment and funding information details to excel

5 ACCOUNTABILITY

- 5.1 Access current and previous financial years corporate and contract accountability forms
- 5.2 Start a new accountability form
- 5.3 Communicate with your contract manager

6 CONTRACTS

- 6.1 Access active, draft, expired, closed and terminated contracts
- 6.2 Access a range of information about specific contracts
- 6.3 Upload documents relevant to my contract
- 6.4 Communication with my contract manager

7 DOCUMENTS

- 7.1 Access a repository of documents in PACS including correspondence, contract documents and notifications
- 7.2 Upload documents

8 MY PROVIDER

- 8.1 Access and manage provider legal, contact, financial, accreditation and other information
- 8.2 Create provider update requests
- 8.3 Request and manage portal users for your organisation

PACS Portal features

Service provider access and help

- Access the portal via OKTA login
- Agree to Terms and Conditions once only
- Navigate via the portal's menus and tiles
- Access Help and resources

Dashboard and reports

- Snapshot of funding, contracts, actions, payments and accountability status
- Adjust dashboard to your preference
- View and download useful reports

Communications

- View action items and messages at corporate or contract level
- Submit messages to PACS
- Respond to items and messages
- Collaborate in annual accountability

Contracts

- Access active, inactive, draft, terminated and expired contracts and subcontracting details
- View a range of information about each contract
- Sign new or varied contracts via Adobe sign
- Upload documents relevant to your contract

PACS Portal features

Payments

- View scheduled payments, payment history, funding allocation and RCTIs
- Download RCTI or advice of deposit
- Download a range of payment information to excel

Accountability

- Access current and previous financial years' corporate and contract accountability forms
- Complete annual accountability in the portal including document upload
- Use the portal to communicate with your contract manager about annual accountability

Documents

- Access documents stored in PACS including correspondence, contract documents, notifications
- Upload relevant documents as a record and to share with DCJ

My provider

- View information DCJ holds about your organisation
- Manage and update contact information
- Apply for new portal users for your organisation
- Manage and request changes to information directly or via PACS admin



1

Service provider access and help

1. Service provider access and help

1.1 Access the portal via OKTA login

1.2 Agree to Terms and Conditions

1.3 Easily move through the portal's menus and tiles

1.4 Access to help and resources and forms



Service provider access and help

1.1 Access the portal via OKTA login

Please follow the instructions in the **Welcome to Okta!** email

Before starting to set up your account

1. Save the username and sign in page url so you can access it later
2. Click on Activate Okta Account button

Follow the instructions to set up your Okta account and

Set up the Okta Verify app on your mobile phone.

Department of Communities and Justice uses Okta to manage web applications. Okta enhances security through multifactor authentication and gives you a single, secure home page where you can conveniently access all the applications assigned to you.

We have created an Okta user account for you.

Click the following link to activate your Okta account:

IMPORTANT: You must activate your Okta account on your desktop computer, not your mobile. Your mobile is required to scan a QR code as part of the registration process.



For help setting up your Okta account please click [here](#)

Service provider access and help

1.2 Agree to terms and conditions

1. Please read the Terms and Conditions and accept by clicking on **I accept the terms and conditions** and
2. Click on **Continue** button to PACS Portal.

You will be redirected to the PACS homepage.



Terms and Conditions

Please read and accept the terms and conditions to continue to PACS.

Welcome to the Payment and Contracts System (PACS) Portal

The PACS Portal is a communication system where DCJ funded providers can:

- view corporate and contract details
- see payment and funding information
- complete accountability process
- communicate directly with the Department of Communities and Justice('Community Services')

The portal contains confidential information only accessible to authorised officers of Community Services and service providers. Unauthorised access may result in prosecution under Part 6 (Computer offences) of the Crimes Act 1900 (NSW). A breach of these offences may carry a penalty of imprisonment for up to 10 years and/or substantial fines. Unauthorised access may also constitute breach of other legislation, including Federal and State Privacy laws. If you are not an authorised user, you must exit this site now.

By logging on and/or continuing access to the portal you represent that you are duly authorised by Community Services or the relevant service provider to access the portal. You also agree to the following terms and conditions:

1. You are responsible to maintain the confidentiality of your user name and password and all information obtained from the portal. A failure to comply with the information security policy of your organisation and Community Services (such as sharing passwords) may constitute a breach of your employment or subcontracting agreement, and/or may result in disciplinary action.
2. While the administrator of the portal has exercised due care in ensuring the accuracy of the material contained on this portal, the information on the site is made available on the basis that Community Services is not providing professional advice on any particular matter. Before relying on the information, you should evaluate its accuracy, currency, completeness and relevance for your purposes, and should obtain any appropriate professional advice relevant to your particular circumstances. You agree to notify the portal administrator of any inaccuracy.
3. If you submit any do comment or information to the portal, you represent on behalf of your employer or principal that the information is correct to the best of your information and knowledge, and you are authorised to submit the information.
4. Using the portal does not give you ownership of any intellectual property rights in our services or the content that you access. The information obtained from this portal must be used for the purposes of carrying out the performance of the contract entered into between Community Services and the relevant service provider.
5. Subject to (d) the content of the portal including graphic design is subject to the disclaimer and copyright statement applicable to all Community Services websites available at: <https://www.facs.nsw.gov.au/copyright>
6. Any private information collected will be treated in accordance with Community Services privacy statement available at: https://www.facs.nsw.gov.au/_data/assets/pdf_file/0008/816965/Factsheet-Key-privacy-obligations-for-DCJ-contractors.pdf

I accept the terms and conditions **1**

[Decline](#) [Continue](#) **2**

Service provider access and help

1.3 Navigate around the portal's menus and tiles

1. On the **Browse sections**, you can see multiple tiles.
2. Click on the **tile** to navigate to different sections within the portal.

The screenshot displays the PACS Portal interface. At the top, a navigation menu includes: Dashboard, Communications, Payments, Accountability, Contracts, Documents, My provider, and Help. The main heading reads "PACS Portal: 10 Class Locomotives Limited". Below this, a descriptive paragraph states: "The PACS Portal makes it easy to do business with us. See your contract details, payments, complete your accountability and communicate with us all in one place."

The interface features a "Browse sections" header, highlighted with a blue box labeled "1". Below this header is a grid of eight tiles, each with a right-pointing arrow. The tiles are: Dashboard and reports, Communications (with a red notification badge showing "29"), Payments, Accountability, Contracts, Documents, My provider, and Help and resources. A blue box labeled "2" highlights the right side of the grid, indicating the area where a user would click on a tile to navigate.

Service provider access and help

1.4 Accessing help

1. Click on the **Help and resources** tile to access guides and useful resources to assist you.

The screenshot displays the PACS Portal interface. At the top, a navigation bar contains the following menu items: Dashboard, Communications, Payments, Accountability, Contracts, Documents, My provider, and Help. Below the navigation bar, the main heading reads "PACS Portal: 10 Class Locomotives Limited". A sub-heading states: "The PACS Portal makes it easy to do business with us. See your contract details, payments, complete your accountability and communicate with us all in one place."

The "Browse sections" area features eight tiles, each with a right-pointing arrow:

- Dashboard and reports
- Communications (with a red notification badge showing "29")
- Payments
- Accountability
- Contracts
- Documents
- My provider
- Help and resources (highlighted with a blue box and a blue square containing the number "1")



2

Dashboard and reports

2. Dashboard and reports

2.1 View summary of funding, contracts, actions, payments and accountability status

2.2 Select links to standard reports

2.3 Adjust dashboard reports to user preference



Dashboard and reports

2.1 Summary of funding, contracts, actions, payments and accountability status

The Dashboard is a snapshot of funding, contracts, actions and payments.

1. Click on **Dashboard settings** toggle button to display or hide details of each summary.

Select all toggle buttons and follow the instructions on the next page.

[Home](#) > Dashboard

Dashboard

Dashboard Reports

Funding

\$ 4.3M

Total funding commitment

35694% this FY [View all](#) →

Contracts

54

Active contracts

1 last FY [View all](#) →

Actions

28

Pending actions this week

[View all](#) →

Payments

\$ 1.6M

Upcoming payments

39.9K Paid this FY [View all](#) →

Dashboard settings Actions Funding summary Next week's payment Contracts Accountability

1

Dashboard and reports

2.1 Summary of funding, contracts, actions, payments and accountability status

When all toggle buttons are selected, summaries are visible:

1. Pending actions
2. Funding summary (FY)
3. Next week's payment
4. Active contracts

Continue next page.

Dashboard settings Actions Funding summary Next week's payment Contracts Accountability

1 Pending actions Download

Action	Type	Due by	Assigned to
ACT-Plan-0001093	Plan	07/05/2024	Fmzn O'Fynpo
ACT-Plan-0001058	Plan	26/04/2024	Fmzn O'Fynpo
ACT-Plan-0001050	Plan	26/04/2024	Fmzn O'Fynpo
ACT-Plan-0001054	Plan	26/04/2024	Fmzn O'Fynpo
ACT-Plan-0001051	Plan	26/04/2024	Fmzn O'Fynpo

< 1 2 3 4 5 6 >

2 Funding summary (FY 2023 - 24) Download

Total FY funding : \$4,295,333.00 100%

Paid to date : \$39,927.00 0.93%

Next payment amount : \$245,000.00 5.70%

3 Next week's payments Download

4 Active contracts Download

Contract ID	Contract name	Total initial funding	End date
CON-039103	TEI-Funding Payments and Cards-001481	\$6,000.00	03/05/2024
CON-038737	TEI-Central Coast-CON-038737	\$12,000.00	30/06/2024
CON-038878	CBP22-Central Coast-CON-038878	\$5,000.00	30/06/2024


Dashboard and reports

2.1 Summary of funding, contracts, actions, payments and accountability status

5. Accountability.

Accountability

5

Download 

Corporate - FY 2022 - 23 - 1- 11498329699 -029949 Corporate Fmzn O'Fynpo 31/12/2023

Corporate - FY 2022 - 23 - 1- 11498329699 -031293 Corporate Fmzn O'Fynpo 31/12/2023

Contract - FY 2022 - 23 - CON-038818 -031292 Contract Ash Brown 31/10/2023

10 Class Locomotives Limited- Corporate-FY 2023 - 24- 037910 Corporate Fmzn O'Fynpo 31/10/2023

Dashboard and reports

2.2 Standard Reports

1. On the Dashboard page, navigate to Reports tab.
The reports available for you are:
 - **Accountability report**
 - **Contract summary report**
 - **Portal user report**
2. Click on the **view report** link under each report to view more detail.

Follow the instructions on the next page for an example.

Dashboard Communications Payments Accountability Contracts Documents My provider Help

[Home](#) > [Dashboard](#) > Reports

Reports

Dashboard Reports **1**

Report

Accountability report

[View report](#) **2**

Report

Contract summary report

[View report](#)

Report

Portal user report

[View report](#)

Dashboard and reports

2.2 Standard Reports

Accountability report

The Accountability report page will be displayed as per screen shot.

You can search for specific report such as using Contract ID, etc, sorting and download the report.

1. To search, type in any keyword such as **Contract ID** and click on search icon
2. To sort the report click on any of the **column headers**
3. To download the summary report. Click on **Download**. The report will be downloaded in Excel format in your local computer.

Repeat the above steps for any other reports such as Contract Summary and Portal user reports.

Accountability report

Financial year	Form type	Contract ID	Operating name	Allocated date	Due date ↓	Status	District
FY 2022 -23	Corporate			19/09/2023	31/12/2023	In progress	
FY 2022 -23	Corporate			25/09/2023	31/12/2023	New	
FY 2022 -23	Contract	CON-038818	CBP22-0020	25/09/2023	31/10/2023	Accepted	Central Coast
FY 2023 -24	Corporate			03/11/2023	31/10/2023	Review	
FY 2022 -23	Contract	CON-039191	testing HSA mapping	19/01/2024	31/10/2023	New	Funding Payments and Cards
FY 2022 -23	Corporate			11/10/2023	31/10/2023	New	
FY 2024 -25	Corporate			13/10/2023	31/10/2023	New	
FY 2023 -24	Contract	CON-038949	tetsing adobe email	10/10/2023	31/10/2023	Accepted	Central Coast
FY 2022 -23	Corporate			04/01/2024	31/10/2023	Accepted	

Dashboard and reports

2.3 Adjust dashboard reports to user preference

You can choose and select which summary to display

For example, you can view Funding Summary and Next week's payments only.

1. Click on toggle buttons for **Funding Summary** and **Next week's payment**.

The selected grids will automatically display on the page.

Dashboard settings Actions Funding summary Next week's payment Contracts Accountability

Next week's payments Download ↓

Contract	Contract name	Amount	Release date ↑	
CON-039329	HISP-Central Coast-CON-039329	\$833.33	21/02/2024	⋮
CON-039329	HISP-Central Coast-CON-039329	\$666.67	21/02/2024	⋮
CON-039103	TEI-Funding Payments and Cards-001481	\$500.00	21/02/2024	⋮

Funding summary (FY 2023 - 24)

Total FY funding : \$4,295,333.00 100%

Paid to date : \$39,927.00 0.93%

Next payment amount : \$2,000.00 0.05%



3

Communications

3.Communications

3.1 Access action items and corporate messages

3.2 Add corporate message to be seen in PACS

3.3 Respond to action items




Communications


3.1 Access to action items and corporate messages

The Communications page enables you and DCJ to communicate via the portal.

1. Navigate to the **Communications** tab or tile on the homepage and click to load.

A NSW Government Website

 **Communities and Justice**
Payment and Contracts System Portal



Dashboard **Communications** 1 yments Accountability Contracts Documents My provider Help

[Home](#) > Communications

Communications

Communications

3.1 Access to action items and corporate messages

There are three tabs related to Communication when the page loads.

Screen 1

1. Navigate to **Overview** tab.

Overview is a summary of the top 10 latest actions and sorted by due dates.

2. Clicking on **view all** will bring you to the Action items tab.

Note: You can view the details and sort the report by simply clicking on the column header.

Continue next page.

Communications

1

Overview **Action items** Corporate messages

Latest actions

Actions required by the provider (29 pending) [view all](#) 2

Action number	Status	Action type	Regarding	Assigned to	Due date ↓	Due in x (days)	Created on ↓	
ACT-Plan - 0001096	ACT-Plan - 0001096	Plan	10 Class Locomotives Limited-Implementation Plan-01114		09/07/2024	139	09/11/2023 9:14 PM	⋮
ACT-Plan - 0001093	ACT-Plan - 0001093	Plan	10 Class Locomotives Limited-Contract Management Plan-01113	Fmzn O'Fynpo	07/05/2024	76	07/11/2023 10:57 PM	⋮
ACT-Plan - 0001058	ACT-Plan - 0001058	Plan	CON-038922-Contract Management Plan-01091	Fmzn O'Fynpo	26/04/2024	65	26/10/2023 1:04 PM	⋮
ACT-Plan - 0001054	ACT-Plan - 0001054	Plan	10 Class Locomotives Limited-	Fmzn O'Fynpo	26/04/2024	65	26/10/2023 10:03 AM	⋮

Communications

3.1 Access to action items and corporate messages

Overview tab - Screen 2

Latest corporate messages

As you continues to scroll down the page, you will see the top 10 latest corporate messages.

1. Clicking on **view all** will bring you to the Corporate messages tab.

ACT-Plan-0001060	ACT-Plan-0001060	Plan	CON-038745-Monitoring Plan-01092	26/01/2024	-48	26/10/2023 1:19 PM	⋮
----------------------------------	------------------	------	----------------------------------	------------	-----	--------------------	---

Latest corporate messages

Messages related to the provider (3 messages)

[view all](#)

+ Comment

A Andy Shadily
23 days ago
Sent on 21/02/2024 1:30 PM

Andy Shadily
Adding Corporate message testing
Created by # Portals-PACS UAT Portal

S snigdha dhungel
5 months ago

snigdha dhungel
Testing portal comment
Created by # Portals-PACS UAT Portal

1

Communications

3.2 Add a corporate message to be seen in PACS

1. Click on **Corporate messages** tab to view messages between you and DCJ
2. To add a new message, click on **+Comment** button

Corporate messages

Overview Action items **Corporate messages** 1

+ Comment 2

A Andy Shadily
14 days ago
Sent on 21/02/2024 1:30 PM

Andy Shadily
Adding Corporate message testing
Created by # Portals-PACS UAT Portal

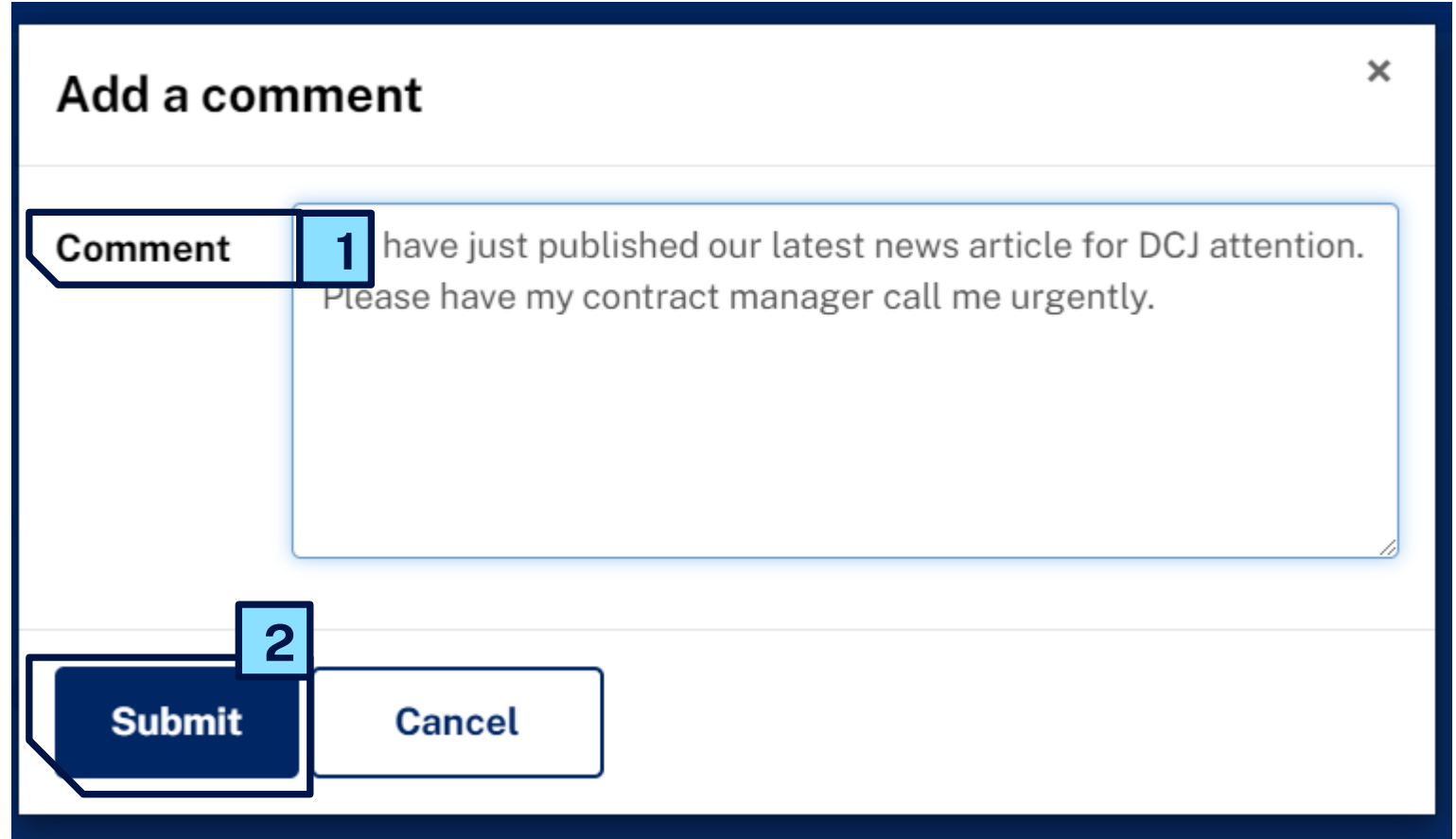
S snigdha dhungel
5 months ago

snigdha dhungel
Testing portal comment
Created by # Portals-PACS UAT Portal

Communications

3.2 Add a corporate message to be seen in PACS

1. Add details in the **Comment** text box
2. Click on **Submit** (or cancel to not proceed)



The screenshot shows a dialog box titled "Add a comment" with a close button (X) in the top right corner. The dialog contains a text input field with the label "Comment" and a blue callout box with the number "1" pointing to the input area. The text inside the input field reads: "I have just published our latest news article for DCJ attention. Please have my contract manager call me urgently." Below the input field are two buttons: "Submit" and "Cancel". A blue callout box with the number "2" points to the "Submit" button.

Communications

3.2 Add a corporate message to be seen in PACS

1. Return to **Corporate messages**
2. **The newly submitted message** will be visible with the user details, date and time submitted.

The comment is now visible against your service provider record in PACS.

Your lead DCJ contract manager will also receive an email from the system notifying them of the new comment.

Corporate messages

Overview

Action items

Corporate messages

1

+ Comment

J

John Smith

3 minutes ago

Sent on 07/04/2024 1:39 PM

John Smith

We have just published our latest news article for DCJ attention.
Please have my contract manager call me urgently.

Created by # Portals-PACS UAT Portal

2

Communications

3.3 Respond to Action items

Action items can be assigned to you from PACS.

1. Navigate to **Action items** tab
2. The Action items default dropdown menu is **Pending action items**. You can filter by **In progress** or **Completed** by clicking on the dropdown arrow
3. You can sort **Action items** by using the arrows next to each column header.

Action items

Overview **Action items** 1 Corporate messages

Pending action items- 2

Action number	Action type	Regarding	Assigned to	Due date ↓	Due in x (days)	Created on ↓
ACT-Plan - 0001096	Plan	10 Class Locomotives Limited-Implementation Plan-01114		09/07/2024	139	09/11/2023 9:14 PM
ACT-Plan - 0001093	Plan	10 Class Locomotives Limited-Contract Management Plan-01113	Fmzn O'Fynpo	07/05/2024	76	07/11/2023 10:57 PM
ACT-Plan - 0001058	Plan	CON-038922 - Contract Management Plan-01091	Fmzn O'Fynpo	26/04/2024	65	26/10/2023 1:04 PM

Communications

3.3 Respond to Action items

You can review the details of an Action item and record its progress

1. Click on **Mark in progress** action to progress the Action item status to the next stage
2. Click on **Proceed** button to confirm

The Action item can be marked as **Completed** when finished.

Action item details

 Mark in progress

1

Action number

ACT-Plan -0001096

Due in X days

139

Action name

Test Task 3 -RC (NEW TASK added)

Due date

09/07/2024

Status

New

Assigned to

—

Action description

Review evidence submitted by Service Provider

Process action item

Do you want to **Mark in progress** this action item in progress?

2

Proceed

Cancel



4 Payments

4. Payments

4.1 View information about scheduled payments, payment history, funding allocation and RCTI

4.2 Download RCTI or advice of deposit

4.3 Download payment and funding information details to excel



Payments

4.1 View information about scheduled payments, payment history, funding allocation and RCTI


On the Payment page you can view scheduled payments, payment history, funding allocations and RCTIs


Navigate to the menu or tile on the homepage

1. Click on **Payments**.

The Payments page will load.

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 **Communities and Justice**
Payment and Contracts System Portal



Dashboard Communications **Payments** Accountability Contracts Documents My provider Help

[Home](#) > Payments

Payments

Payments

4.1 View information about scheduled payments, payment history, funding allocation and RCTI

The Payments default tab is Scheduled.

On the Scheduled tab you can see all the scheduled payments for your provider in the timeframe you've selected

A Select the down arrow to view by Next 7 days, Next month or Three months.

1. You can view a specific contract's payments by selecting the **hyperlink**
2. You can search by each column's heading via the **dropdown arrows next to the heading**
3. You can also search by the **search bar** and using the wildcard *
4. Click on the **Download** button to get a report on all the selected payments in excel.

Payments

Scheduled | Payment history | Funding allocation | RCTI - advice of deposit

Next 7 days ▾ **A**




Search payments **3** **4**

Contract ID	Contract operating name	Subprogram	Date due ↑ 2	Payment amount	Reason/comment
CON-039329 1		Industry Development Strategy (IDS) Project	21/02/2024	\$833.33	This is an auto generated payment. ⋮
CON-039329	CLL	Industry Development Strategy (IDS) Project	21/02/2024	\$666.67	This is an auto generated payment. ⋮
CON-039103	Six month earlier contract end date notification	TEI Program	21/02/2024	\$500.00	This is an auto generated payment. ⋮

Payments

4.1 View information about scheduled payments, payment history, funding allocation and RCTI

- 1. By selecting the **three-dot symbol** on the payment, you can view Payment details.
- A. The payment details screen will open.

Financial year	Contract ID	Contract operating name	Subprogram	Date paid ↑	Paid amount	Reason/comment
 1						
 View details  View details						
Payment details A						
Payment name			Payment amount			
Periodic - 04/04/2024 - 0248443			\$833.33			
Funding commitment *			Payment status			
FY 2023 - 24 Annual \$10,000.00			Scheduled			
Contract *			Comments			
CON-039329			This is an auto generated payment.			
Contract name						
HISP -Central Coast-CON-039329						

Payments

4.1 View information about scheduled payments, payment history, funding allocation and RCTI

Navigate to Payment history tab where you can select dropdown

A to view by Current financial year, Last financial year or All financial years.

1. You can view the Payment history by the **column headings** and by selecting the arrows next to the headings.
2. You can also use the **search bar** and wildcard to search for a specific payment.
3. You can view the Payment details by clicking on a **payment hyperlink** or the **three-dot** symbol.
4. Click on the **Download** button to get the Payment history report in an excel format.

Payments

Scheduled Payment history Funding allocation RCTI - advice of deposit

Current financial year - **A**

Search payments

Financial year	Contract ID	Contract operating name	Subprogram	Date paid ↑ 1	Amount	Reason/comment
FY 2023 - 24 3	N-038737	Test Objective: To ensure when the contract start date is later than the selected financial year, th	TEI Program	10/11/2023	\$1,000.00	This is an auto generated payment. 3
FY 2023 - 24	CON-038803	Testing late start	TEI Program	10/11/2023	\$1,000.00	This is an auto generated payment. 3
FY 2024 - 25	CON-038863	test	Social Investment Strategy	10/11/2023	\$1,100.00	This is an auto generated payment. 3

Payments

4.1 View information about scheduled payments, payment history, funding allocation and RCTI

1. Navigate to the **Funding allocation** tab.
A. You can select the dropdown to view by **Current financial year**, **Last financial year** or **All financial years**.
2. You can view the Funding allocation by the column headings and search by selecting the arrows next to the headings.
3. You can also use the search bar and wildcard to search for a specific allocation.
4. Click on the **Download** button to get the Funding allocation report in an excel format.

Payments

Scheduled Payment history **Funding allocation** RCTI - advice of deposit

Current financial year - **A** Search allocations **3** **Download** **4**

Financial year ↑	Contract ID ↑	Contract operating name	Subprogram	Funding type	Contract initiative level	Funding amount
FY 2023-24	CON-038653	tecos	Ageing Grants	Annual		\$5,633.33
FY 2023-24	CON-038677	Test	TEI Program	Annual	CON-038703 Intensive family based service	\$12,000.00
FY 2023-24	CON-038677	Test	TEI Program	One Off		\$150,000.00
FY 2023-24	CON-038699	HSI-Assertive	Assertive Outreach	Annual		\$100,000.00
FY 2023-24	CON-038701	Test operating name	TEI Program	Annual		\$100,000.00
FY 2023-24	CON-038733	TEI	TEI Program	Annual		\$12,000.00

Payments

4.2 Download RCTI or advice of deposit

1. Navigate to **RCTI – advice of deposit** tab
A. You can select the dropdown to view by **Last 7 days, Last month, Last 3 months, Current financial year** and **Last financial year**.
2. Find a specific RCTI, search by each column heading via the dropdown arrows next to the heading
3. You can also search by the search bar and using the wildcard *
4. Click on the Download button to get a report on all the selected RCTIs in excel
5. To view a specific RCTI click on the hyperlink in the **Payment receipt ID** column, or the **three-dot symbol**.

Payments

Scheduled Payment history Funding allocation **RCTI - advice of deposit** 1

Current financial year- A

Search receipts Download 4

Payment receipt ID	Payment run	Total amount (incl. GST)	Created on ↓ 2	
PR-001191 5	One off -7/2/2024	\$16,666.66	16/02/2024 11:25 PM	⋮ 5
PR-001188	One off -9/2/2024	\$120.97	09/02/2024 9:20 PM	⋮
PR-001186	One off -9/2/2024	\$30,250.00	09/02/2024 8:38 PM	⋮
PR-001184	One off -6/2/2024	\$16,666.66	07/02/2024 8:51 PM	⋮
PR-001180	One off -11/11/2023	\$2,000.00	13/11/2023 4:02 PM	⋮
PR-001179	One off -10/11/2023	\$3,200.00	10/11/2023 4:13 PM	⋮

Payments

4.2 Download RCTI or advice of deposit

The Receipt details screen provides information about the RCTI.

1. You can click on the hyperlink or the **three-dot symbol** to download a PDF version of your RCTI.

See next slide.

[Home](#) > [Payments](#) > [RCTI](#) > Receipt details

Receipt details

Payment receipt Id PR-001191	Total amount \$16,666.66
Name * 10 Class Locomotives Limited -One off - 7/2/2024	Payment receipt type Advice Of Deposit

Receipt

Document name	Document type	File size
DCJ - Advice Of Deposit -.pdf 1	Other	144 KB : 1

Payments

4.2 Download RCTI or advice of deposit

RCTI Details

You will see the view details page.

1. You can click on the **file name** to download the PDF version of your RCTI.

View details x

Document name *

DCJ - Advice Of Deposit -.pdf


Document type *

Other

Description

—

To download the file click on the file name below

Name 	Modified
 DCJ - Advice Of Deposit -.pdf (140 KB) 1	<u>16/02/2024 11:25 PM</u>

Payments

4.2 Download RCTI or advice of deposit

Sample of downloaded PDF version of your RCTI will be available in your PC's download folder.

NOTE: Illustrative data has been used.

Advice of Deposit

10 Class Locomotives Limited

Date: 16 February 2024

88 George St

PUTNEY NSW 2112

Service Provider ID: 1-11498329699

ABN: 87635829177

GST Registered: No

Payment Reference: One off - 7/2/2024

Contract ID	Contract Name/ Operating Name/ Sub-program Name	Funding Type	Payment Amount
CON-039239	TEI -Central Coast-CON-039239 On system contract TEI Program	Annual	\$8,333.33
CON-039239	TEI -Central Coast-CON-039239 On system contract	Annual	\$8,333.33

Payments

4.3 Download payment and funding information to excel

Back to Receipt Details - Screen 2

Scroll down on RCTI – advice of deposit

User can see the following:

1. All **Payment details**.
2. Payment to the **Bank details**.
3. Click on **Download** button to get the report.

The report will be downloaded in an excel format page.

Payment details 1

[Download](#) 3

Contract ID	Payment	Subprogram	Initiative	Payment amount	GST amount	Paid amount	Payment date	Invoice number
CON-039239	Periodic-07/02/2024-0248062	TEI Program	1	8,333.33	0.00	8,333.33	08/02/2024	6000235720
CON-039239	Periodic-07/02/2024-0248061	TEI Program	1	8,333.33	0.00	8,333.33	07/02/2024	6000235718

Bank details 1

[Download](#) 3

Bank account	Payment amount	Date processed	Account name	Account number	BSB	Created on
032009-12121314	\$8,333.33	07/02/2024	PACS UAT Testing account	12121314	032009	16/02/2024 11:25 PM
032009-12121314	\$8,333.33	08/02/2024	PACS UAT Testing account	12121314	032009	16/02/2024 11:25 PM



5

Accountability

5. Accountability

5.1 Access current and previous financial years corporate and contract accountability forms

5.2 Start a new accountability form

5.3 Communicate with your contract manager





Communities and Justice

Payment and Contracts System Portal



Dashboard

Communications

Payments

Accountability

1

Contracts

Documents

My provider

Help

[Home](#) > Corporate accountability

Accountability

Accountability

5.1 Access current and previous financial years corporate and contract accountability forms

The Accountability page enables you to view your corporate and contract accountability forms

Navigate to the top menu or the tile on the homepage

1. Click on **Accountability** and the page will load.

Accountability

5.1 Access current and previous financial years corporate and contract accountability forms

The **Corporate accountability** tab is the default page

A. The filter Current Financial year is the default. You can also filter by Last financial year or All financial years

1. In the **Status** column you can see the current status of all forms, which flows from:

New > In Progress > Submitted > Review > More Info Required > Resubmitted > Accepted

2. You can also search by **due date** using the arrows next

3. You can use the **search bar** to find a specific form or criteria

4. To see the details of a specific form, click on the hyperlink in the **Financial Year** column or the **three-dot symbol**.

5. Click on a form with the status of **New** to start a new accountability form

Accountability

Corporate Contract

Financial year	Allocated date	Due date ↑	Final due date	DCJ manager	District	Status
FY 2023 - 24	10/10/2023	11/10/2023		# Snigdha Dhungel	Community Building Partnerships Program	Review
FY 2023 - 24	03/11/2023	31/10/2023		# Snigdha Dhungel	Community Building Partnerships Program	Review
FY 2022 - 23	19/09/2023	31/12/2023		# Snigdha Dhungel	Community Building Partnerships Program	In progress
FY 2022 - 23	25/09/2023	31/12/2023		# Snigdha Dhungel	Community Building Partnerships Program	New

Accountability

5.1 Access current and previous financial years corporate and contract accountability forms

To select your corporate accountability form:

1. Navigate back to the **Accountability** page
2. Click on the **Contract** tab

You will be able to see your organisation's contract accountability forms for this and previous years using the dropdown filter.

Dashboard Communications Payments **Accountability** Contracts Documents My provider Help

Home > [Corporate accountability](#) > Contract accountability

Accountability

Corporate **Contract** 2

Current financial year ▾

Financial year	Contract ID	Operating name	Allocated date	Due date ↑	Final due date	DCJ manager	District	Status
FY 2023 - 24	CON-038949	tetsing adobe email	10/10/2023	31/10/2023	05/11/2023	PACS TEST3	Community Building Partnerships Program	Accepted

Accountability

5.2 Start a new accountability form

Once you've selected a form with the status of **new** and it opens:

A. Review the Instructions carefully, ensuring you have downloaded the resources from the DCJ website to guide you in completing the form

1. Click on **Start** to begin.

[Home](#) > [Corporate accountability](#) > Annual accountability form - corporate - (FY 2022 - 23)

Annual accountability form - corporate - (FY 2022 - 23)

Form Communication

Instructions **A**

You're required to submit annual accountability reporting at the corporate and contract levels.

Use this form to complete your annual accountability at the corporate level.

Requirements for reporting annual accountability are fully explained in the annual accountability policy on the DCJ website. The policy is supplemented with the reporting requirements and resources for 2022-2023, also on the DCJ website.

Use the following links to quickly access information about the forms:

Reporting corporate-level accountability

- Organisation details
- Financial accountability
- Service provider declaration

Form sections

Instructions

Service provider details

Financial accountability

Focus area

Service provider declaration

Review and submit

Start

1

Accountability

5.2 Start a new accountability form

Your service provider details will be prefilled for you

1. Please answer all questions in the given order.

A. Click on **More info** to get definitions and descriptions of what the question is asking.

Click on Save and Next after filling in all the questions on the page

2. This will take you to the next section of the form – you can see the different sections in the right hand menu.

If you need to go back to a previous section, please use the **Back** button on the lower left of the form seen at the bottom after scrolling down.

Service provider details

Service provider * 10 Class Locomotives Limited	Service provider ID 1-11498329699
Managing district Community Building Partnerships Program	Nominated contact * snigdha dhungel
DCJ nominated contact * # Snigdha Dhungel	

Financial year FY 2022 -23

Form sections

- Instructions
- Service provider details**
- Financial accountability
- Focus area
- Service provider declaration
- Review and submit

2

Please answer all questions 1

1 Does DCJ have up-to-date details of your organisation?
[More info](#) A

1.1 Are the correct contact names and contact details listed in the Contracting Portal? If 'No', please update as soon as possible. *

Accountability

5.2 Start a new accountability form

To complete your accountability forms, supporting documentation is needed.

1. Click on **Add File** to add a new file.

Upload financial statements and any supporting documents

- Full organisation-level financial statements for the financial year, audited or unaudited as applicable
- Any supporting documents or additional information.

[More info](#) ▾

+ Add file 1

Document name	Document type	File size
<p>i There are no requests to display</p>		

[Back](#) [Save and next](#)

Accountability

5.2 Start a new accountability form

Once you have clicked on +Add file the following information and upload is required.

1. Fill in the **Document name**.
2. Select the appropriate **Document type**.
3. Attach a file by **Choose File** source location.
4. Click on **Submit** when done.

Document name * 1

Testing I & E docco

Document type * 2

Income and Expenditure

Description

Attach a file * 3

Choose File TestOne.docx

4

Submit

Accountability

5.2 Start a new accountability form

To complete your accountability forms, supporting documentation is needed.

1. Repeat the above steps on pages 49 and 50 to **add file** if necessary
2. Click on **Save and next** to continue filling in the form.

13 Do the organisation's financial statements include any amount payable to DCJ in the total of income in advance stated in item 12, above? *

[More info](#) ▾

No ▾

14 Please add any comments in relation to the responses provided or documents uploaded to this form. *

If any of the information or documents you've provided require explanation, please do that here.

none

Upload financial statements and any supporting documents

- Full organisation-level financial statements for the financial year, audited or unaudited as applicable
- Any supporting documents or additional information.

[More info](#) ▾

+ Add file

Document name	Document type	File size	
Testing I & E docco2	Income and Expenditure	12.1 KB	⋮

Back

Save and next

Accountability

5.2 Start a new accountability form

Providing a service provider declaration is an important part of the accountability process.

The service provider declaration must be completed by those with the appropriate authority within your organisation before it is uploaded here.

Follow instructions on pages 49 and 50 for how to add a file.

Service provider declaration

Upload a completed Service Provider Declaration for Corporate-level Accountability 2022–2023.

Use the "add file" button to enter details of each contract

Documents you have uploaded

Document name	Document type	File size	
Testing I & E docco.docx	Income and Expenditure	0 Bytes	⋮
Testing I & E docco.docx	Declaration	0 Bytes	⋮
Tetsing PIP.docx	Financial report	11.96 KB	⋮
testing upload from pacs	Policy		⋮

Accountability

5.2 Start a new accountability form

1. Click on the dropdown arrows to review your information
2. Click on **Submit** to submit the accountability form to DCJ

The form status will change to **In Review**

Once your contract manager starts to review your form, they may use the comments section of the form to ask questions or clarification. You can respond in the comments section of the form as well

Once the form has been reviewed by your contract manager, the status will change to **Accepted**.

Form Communication

Review and submit 1

[Expand all](#) [Collapse all](#)

Instructions

Service provider details

Financial accountability

Focus area

Service provider declaration

Review and submit

Back

Submit 2

Accountability

5.3 Communicate with your contract manager

Accountability communication

1. DCJ may ask you for more information about a specific response on the form.
2. You can respond to DCJ comments on the accountability form in relation to specific questions

Please answer all questions

1

Does DCJ have up-to-date details of your organisation?

[More info](#) ^

It's important, and in some cases contractually required, that DCJ has current information about your organisation.

If you answer 'No' to any of the following questions, your DCJ contract manager will contact you and assist you to provide the necessary information to us.

1.1

Are the correct contact names and contact details listed in the Contracting Portal? If 'No', please update as soon as possible. *

Yes

1

DCJ comments

testing comments

2

Service provider comments *

—

1.2

If your organisation's name changed in the last 12 months, have you notified DCJ? *

No

Accountability

5.3 Communicate with your contract manager

Accountability communication

1. You can respond to DCJ comments on the accountability form (see page 54), and you can also communicate with your contract manager about accountability by selecting the **Communication** tab
2. Here you can ask general questions or ask for assistance.

Annual accountability form - corporate - (FY 2023 - 24)

Form **Communication** **1**

[Expand all](#) [Collapse all](#)

Instructions	▼
Service provider details	▼
Financial accountability	▼
Focus area	▼
Service provider declaration	▼

Accountability

5.3 Communicate with your contract manager

Select the **Communication** tab

To add a new comment or ask a question about your Annual accountability form

1. Click on the **+Comment** button
2. Enter your comment or question in the comment box
3. Click on **Submit** button.

[Home](#) > [Corporate accountability](#) > [Annual accountability..](#) > Communication

Annual accountability form - corporate - (FY 2023 - 24)

Form **Communication**

Accountability messages

Message related to your Communication accountability

+ Comment

S snigdha dhungel **snigdha dhungel** → # Snigdha Dhungel
5 months ago i cant submit the annual corporate accountability
Sent on 26/01/2024 10:35 AM Created by # Portals-PACS UAT Portal

Add a comment

Comment

Submit **Cancel**



6 Contracts

6. Contracts

6.1 Access active, draft, expired, closed and terminated contracts and subcontracting details

6.2 Access a range of information about specific contracts

6.3 Upload documents relevant to my contract

6.4 Communication with my contract manager



Contracts


6.1 Access active, draft, expired, closed and terminated contracts


The Contracts page enables you to view detailed information about specific contracts held by the service provider

Navigate to the Contracts tab or tile on the homepage

1. Click on **Contracts** and the page will load

A NSW Government Website

 **Communities and Justice**
Payment and Contracts System Portal



Dashboard Communications Payments Accountability **Contracts** Documents My provider Help

[Home](#) > Contracts

Contracts

Contracts

6.1 Access active, draft, expired, closed and terminated contracts

A The filter **Active contracts** is the default screen for Contracts

You can also filter by **Inactive, Draft, Terminated and Expired contracts**

1. You can search contracts by using the arrows beside the column headings or by using the search bar. Be sure to search using the wildcard* before and after your search term
2. You can download a report on your organisation's contracts using the **Download** button
3. To view a specific contract, click on the hyperlink in the Contract ID column or the **three-button symbol** at the end of the row

[Home](#) > Contracts

Contracts

Active contracts ▾ A

Search contracts 1

Download 2

Contract ID	Operating name	Subprogram	District	Start date ↓ 1	End date ↓	Subcontract	Status	
CON-039338	Sang's Testing world	TEI Program	Funding Payments and Cards	15/02/2024	30/06/2026	No	Active	⋮
CON-039341	Sang's Testing world	SAY Program	Central Coast	15/02/2024	15/04/2026	No	Active	⋮
CON-039350	10 Class Auto	CHLP-General Housing	Central Coast	12/02/2024	30/06/2026	No	Active	⋮
CON-039342 3	10 Class TRYAGAIN	CHLP-Homelessness Housing	Central Coast	05/02/2024	30/06/2026	No	Active	⋮

Contract

6.2 Access a range of information about specific contracts: Profile

1. The tabs show the information that is available for each individual contract

Click on a tab to review your contract information

The **Profile** tab is the default. Here you can see identifying details about the contract and its duration

2. The version 1 indicate this is original copy of the contract.

Note: if the version is not showing as 1, this means there is a varied version or later version.

The next slide shows what further information you can see if you scroll down the page.

Home > Contracts > 10 Class Auto

10 Class Auto

1

Profile Contacts Financials Services Documents Accountability Communication

CHLPGH -Central Coast-CON-039350

Contract ID CON-039350	Version 1
Contract name CHLPGH-Central Coast-CON-039350	Start date 12/02/2024
Operating name 10 Class Auto	End date 30/06/2026
Subprogram CHLP -General Housing	Duration (in months) 29
	Original start date 12/02/2024

2

Contract

6.2 Access a range of information about specific contracts: Profile

When you scroll down the Contract profile screen you can see the following information:

Subcontractors

Initiative levels

Local government area

State electorate

Note: Functionality to add new subcontractors is still in development. For now, please do not use the +Add button.

Subcontractors

+ Add

Subcontractor name	ABN	Subcontractor type	Start date of arrangement ↓	End date of arrangement ↓	Status
--------------------	-----	--------------------	-----------------------------	---------------------------	--------

i There are no records to display

Initiative levels

Subprogram ↓

Initiative type

i There are no records to display

Local government area

Name ↓

Is primary

Albury

Yes

State electorate

Name ↓

Is primary

Albury

Yes

Contract

6.2 Access a range of information about specific contracts: Profile

1. Navigate to the Contract **Contacts** tab

Here you can see information about:

- your DCJ contract manager
- your nominated contact
- contacts for your contract
- contract addresses

2. You can **edit** the existing contact details by clicking on the edit icon.

3. You can also add new Contacts and Addresses provided they are listed as service provider contacts or addresses via the My provider screen. Click on **+Contact**.

Contract

6.2 Access a range of information about specific contracts: Financials

1. Navigate to the **Financial** tab

Here you can see information about:

- Bank details
- Funding commitments
- Payments

[Home](#) > [Contracts](#) > [Sang's Testing world](#) > Financials

Financials

[Profile](#) [Contacts](#) **Financials** [Services](#) [Documents](#) [Accountability](#) [Communication](#)

Bank details

Account name *	BSB *
RCTI Test	032051
Account number *	
124569	

Funding commitments

Financial year ↑	Funding type	Amount (ex GST)	Paid to date
FY 2023 -24	Annual	\$120,000.00	\$0.00
FY 2024 -25	Annual	\$120,000.00	\$0.00
FY 2025 -26	Annual	\$120,000.00	\$0.00

Contract

6.2 Access a range of information about specific contracts: Services

1. Navigate to the **Services** tab

Here you can see information about:

- Overall percentage of service to the Aboriginal community
- Contract services

Home > Contracts > Sang's Testing world > Services

Services

Profile Contacts Financials **Services** Documents Accountability Communication

Percentage of service to Aboriginal community 10%

Search

Contract service detail name ↓	Service level	Contract service ↓	Program client outcome	Quantity
<p>i There are no records to display</p>				

Contract

6.2 Access a range of information about specific contracts: Accountability

1. Navigate to the **Accountability** tab

Here you can see information about:

- Contract level accountability form

2. View **current and previous years form** by clicking on the down arrow.

This will display the relevant contract level accountability which is also accessible from the main Accountability menu / tile. The form can also be completed from here. Refer to section 5.

Home > Contracts > Sang's Testing world > Accountability

Accountability

Profile Contacts Financials Services Documents **Accountability** Communication

Current financial year ▾

Search

Form name	Financial year	Due date ↓	Final due date	Status
There are no records to display				

Contract

6.3 Upload documents relevant to my contract

1. Navigate to the Document tab
Here you can see information about:
 - Uploaded documents from DCJ.
 - User will be able to attach document
2. To attach a contract related document click on **+Attach document**.

Home > Contracts > Sang's Testing_world > Documents

Documents

Profile Contacts Financials Services **Documents** Accountability Communication

Search

Document ID	Document name	Document type	Uploaded on
There are no records to display			

Contract

6.4 Communication with my contract manager

1. Navigate to the **Communication** tab

Here you can see information about

- New action items
- Latest contract messages

2. You are also able to **+Add comment** for your contract manager.

This will show on your contract record in PACS, and your contract manager will receive a notification.

Home > Contracts > Sang's Testing world > Communication

Communication

Profile Contacts Financials Services Documents Accountability **Communication**

Contract actions

Actions required by the provider (0 pending)

New action items -

Action number	Action type	Assigned to	Created on ↓	Status	Due date ↓
There are no records to display					

Latest contract messages

Messages related to this contract (0 messages)

2 + Add comment



7

Documents

7. Documents

7.1 Access a repository of documents in PACS including correspondence, contract documents and notifications

7.2 Upload documents





[Home](#) > Documents

Documents

Documents

7.1 Access a repository of documents in PACS including correspondence, contract documents and notifications

The **Documents** page is a repository for service provider and contract level documents and a place for you to upload documents.

Navigate to menu or tile on the homepage

1. Click on **Documents** and the page will load.

Documents


7.1 Access a repository of documents in PACS including correspondence, contract documents and notifications

1. Navigate to the **Contract documents** tab where you can view contracts and contract related documents.
2. Click on the **Document name** hyperlink or the three-button symbol to view the document details.

[Home](#) > Documents

Documents

Contract documents **1** Service provider documents Upload

Search documents 

Document name	Contract ID	Document type	File size	Created on ↓	
CON-039362.pdf 2	CON-039362	Other	178 KB	08/02/2024 7:05 AM	⋮
CON-039341.pdf	CON-039341	Other	228 KB	04/02/2024 12:52 PM	⋮
CON-039342.pdf	CON-039342	Other	235 KB	04/02/2024 10:05 AM	⋮
CON-039334.pdf	CON-039334	Other	184 KB	03/02/2024 2:03 PM	⋮
CON-039239.pdf	CON-039239	Other	2299 KB	20/01/2024 3:34 PM	⋮
Testing off system contract	CON-039214	Contract	248 KB	03/01/2024 3:42 PM	⋮
CON-039191.pdf	CON-039191	Other	2285 KB	07/12/2023 11:29 AM	⋮

Documents

7.1 Access a repository of documents in PACS including correspondence, contract documents and notifications

Here you can view details about the document

1. Click on the **hyperlink** to download the file
2. To return to the **Documents** screen, simply **close** this page.


i Document details × **2**

Document name *
CON-039362.pdf

Document type *
Other

Description
—

To download the file click on the file name below

Name ↑	Modified
 CON-039362.pdf (174 KB) 1	<u>08/02/2024 7:05 AM</u>

Documents

7.1 Access a repository of documents in PACS including correspondence, contract documents and notifications

1. Navigate to the **Service provider documents** tab where you can view service provider related documents
2. Click on the **Request ID** hyperlink or the three-button symbol to view the document details.

Documents

Contract documents

Service provider documents

1

Search documents



Request ID	Document name	Document type	File size	Created on ↓	
Accreditation - 001768	...	Accreditation / registration		14/11/2023 3:56 PM	⋮
Accreditation - 001659	accreditation.docx	Accreditation / registration	0 Bytes	26/10/2023 11:41 AM	⋮
Accreditation - 001657	accreditation.docx	Accreditation / registration	0 Bytes	26/10/2023 9:33 AM	⋮
Subcontractor - 001540	New provider form.docx	Report	40.3 KB	09/10/2023 2:31 PM	⋮
Accreditation - 001537	test to checkupload.docx	Accreditation / registration	11.71 KB	09/10/2023 2:10 PM	⋮
Subcontractor - 001528	HSA-Standard-Terms-Agreement.pdf	Other	984.25 KB	06/10/2023 4:14 PM	⋮
Legal Information - 001389	ACNC registration	Governance	207 KB	06/09/2023 12:30 PM	⋮

Documents

7.1 Access a repository of documents in PACS including correspondence, contract documents and notifications

Here you can view details about the service provider related documents

1. Click on the **hyperlink** to download the file
2. To return to the **Documents** screen, simply close this page

Document details

Document name *

New provider form.docx


Document type *

Report

Description

—

To download the file click on the file name below

Name 

Modified

 New provider form.docx (43 KB)	1
---	----------

09/10/2023 2:31 PM

Documents

7.2 Upload documents

The **Upload** tab allows you to upload documents for DCJ to see. And it provides a repository for documents you've previously uploaded

1. Navigate to the **Upload** tab
2. Click on **+Upload document** button to upload a new document
3. Review documents previously uploaded by clicking the **hyperlink** or selecting the **three-button symbol**.

Documents

Contract documents

Service provider documents

Upload

1

Search documents

+ Upload document

2

Document name	Document type	File size	Created on ↓	
TestTwo.docx	Plan	12.14 KB	23/02/2024 4:47 PM	⋮
TestOne.docx	Other	0 Bytes	23/02/2024 4:43 PM	⋮

3

3

Documents

7.2 Upload documents

You can upload any document relevant to your service provider or contract which you think will be of interest to DCJ.

When adding a new document:

1. Enter the **Document name**
2. Select the **Document type**
3. Attach the file.
4. Click on **Submit** button.

Add new document

The form is titled "Add new document" and contains the following fields and elements:

- Document name ***: A text input field with a blue callout box containing the number "1" pointing to it.
- Document type ***: A dropdown menu with a blue callout box containing the number "2" pointing to it.
- Description**: A large text area for entering details.
- Attach a file ***: A file upload section with a blue callout box containing the number "3" pointing to it. It includes a "Choose File" button and the text "No file chosen".
- Submit**: A dark blue button with white text, with a blue callout box containing the number "4" pointing to it.

8

My provider



8. My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information

8.2 Create provider update requests

8.3 Request and manage portal users for your organisation



My provider


8.1 Access and manage provider legal, contact, financial, accreditation and other information

My provider is where you'll find a range of legal, financial and contact information about your organisation held in PACS

It's also where you can update information or request DCJ to make updates.

1. Navigate to the **My provider** tab or tile on the homepage and click to load.

A NSW Government Website

 **Communities and Justice**
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28

Dashboard Communications Payments Accountability Contracts Documents **My provider** 1 p

[Home](#) > My provider

My provider

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Profile

1. The **Profile** tab is the default tab

Here you can view identifying and legal information about your organisation.

[Home](#) > My provider

My provider

1

Profile Contacts Financial Accreditation Provider update requests

10 Class Locomotives Limited Status: ● Active

Service provider name 10 Class Locomotives Limited	Regulatory body Australian Charities and Not-for-profits Commission
Service provider ID 1-11498329699	ABN 87635829177
Business (trading name) 10class	ABN registered date 28/08/2019
Entity type Australian Public Company	GST registration No
For profit No	GST registration date —
Aboriginal status Not applicable	Financial reporting month Jun
CALD Yes	

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Profile

Primary contact information is also located on the **Profile** screen

1. You can edit this information by clicking on the **edit (pencil) icon**
2. Once you've updated the information click on **Submit**
3. If you've made a mistake or don't want to edit, click on **Cancel** to return to the **Profile** page

Note that portal user email addresses can only be amended via a request to PACS Admin, to maintain the security of the PACS Portal and its information.

Primary contact information

**1**

Primary/nominated contact

snigdha dhungel

Phone

0480472128

Primary address

88 PHILLIP RD, PUTNEY NSW 2112

Email

xjuggeq@bixr.lng.aa

Primary mailing address

88 PHILLIP RD, PUTNEY NSW 2112

Website

—

Primary/nominated contact *

snigdha dhungel



Phone

0480472128

Email *

xjuggeq@bixr.lng.aa

Website

Country *

Australia

× Cancel

3

Submit

2

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Contacts

The second tab of My provider is Contacts

1. Navigate to the **Contacts** tab

Here you can view the following information:

- DCJ contact, Service provider contact
- Provider Portal User
- Provider contacts, and
- Provider addresses

2. On this page you can review and edit existing contacts using the **pencil** button.

3. To add contacts and addresses use the **+User**.

My provider

Profile **Contacts** Financial Accreditation Provider update requests

DCJ contact

DCJ Lead contract manager
Snigdha Dhungel



Snigdha.Dhungel@facns.nsw.gov.au

District

Funding Payments and Cards

Service provider contact

Service provider nominated contact
snigdha dhungel



0415683794



snigdha.dhungel@gmail.com

Provider portal user

snigdha dhungel



Contact type
Admin



0415683794



snigdha.dhungel@gmail.com

Andy Shadily



2

Contact type
Nominated representative



0262418865



ashadily@kpmg.com.au

Ending 30/10/2024

+ User

3

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Financial

1. The third tab in My provider is the Financial tab.
2. The table is a summary of your organisation's bank accounts and their status.
3. Click on one of the hyperlinks for more detailed information
4. You can request to add new bank account by clicking on the **+Account** button.

My provider

Profile Contacts **Financial** 1 Accreditation Provider update requests

Bank accounts

+ Account

4

Bank account name	BSB	Account number	Status	2
832458 - 138504577	832458	138504577	Active	⋮
122846 - 112266	122846	112266	Inactive	⋮
032858 - 12345678	032858	12345678	Active	⋮
032009 - 12121314	032009	12121314	Active	⋮
012004 - 1234567	012004	1234567	Active	⋮
032051 - 124569	032051	124569	Active	⋮
012009 - 12341234	012009	12341234	Active	⋮
032868 - 456321	032868	456321	Active	⋮
012013 - 1234567	012013	1234567	Active	⋮
032050 - 45631234	032050	45631234	Active	⋮

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Financial – new bank account request

To add a new bank account for your provider, you need to complete the online form

There are four sections to complete

1. Enter the **Account name**
2. Enter the **Account number**.
3. Select the **BSB** from lookup list.
4. Click on **Save and next** button.

New bank account request

Service provider name *	Service provider ID
10 Class Locomotives Limited	1-11498329699

Form sections

- Details
- Download form
- Upload signed form
- Review and submit

Account name * 1
Test Account AS

Account number * 2
1111333

BSB * 3
012004

Bank *
Testing Bank

Branch *
Sydney

Address
155 GEORGE ST

Suburb
BATHURST

4

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Financial – new bank account request

1. Click on the **Download** button to download the offline form

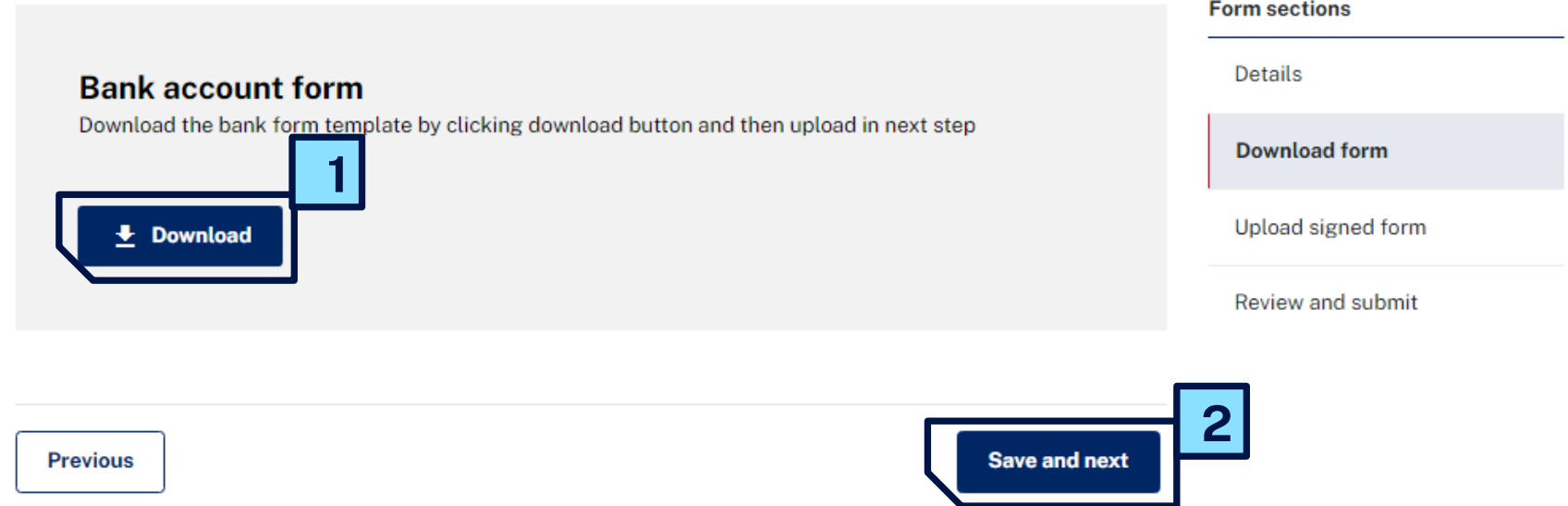
This is to be completed and signed by the organisation's authorised representatives

2. Click on the **Save and next** button to move to the next form section.

New bank account request

Bank account form

Download the bank form template by clicking download button and then upload in next step



1

Download

2

Save and next

Form sections

- Details
- Download form**
- Upload signed form
- Review and submit

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Financial – new bank account request

1. Upload the completed and signed request by clicking on the **+ Add file** button

The create page will open for you to fill in:

- Document name
- Document type
- Description

Attach the completed offline form from your computer and click the **Submit** button

2. Click on the **Save and next** button to move to the next form section.

New bank account request

Upload supporting document/s

+ Add file **1**

Document name	Document type	File size
TestOne.docx	Other	12.1 KB ⋮

Previous Save and next **2**

Form sections

- Details
- Download form
- Upload signed form**
- Review and submit

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Financial – new bank account request

The final step for a new bank account request is to **Review and submit** your application

1. Click on the **Submit** button.

[Home](#) > [My provider](#) > [Provider details](#) > [Bank account details](#) > New bank account request

New bank account request

Account name Test Account AS	Form sections	
Account number 1111333	Details	
BSB 012004	Download form	
	Upload signed form	
	Review and submit	

Uploaded signed form			
Document name	Document type	File size	
TestOne.docx	Other	12.1 KB	⋮

Previous

Submit 1

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Financial – new bank account request

You will return to the **Bank account details** page and see a message saying your form has been successfully submitted

1. Your request will be visible in the table with the status of **Submitted**

PACS Admin will review your request and respond to you.

My provider

[Profile](#) [Contacts](#) [Financial](#) [Accreditation](#) [Provider update requests](#)

Request types

[Provider details](#)

[GST registration](#)

[New user](#)

[Bank account details](#)

[Accreditation](#)

[Subcontracting](#)

Bank account details



Success - Your bank account details form has been successfully submitted

Thank you for submitting your request

Search request



+ New request

Request number	Submitted by	Submitted on ↓	Status	
Bank Account Details - 001984	Andy Shadily	26/02/2024 3:36 PM	Submitted	1
Bank Account Details - 001973	snigdha dhungel	19/02/2024 1:02 PM	Approved	⋮
Bank Account Details - 001972	snigdha dhungel	19/02/2024 12:24 PM	Approved	⋮
Bank Account Details - 001914	snigdha dhungel	06/02/2024 1:54 PM	Approved	⋮

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Accreditation

The fourth tab in My provider is the Accreditation tab

The table is a summary of your organisation's accreditation details that you've provided in the portal

1. Navigate to the **Accreditation** tab
2. In the **List of accreditations** click on one of the hyperlinks for more detailed information.

My provider

[Profile](#) [Contacts](#) [Financial](#) **Accreditation** [1](#) [Per update requests](#)

List of accreditations

+ Add

Accredited by	Start date	End date	Review date
ASES 2	23/10/2023	25/10/2023	⋮
ASES	08/11/2023	31/12/2023	⋮
	24/10/2023	25/10/2023	⋮
	31/10/2023	03/12/2023	⋮
CHP	03/08/2023	08/11/2024	⋮

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Accreditation

A. On the screen, you'll be able to see the details such as:

- Accreditation name
- Accrediting agency
- Accreditation type
- Start date and end date
- Conditions

1. Click on **Go back** button to return to the **List of accreditations**.

Accreditation details

Details **Communication**

Accreditation name *

Testing accreditation decline

Accredited by

ASES

Accreditation type

Australian Service Excellence Standards (ASES)

Start date

23/10/2023

End date

25/10/2023

Accreditation conditions

Can yo please add

A

Accreditation documents

Document name

Document type

File size

i There are no requests to display

← Go back

1

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Accreditation

To add an Accreditation:

1. Click on **+Add** button.

[Home](#) > [My_provider](#) > Accreditation

My provider

[Profile](#) [Contacts](#) [Financial](#) [Accreditation](#) [Provider update requests](#)

List of accreditations

+ Add

1

Accredited by	Start date	End date	Review date
ASES	23/10/2023	25/10/2023	⋮
ASES	08/11/2023	31/12/2023	⋮
	24/10/2023	25/10/2023	⋮
	31/10/2023	03/12/2023	⋮
CHP	03/08/2023	08/11/2024	⋮

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Accreditation

Complete the **New accreditation request** form online

1. Fill in **all** the required information.

Scroll down to add more details.

New accreditation request

Service provider name *	Service provider ID
10 Class Locomotives Limited	1-11498329699

Form sections

- Details
- Documents

Review and submit


1

Accreditation type *


Accreditation name *

Accredited by *

Start date *



End date *



My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Accreditation

After completing the form

1. Click on **Save and next** button.

Start date *

DD/MM/YYYY



End date *

DD/MM/YYYY



Accreditation conditions

× Cancel

Save and next

1

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Accreditation

Upload any supporting documents including evidence of the accreditation

1. Click on **+Add file** button.

[Home](#) > [My provider](#) > [Provider details](#) > [Accreditation](#) > New accreditation request

New accreditation request

Upload supporting document/s

1

+ Add file

Document name	Document type	File size
<i>i</i> There are no requests to display		

Previous

Save and next

Form sections

Details

Documents

Review and submit

95

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Accreditation

1. Fill in the fields:
 - **Document name**
 - **Document type**
 - **Description**
2. Click on **Choose File** to attach a file
3. Click on **+Submit** button.

Add supporting document

x

The screenshot shows a form titled "Add supporting document" with a close button (x) in the top right corner. The form contains three main sections:

- Section 1:** A box containing three fields: "Document name *" with the value "TestTwo.docx", "Document type *" with a dropdown menu showing "Accreditation / registration", and a "Description" text area.
- Section 2:** A box containing the "Attach a file *" section, which includes a "Choose File" button and the text "TestTwo.docx".
- Section 3:** A box containing a dark blue "Submit" button.

Numbered callouts (1, 2, 3) are placed in blue boxes with lines pointing to the respective sections of the form.

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Accreditation

1. Click on **Save and next** button.

[Home](#) > [My provider](#) > [Provider details](#) > [Accreditation](#) > New accreditation request

New accreditation request

Upload supporting document/s

[+ Add file](#)

Document name	Document type	File size	
TestOne.docx	Accreditation / registration	12.1 KB	⋮

Form sections

- Details
- Documents**
- Review and submit

[Previous](#)

[Save and next](#)

1

My provider

8.1 Access and manage provider legal, contact, financial, accreditation and other information: Accreditation

Review your request

1. Click on **Submit** button.

You will receive a success message when the form is successfully submitted.

New accreditation request

Accreditation name	Start date
Boarding House test	01/02/2024
Accredited by	End date
Boader house agency	02/02/2025
Accreditation type	Accreditation conditions
Boarding House	—

Form sections

Details

Documents

Review and submit

Supporting documents

Document name	Document type	File size
TestOne.docx	Accreditation / registration	12.1 KB

Previous

Submit

1

My provider

8.2 Create Provider update request

The fifth tab in My provider is Provider update requests

From this screen you can create a range of requests:

- **Provider details**
- **GST Registration**
- **New User**
- **Bank account details**
- **Accreditation**
- **Subcontracting (for future use).**

All these requests require review and action by DCJ before your details can be updated.

To create a new request for Provider details

1. Click on **+New request** button.

Dashboard Communications Payments Accountability Contracts Documents **My provider** Help

[Home](#) > [My provider](#) > Provider details

My provider

Profile Contacts Financial Accreditation **Provider update requests**

Request types

- Provider details**
- GST registration
- New user
- Bank account details
- Accreditation
- Subcontracting

Provider details

Search request

Request number	Submitted by	Submitted on ↓	Status	
Legal Information - 001838		20/01/2024 12:28 AM	New	⋮
Legal Information - 001791	snigdha dhungel	23/11/2023 2:26 PM	Submitted	⋮
Legal Information - 001464	Fmzn O'Fynpo	26/09/2023 10:00 AM		⋮
Legal Information - 001434	Fmzn O'Fynpo	18/09/2023 8:12 PM		⋮
Legal Information - 001419	Fmzn O'Fynpo	14/09/2023 2:11 PM		⋮

1

My provider

8.2 Create Provider details new request

On the Provider details new request page

Screen 1

1. Click on **Retrieve details** button to retrieve existing information that stored in the system.

[Home](#) > [My provider](#) > [Provider details](#) > Provider details new request

Provider details new request

Use this form to request updates to your service provider name, trading name, entity type, ABN status, ABN registration and regulatory body.

Service provider name	ABN exemption
10 Class Locomotives Limited	No
Trading name	ABN
10class	87635829177
Regulatory body	Entity type
Australian Charities and Not-for-profits Commission	Australian Public Company

Form sections

Details

Documents

Review and submit

Retrieve details

1

My provider

8.2 Create Provider details new request

Review the information and enter required changes or updates:

1. **New trading name, New regulatory body, Comment.**
2. Click on **Save and next** button.

1

New trading name (optional)

New regulatory body (optional)

Comment

2

Save and next

Cancel

My provider

8.2 Create Provider details new request

Upload any supporting documents

1. Click on **+Add file** button.

See next page for how to upload the supporting document/s.

[Home](#) > [My provider](#) > [Provider details](#) > Provider details new request

Provider details new request

Upload supporting document/s

+ Add file **1**

Document name	Document type	File size
<p>i There are no records to display</p>		

Form sections

- Details
- Documents**
- Review and submit

[Previous](#) [Save and next](#)

My provider

8.2 Create Provider details new request

1. Enter the:
 - **Document name**
 - **Document type**
 - **Description**
2. Attach a file
3. Click on **+Submit** button.

Add supporting document

x

The screenshot shows a form titled "Add supporting document" with a close button (x) in the top right corner. The form contains three main sections:

- Section 1:** A box containing three fields: "Document name *" with the value "TestTwo.docx", "Document type *" with a dropdown menu showing "Accreditation / registration", and a "Description" text area.
- Section 2:** A box containing an "Attach a file *" field with a "Choose File" button and the text "TestTwo.docx".
- Section 3:** A box containing a dark blue "Submit" button.

Numbered callouts (1, 2, 3) are placed in blue boxes with lines pointing to the respective sections of the form.

My provider

8.2 Create Provider details new request

Here you'll see any **supporting documents** you've uploaded

1. Click on **Save and next** button.

[Home](#) > [My provider](#) > [Provider details](#) > Provider details new request

Provider details new request

Upload supporting document/s

+ Add file

Document name	Document type	File size	
TestOne.docx	Accreditation / registration	12.1 KB	⋮

Form sections

Details

Documents

Review and submit

Previous

Save and next

1

My provider

8.2 Create Provider details new request

Review your request

1. Click on **Submit** button.

Your update request will be sent to the PACS admin team to review and update the record.

Provider details new request

Request number Legal Information - 001987	ABN 87635829177
ABN exemption No	ABN Rego Date —
Service provider name 10 Class Locomotives Limited	New trading name (optional) —
Entity Type Australian Public Company	New regulatory body (optional) NSW Fair Trading
Comments	

Form sections

- Details
- Documents
- Review and submit**

Supporting documents		
Document name	Document type	File size
TestOne.docx	Accreditation / registration	12.1 KB <input type="checkbox"/>

Previous

Submit

1

My provider

8.2 Create Provider details new request

You will receive a success message saying your form has been successfully submitted

A. You can also see other recent submissions and their status in the table.

[Home](#) > [My provider](#) > Provider details


My provider


[Profile](#) [Contacts](#) [Financial](#) [Accreditation](#) [Provider update requests](#)





Request types

- Provider details**
- GST registration
- New user
- Bank account details
- Accreditation
- Subcontracting

Provider details

 **Success - Your provider details form has been successfully submitted**
Thank you for submitting your request

 [+ New request](#)

Request number	Submitted by	Submitted on ↓	Status	
Legal Information - 002006	Andy Shadily	15/03/2024 5:25 PM	Submitted	 A
Legal Information - 001838		20/01/2024 12:28 AM	New	
Legal Information - 001791	snigdha dhungel	23/11/2023 2:26 PM	Submitted	
Legal Information - 001987	Andy Shadily		New	

My provider

8.2 Create Provider details new request: GST registration

To update your organisation's GST registration

1. Navigate to **Provider update requests** tab
2. Select **GST registration** from the left menu

Here you can view a list of previously submitted GST registration requests.

3. Click on **+New request** button to submit a new request.

My provider

[Profile](#) [Contacts](#) [Financial](#) [Accreditation](#) [Provider update requests](#)

Request types

[Provider details](#)

[GST registration](#)

[New user](#)

[Bank account details](#)

[Accreditation](#)

[Subcontracting](#)

GST registration

Search request

+ New request

Request number	Submitted by	Submitted on ↓	Status
GST Registration - 001462	Fmzn O'Fynpo	26/09/2023 8:57 AM	⋮
GST Registration - 001395	Fmzn O'Fynpo	06/09/2023 12:56 PM	⋮
GST Registration - 001558	snigdha dhungel		⋮

My provider

8.2 Create Provider details new request: GST registration

GST registration new request

1. Click on **Retrieve details** button to retrieve information stored with the Australian Business Register (ABR).

GST registration new request

Use this form to update your GST registration status

Service provider	ABN
10 Class Locomotives Limited	87635829177

ABN

87635829177

ABN registered date

28/08/2019

GST registration

No

GST registration date

—

Form sections

Details

Review and submit

Retrieve details

1


My provider

8.2 Create Provider details new request: GST registration

You will see a **Success** message saying your organisation's GST details have been retrieved from the Australian Business Register (ABR) database.

1. Click on **Save and next** button

Note: Please contact the ABR directly if your GST details are not showing the right information.

 **Success**


We have retrieved the following details from the Australian Business Register (ABR)

GST Registration

No

GST registration date

 X Cancel

 Save and next

1

My provider

8.2 Create Provider details new request: GST registration

Review and confirm your information including the ABN and ABN registered date

1. Click on **Submit** button.

Your update request will be sent to the PACS admin team to review and update the record.

GST registration new request

Use this form to update your GST registration status

Service provider	ABN
10 Class Locomotives Limited	87635829177

ABN

87635829177

ABN Registered Date

28/08/2019

GST registration

No

GST registration date

—

Form sections

Details

Review and submit

[Previous](#)

[Submit](#)

1

My provider

8.2 Create Provider details new request: GST registration

You will receive a success message saying your form has been successfully submitted

A. You can also see other recent submissions and their status in the table.

My provider

[Profile](#) [Contacts](#) [Financial](#) [Accreditation](#) [Provider update requests](#)

Request types

[Provider details](#)

[GST registration](#)

[New user](#)

[Bank account details](#)

[Accreditation](#)

[Subcontracting](#)

GST registration

✔ **Success - Your GST registration form has been successfully submitted**

Thank you for submitting your request

Search request



+ New request

Request number	Submitted by	Submitted on ↓	Status
GST Registration - 001988	Andy Shadily	28/02/2024 12:09 PM	Submitted
GST Registration - 001462	Fmzn O'Fynpo	26/09/2023 8:57 AM	
GST Registration - 001395	Fmzn O'Fynpo	06/09/2023 12:56 PM	
GST Registration - 001558	snigdha dhungel		

A

My provider

8.2 Create Provider details new request: Bank account details and Accreditation

For guidance on new **Bank account details** or **Accreditation** requests please see the instructions under the [Financial](#) and [Accreditation](#) tabs.

[Home](#) > [My provider](#) > [Provider details](#) > Bank account details

My provider

[Profile](#) [Contacts](#) [Financial](#) [Accreditation](#) [Provider update requests](#)

Request types

[Provider details](#)

[GST registration](#)

[New user](#)

[Bank account details](#)

[Accreditation](#)

[Subcontracting](#)

Bank account details

[+ New request](#)

Request number	Submitted by	Submitted on ↓	Status
Bank Account Details - 001984	Andy Shadily	26/02/2024 3:36 PM	Submitted
Bank Account Details - 001973	snigdha dhungel	19/02/2024 1:02 PM	Approved
Bank Account Details - 001972	snigdha dhungel	19/02/2024 12:24 PM	Approved
Bank Account Details - 001914	snigdha dhungel	06/02/2024 1:54 PM	Approved

My provider

8.2 Create Provider details new request: Subcontracting

The subcontracting application is still under development and testing. **Please do not use.**

You will be notified once the subcontracting application is fully functional in the portal.

In the meantime, if you need to make a subcontracting application, please continue to use either the [Application for consent to subcontract to another organisation](#) or [Application for consent to subcontract to individuals](#) form on the website.

My provider

Profile Contacts Financial Accreditation **Provider update requests** **1**

Request types

Provider details

GST registration

New user

Bank account details

Accreditation

Subcontracting **2**

Subcontracting

Search request



+ New request **3**

Request number	Contract	Submitted by	Submitted on ↓	Status
Subcontractor - 001983	CON-039350	Andy Shadily	22/02/2024 5:25 PM	Submitted

My provider

8.3 Request and manage portal users for your organisation

1. Navigate to **Provider update requests**.
2. Select **New user** request type
3. To create a request for a new user select **+New request**

Note: only existing portal administrators (for your organisation) can request new users.

If your organisation does not have a portal administrator user, please contact PACSSupport@dcj.nsw.gov.au for assistance.



[Home](#) > [My provider](#) > [Provider details](#) > New user

My provider

- Profile
- Contacts
- Financial
- Accreditation
- Provider update requests** 1

Request types

Provider details

GST registration

New user 2

Bank account details

Accreditation

New user

Search request 3

Request number	Submitted by	Submitted on ↓	Status
New user - 002013	John Smith	19/03/2024 4:21 PM	Submitted ⋮

New user request

Portal user type * 1

First name * 2

Last name *

Email address *

Start date *

End date

Date of birth *

Location (suburb) *

Mobile number *

My provider

8.3 Request and manage portal users for your organisation

1. All users are given a **portal user type**. Select from:
 - Portal administration user
 - Portal user
 - Portal read only user.
2. Complete **new user details**, completing all mandatory fields marked with a *.

Form sections

Details

Review and submit


My provider

8.3 Request and manage portal users for your organisation


1. Once you've completed all the fields
2. Click on **Save and next** button.

1


Start date *



End date



Date of birth *



Location (suburb) *

Mobile number *

Submitted by

Andy Shadily

Job title

—

2

My provider

8.3 Request and manage portal users for your organisation

1. Review the request.
2. If you need to make a change, select the **Previous** button.
3. Click on **Submit** button.

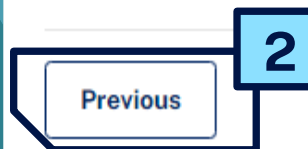
New user request

Portal user type * Portal administration user	Start date * 01/02/2024
First name * Andy	End date 31/07/2024
Last name * Shadily	Location (suburb) * Sydney
Email address * ShadilyA@gmail.com.au	Mobile number * 0413111111
Date of birth * 01/01/2000	

Form sections

Details

Review and submit



My provider

8.3 Request and manage portal users for your organisation

After submitting, you will return to the New user page and see a message saying your form has been successfully submitted.

A. You will be able to see your request in the list with the status of **Submitted**.

The DCJ PACS admin team will now review and process your request.

All new users will have an OKTA account created. Follow up communication and instructions will occur once the account has been created.

My provider

- Profile
- Contacts
- Financial
- Accreditation
- Provider update requests

Request types

Provider details

GST registration

New user

Bank account details

Accreditation

Subcontracting

New user

✔ **Success - Your new user form has been successfully submitted**
Thank you for submitting your request

Search request



+ New request

Request number	Submitted by	Submitted on ↓	Status
New user - 001989	Andy Shadily	28/02/2024 4:44 PM	Submitted
New user - 001979	snigdha dhungel	20/02/2024 11:17 AM	Approved
New user - 001974	snigdha dhungel	19/02/2024 2:27 PM	Approved

A



**For PACS Portal support
email pacssupport@dcj.nsw.gov.au
or call 9716 2188**

