Australian Government **Department of Social Services**



Creating a New Case Record

Disability Case Portal (DCP)

Autism Advisor or Better Start Information and Registration Service

This task card will take you through the process of creating a new Case record for an existing client in the Disability Case Portal (DCP).

A DCP Case record signifies an interaction between a client and a particular organisation. While an eligible child will only have one DCP Client record that may be used by multiple organisations, each organisation will also be required to create a DCP Case record that is unique to the particular service the client is accessing. You must create a Case Record for all eligible clients under the Autism or Better Start Early Intervention program that have requested assistance from you.

Portal Access:

Access the internet and log in to Disability Case Portal (DCP) at https://portal.dss.gov.au/fofmsportal

Step	Action
1.	Navigate to the Clients by clicking on the Clients tab.
	CRACLE File Edit View Navigate Query Tools Help Q (1) Image: Set and Set
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Step	Action							
2.	Click the 🔍 (Query) icon.							
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	Client Id Last Name	First Name CRN						
3.	Enter the client's CRN in the CRN field and click the 🕑 (Go) button.							
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	For instructions that is Associa	s on how to change ted with Your Orga	e a client's de <i>nisation</i> task	tails please see the <i>Upda</i> card.	ate an Existing Client Record			

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Step	Action								
12.	Highlight t	he appro	oriate Case V	Vorker fr	rom the I	ist and the	en click the	OK button.	
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15.	Click the d	lropdown i	next to Status	and cha	nge the \$	Status to S	Started.		
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Step	Action
16.	Click the dropdown and change the Status Change Reason and select Assessed as Eligible.
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	CRN: 233951881V Activity/Program Name: Autism Early Intervention (A Reference Id: Status Change Reason.*
	Date of Birth: 29/11/2010 Service Type * Resource Support Case Type * AEI Case Worker * Assessed as eligible
	Client Id * 4-3PPZQZ7 Funding Model Name * AEI Resource Services G Phase: V Payments Suspended Not Applicable
	Funding Model Version * 1 Funding Level: Claims Suspended
	Please make a note of the Case Id for this client before continuing.
	Client Details Activity Details Case Details Undo Record [Ctrl+U]
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18.	If applicable, you will now also be required to print a Letter of Introduction for the client to provide to approved Autism or Better Start Early Intervention Panel Services Providers. For instructions on how to print a Letter of Introduction follow the task card or training video Print a
	Letter of Introduction.

Need Help?

For further assistance please contact the <u>GPS Helpdesk</u> on 1800 020 283 or email <u>GPS.Helpdesk@communitygrants.gov.au</u>