

# Work and Development Order (WDO) Self-Service Portal – User Guide

Revenue NSW



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# Introduction

In the WDO scheme, sponsor organisations, health practitioners and social workers can submit applications on behalf of clients with outstanding debt with the Revenue New South Wales (NSW). The debts can be satisfied via programs of work or completion of approved courses or treatment.

In March 2012, the Department of Communities and Justice (DCJ) changed the WDO guidelines to allow sponsors to self-assess the client's eligibility for a WDO.

To support this, Revenue NSW expanded its online service options and implemented an online WDO Self-Service Portal (SSP).

## What can WDO Self-Service Portal users do?

The WDO Self-Service Portal allows approved sponsors to:

- apply for WDOs on behalf of client's
- vary existing client's WDOs
- report the number of hours a client has participated in WDO activity.

## Purpose of this guide

This user guide aims to ensure that WDO sponsors are supported in their use of the WDO SSP. It is a guide to the WDO process and troubleshooting if issues arise. You will find this user guide and a copy of the WDO guidelines linked to each page of the portal.

## Disclaimer

Any client or sponsor information displayed in this guide is entirely fictional and is for the purpose of training only.

## Enhancements

We are committed to continually improving the WDO SSP to meet the needs of sponsor organisations and health practitioners. We are also committed to providing you support in the use of these system enhancements.

This guide will be updated each time an enhancement is made.

If you have suggestions on how the SSP can be improved, you can submit feedback online at [revenue.nsw.gov.au](https://revenue.nsw.gov.au) or via the SSP directly.

# Navigation and start-up

## Email notification

On initial enrolment, an account for the WDO Sponsor will be set up by Revenue NSW based on the information supplied in the 'Sponsor Enrolment'. An email notification will be sent by the system to the supplied email address containing important information such as the details for the administrator account (including a system generated temporary password) and instructions for accessing the WDO SSP. The administrator will need this email to login for the first time.

For more information, you can contact the WDO Hotline on 1300 478 879 (Monday to Friday, 8:30am to 5:00pm) or by email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au).

## Finding the WDO Self-Service Portal

Instructions for accessing the WDO SSP are emailed out by the system to the supplied email address.

You can access this page from the Revenue NSW home page under 'Easy access' by selecting 'Work and development order self-service', then click on the orange button 'Go to the WDO self-service portal' (see figures below)

The screenshot shows the Revenue NSW website interface. At the top, there is a navigation bar with the Revenue NSW logo, a search bar, and a language selector. Below the navigation bar, there are four main menu categories: 'Taxes, duties, levies and royalties', 'Fines and fees', 'Grants and schemes', and 'Unclaimed money'. A large banner image of Sydney Harbour Bridge and Opera House is displayed. Below the banner, the 'Easy access' section is visible, listing several services: 'Make a payment', 'Online services', 'Use a calculator', 'myPenalty self-service', 'myEnforcement Order', 'Business partners', and 'WDO Work and development order self-service'. The 'WDO Work and development order self-service' item is highlighted with a red rectangular box. To the right, the 'What's happening now' section displays recent news items, including '17 October 2022 Revenue NSW Customer Satisfaction & Effort Survey October 2022', '08 September 2022 Updated Customer Education Library', and '29 August 2022 Duties Regulation 2022'.

# WDO self-service portal

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[Go to the WDO self-service portal](#)

[Approved sponsors](#) support applications for [Work and Development Orders](#) (WDOs) and supervise the completion of activities or work undertaken by the applicant.

## Conditions of entry

You can view the conditions of entry by selecting 'Conditions of entry' on the login screen. (See figure below)

### Conditions of entry

Personal information provided to or collected by Revenue NSW is regulated by the *Privacy and Personal Information Act 1998*. All information and images on the Work and Development Order (WDO) Self Service Portal are confidential.

Unauthorised access and use of the WDO self-service portal is prohibited and may breach privacy law.

As an approved provider for the WDO scheme, I accept the following conditions:

- I will maintain confidentiality and privacy of information accessed or obtained as part of my duties as an approved WDO provider.
- I will not disclose any information except as authorised by the consent of the person on whose behalf I am acting or as required by law.
- I am responsible for all access to the WDO self-service portal using my login ID and password.
- I will keep my login ID and password secure and not intentionally disclose them.
- I will log out or lock my WDO self-service portal screen when not in view of my workstation.

Use of Revenue NSW applications may be monitored and recorded for compliance with Revenue NSW policies, to investigate conduct that may be illegal or adversely affect Revenue NSW or its employees and to prevent inappropriate use.

## Work and Development Orders

### Enter your login details

The asterisk (\*) indicates mandatory fields.

User name:\*

Password:\*

If you have forgotten your password, please [click here](#) to reset it.

[Login](#)

[Cancel](#)

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[Conditions of entry](#)

## Login

The WDO SSP secured login view is the initial screen for users.

Enter your Revenue NSW user name and password and then press 'Enter' or select the 'login' button.

Your username will be the same as your email address.

The password will initially be system generated and emailed to the email address specified in the user's profile.

Once the WDO administrator has access to the WDO SSP they will be able to create additional standard accounts that will allow additional WDO case managers to access to the WDO SSP.

The password is case sensitive so you must type in every character as it appears on your email. This includes capital letters and punctuation (such as # %!).

## Password reset

On initial login to the WDO SSP, you will be prompted by the system to change your password to one of your choosing.

Enter your new password into the 'New Password' field. Then re- enter it into the 'Verify Password' field. When ready, press Enter or select the 'Save' button. (See figure below)

You can change your password at any time.

### Force password change

The asterisk (\*) indicates mandatory fields.

Your password has expired.  
Passwords must include at least one digit, at least one lower-case and at least one upper-case characters

Old password:\*

must be entered

New password:\*

Verify password:\*

 Save

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self Service Portal user guide](#)



## Failed login

If your initial login fails, a message will be displayed asking you to correct the error. (See figure below). If you can remember your user name and password, you can enter them again. For extra security, you will also need to enter the CAPTCHA code shown on the screen. If you cannot read it, you can reload it by selecting the 'reload' icon next to the code.

Once you have entered the correct details, press Enter or select the 'login' button.

If you have forgotten your password, you can reset it. You will be able to do so by selecting 'click here'. Please see the instructions on the following page.

Note: After three failed attempts, your account will be suspended and you will not be able to try to log in again for one hour. An email will be automatically sent by the system telling you when you can try to log in again.

## Password expiry

Passwords will expire after 180 days. If your password is expired, you will see a message saying 'Your password has expired'. You will need to request a new password. See the instructions on the following page.

## Resetting your password

If your initial login fails or your password has expired, you can reset your password by selecting 'click here'. (See figure below)

## Work and Development Orders

Please correct the errors on the form

- If you have trouble logging in, please contact the WDO Hotline on 1300 478 879 or [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au).

### Enter your login details

The asterisk (\*) indicates mandatory fields.

User name:\*

Login failed

Password:\*

Login failed

Enter code shown below:\*



Refresh

If you have forgotten your password, please [click here](#) to reset it.

Login

Cancel

If you can supply your username and surname, a temporary password will be emailed to you. Remember your username is the same as your email address.

For extra security, you will also need to enter the CAPTCHA code shown on the screen. If you cannot read it, you can reload it by selecting the 'reload' icon next to the code. (See figure below)

Once you have entered all details, press Enter or select the 'submit' button. An email will be sent to you with a temporary password.

When you login to the WDO SSP using the temporary password, you will be prompted by the system to reset your password to one of your choosing. You cannot use one of your previous 10 passwords.

Note: If you remember your password after you have requested a temporary password to be sent, you can still login using your original password. The temporary password will be cleared once you have logged in successfully.

## Work and Development Orders

### Password reset

You must supply your username and surname to have a temporary password emailed to you.

The asterisk (\*) indicates mandatory fields.

User name:\*

Surname to match:\*

Enter code shown below:\*



## WDO main menu

Once you have accessed the WDO main menu (*see figure below*), you have the following options:

### WDO Management

- Create new application
- Retrieve application
- Retrieve WDO

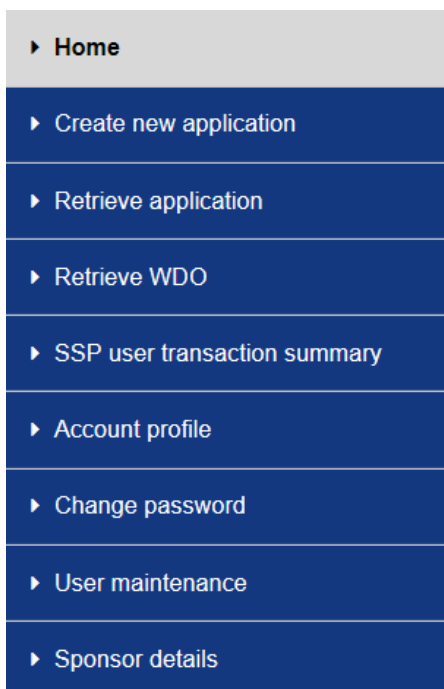
### SSP Reporting

- SSP user transaction summary

### Account Management

- Account profile
- Change password
- User maintenance (this option will only appear on the main menu for administrators)
- Sponsor details (this option will only appear on the main menu for administrators)

The following modules will guide you through the various functions of these options.



## Returning to the WDO main menu

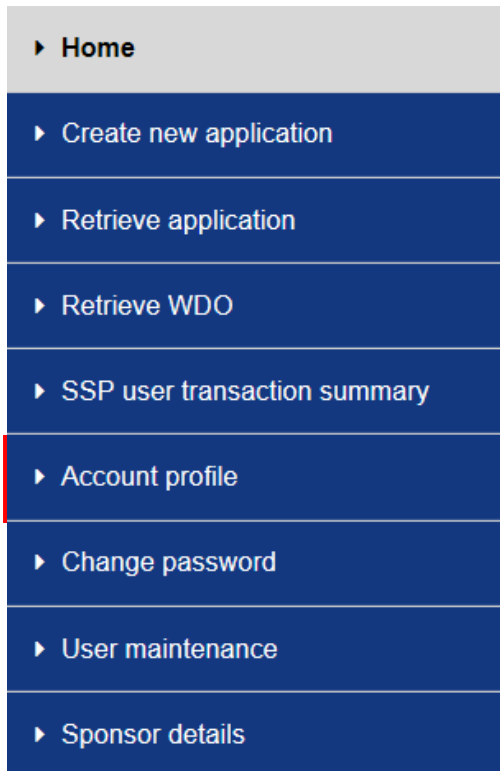
From most screens, you can return to the WDO main menu at any time by clicking on 'Home'.

Note: You cannot return to the main menu if you are in the process of adding a new WDO application. You will have to save your application first.

# User Account Management

## Account profile

Your account profile will show the details for your own user profile. You can change your user profile details by selecting 'Account profile' on the WDO main menu. (See *figure below*)



Mandatory fields are marked with an asterisk. Type your correct details in the fields provided. (See figure below)

Select the 'save' button when ready.

## Work and Development Orders

[Logout](#)

### Personal details

The asterisk (\*) indicates mandatory fields.

The dagger (†) indicates at least one field must be entered.

Title †

First name \*

Middle names:

Last name \*

Gender †

Mailing address same as sponsor \*

Email \*

Phone †

Mobile †

Either telephone or mobile number required.

Preferred contact \*

Status:

Admin

Start date:

18/10/2022

Will this caseworker be working with children? \*

Working with Children check number \*

Expiry date \*

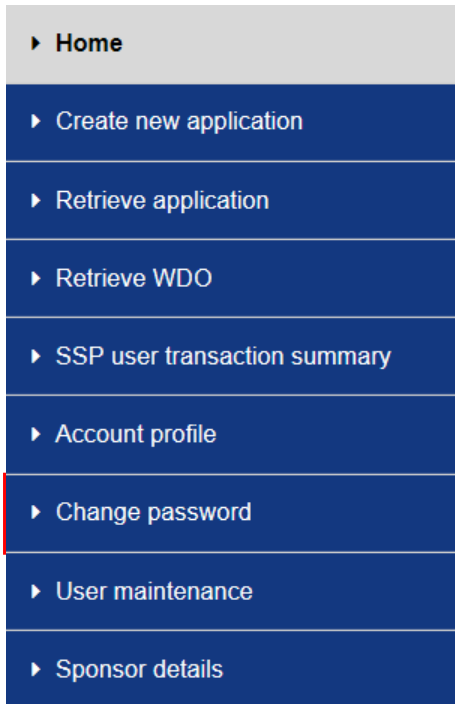
Have you verified the Working with Children check number? \*

[Save](#)

## Change password

You can change your password at any time by selecting 'Change password' on the WDO main menu. (See figure below)



**Instructions** (see figure below)

- Enter your old password in the 'Old Password' field.
- Enter your new password into the 'New Password' field.
- Then re-enter it into the 'Verify Password' field.

When ready, press Enter or select the 'save' button.

## Work and Development Orders

### Change password

The asterisk (\*) indicates mandatory fields.

Old password \*

must be entered

New password \*

Verify password \*

**i** Passwords must be between 8 and 32 characters and include at least one digit, at least one lower-case, and at least one upper-case character.

 Save

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

## User maintenance

### Types of users

There are two types of user access to the WDO SSP.

### Standard users

Standard users can create new WDO applications, view existing WDOs for which they are the caseworker, reassign existing WDOs to another case manager, and manage their own account and password.

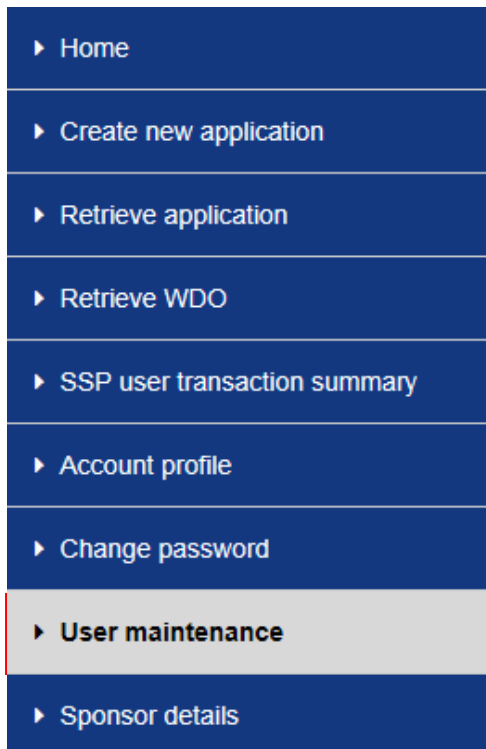
### Administrators

As well as being able to do what standard users can do, the administrator can also:

- view all WDOs for the sponsor including those managed by other users
- create up to two active administrator accounts per sponsor organisation and unlimited standard accounts
- edit or disable user accounts.

User maintenance on the WDO main menu is only available to users with administrator access. Administrators can access user maintenance to add new users or edit the profile of existing users.

To access user maintenance, select 'user maintenance' on the WDO main menu. (See figure below)



Tips: If you have administration status on the portal, you have access to all WDOs created within your service. When you log into the portal, you will be able to see the list of reports that are overdue or delinquent for your organisations. (See figure below)

## Work and Development Orders

Logout

Currently active reporting period: 15.09.2018 to 14.10.2018

There are caseworkers who have Client Activity Reports that are Overdue or Delinquent, please advise them to go to the Retrieve WDO screen and complete all outstanding reports. Caseworkers with Overdue or Delinquent reports:

- NANCY DREW
- JOHN DOE

If they are experiencing difficulty completing the reports, please contact the WDO Hotline on 1300 478 879.

### Add a new user

To add a new user, select 'Add new user' under the WDO user list. (See figure below)

## Work and Development Orders

Logout

### WDO user list

Add new user

Show 10 rows entries

Advanced search

ID	Name	Email	Status	Edit
13051	SAMPLE SPONSOR	samplesponsor@gmail.com	Admin	

Showing 1-1 of 1 entries

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self-Service Portal user guide](#)



## Entering details

Mandatory fields are marked with an asterisk. Enter relevant details and select 'save' when ready. (See figure below)

# Work and Development Orders

Logout

## Add user

Please ensure any new users you create for your organisation have the correct qualifications to participate in the WDO Scheme with your clients. For further information about qualification requirements please refer to the appropriate factsheet for your organisation on the [Revenue NSW website](#) or contact the WDO Hotline on 1300 478 879.

The asterisk (\*) indicates mandatory fields.

The dagger (†) indicates at least one field must be entered.

Title†

First name\*

Middle names:

Last name\*

Gender†

Mailing address same as sponsor\*

Email\*

Phone†

Mobile†

Preferred contact\*

Status\*

Start date\*

Will this caseworker be working with children?\*

Working with Children check number\*

Expiry date\*

Have you verified the Working with Children check number?\*

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self Service Portal user guide](#)

['How To series' instructional clips for WDO Sponsors](#)

Please make sure the email address is correct, as this will be used to issue the new user with a temporary password.

There can be up to two active 'Administrator' users and unlimited 'Standard' users.

### Working with Children

As the Primary Administration user, you are required to enter Working with Children Check information. Ensure that all staff that you add have valid/current Working with Children clearance.

You will need to go to [www.ocg.nsw.gov.au/working-children-check](http://www.ocg.nsw.gov.au/working-children-check) to verify the number.

### Edit user

You can use this area to edit the details or status of a user.

To edit a user, click on the edit icon next to the user you would like to edit. (See figure below)

## Work and Development Orders

Logout

### WDO user list

Add new user

Show 10 rows entries

Advanced search

ID	Name	Email	Status	Edit
13051	SAMPLE SPONSOR	samplesponsor@gmail.com	Admin	
13053	SAMPLE 2 SPONSOR	sample2sponsor@gmail.com	Standard	Edit

Showing 1-2 of 2 entries

Mandatory fields are marked with an asterisk. Enter correct details and select 'save' when ready. (See figure below)

## Work and Development Orders

Logout

### Edit user

The asterisk (\*) indicates mandatory fields.

The dagger (†) indicates at least one field must be entered.

Title†

Ms

First name\*

SAMPLE

Middle names:

Last name\*

SPONSOR

Gender†

Male Female Non-specific

Mailing address same as sponsor\*

Yes No

Email\*

samplespnsr@gmail.com

Phone†

0404555666

Mobile†

Required format: 9999999999

Preferred contact\*

Email Post

Status\*

Standard Disabled

Start date:

20.10.2022

Will this caseworker be working with children?\*

Yes No

Working with Children check number\*

Expiry date\*

Have you verified the Working with Children check number?\*

Yes No

Cancel

Save

## Disable a user

Before you disable a user, you must retrieve and edit any existing WDOs to assign them to another caseworker. Refer to the 'Retrieve WDO' section in Module 3.

Note: We recommend you always have two active users with administrator access at all times. If one of your administrators is on leave, you may choose to disable or edit their access to enable you to add a new administrator while they are away. The system will only let you have two 'active' administrators at once.

To disable a user, make sure you check the 'Disabled' radio button.  
(See figure below)

When you are ready to disable the user, select 'Save'.

## Work and Development Orders

Logout

### Edit user

The asterisk (\*) indicates mandatory fields.

The dagger (†) indicates at least one field must be entered.

Title†

First name\*

Middle name:

Last name\*

Gender†

 Male  Female  Non-specific

Mailing address same as sponsor\*

 Yes  No

Email\*

Phone†

Mobile†

Preferred contact\*

 Email  Post

Status\*

 Standard  Disabled

Start date:

20/10/2022

Will this caseworker be working with children?\*

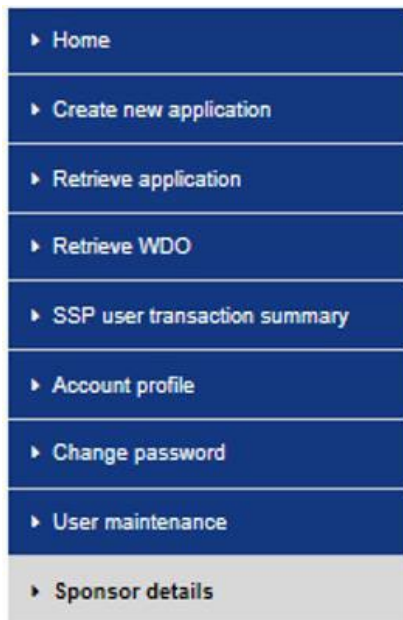
 Yes  No

Cancel

Save

## Sponsor details

You can view your sponsor details by selecting 'Sponsor details' under the account management menu. (See figure below)



Most details on this page cannot be amended. If you want to vary your sponsor details, you will need to do this by lodging a sponsor variation form via the Self Service Portal

### Australian Health Practitioner Regulation Agency

If you are registered as a Health Practitioner with Revenue NSW, you are required to ensure your Australian Health Practitioner Regulation Agency registration is up to date. If this is not completed by the expiry date, system access may be suspended. (See figure below)

## Work and Development Orders

[Logout](#)

Currently active reporting period: 15.10.2018 to 14.11.2018

Your AHPRA registration is coming up for renewal, please update your registration details on the [Sponsor details](#) screen.

Provide [feedback](#) about the WDO scheme.

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

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## Insurance Details

It is the role of the Primary Administration user to ensure that your organisation's insurance details are updated before the expiry date is reached every year.

If this section is not completed, your organisation is at risk of not being able to access the Self-Service Portal until these updates have been made. (See figure below)

## Work and Development Orders

[Logout](#)

### Sponsor details

There are 2 active WDOs. Some changes are not allowed to a sponsor with active WDOs.

The asterisk (\*) indicates mandatory fields.

DOJ number:

Application received:

06.11.2018

DOJ approval date:

30.11.2018

Non-government organisation type:

NGO - Individual service with one location

Organisation name:

SAMPLE SPONSOR

Trading name:

SAMPLE SPONSOR

Website:

ABN:

Insurance type:\*

Public liability



Insurance policy number:\*

123123122333

Insurance expiry date:\*

02.12.2019



Organisation email:

As the Primary Administration user, you will also need to answer the three questions below. (See figure below)

Do you give consent for Legal Aid NSW, Aboriginal Legal Service ACT and NSW or Revenue NSW to contact you directly about potential client placements? No

Do you give permission for your sponsor details to be listed on the Revenue NSW website?\*

Are you willing to include your client's Victims Restitution Order (VRO) debt as part of their WDO?\*

Will your organisation be working with children under the age of 18?\*

If you indicate Yes to: *Do you give permission for you sponsor details to be listed on the Revenue NSW Website?*

Your sponsor contact details will be listed on the Revenue NSW website available for public view.

You will need to decide on behalf of your organisation if your organisation is willing to have clients VRO debt included in the WDO's.

If you indicate No to: *Are you willing to include your clients Victims Restitution Order (VRO) debt as part of their WDO?* You will have to advise any clients with this type of debt that they will be responsible for managing this debt themselves.

You will need to indicate if your organisation with be working with children under the age of 18. If you do indicate yes then you will be required to provide Working with Children check numbers for all users.

Note: As the Primary Administration user you are answering these questions on behalf of your organisation, so please ensure all users are aware of these decisions.

In sponsor details you will also be able to change the primary contact to another user with administrator access

Select 'submit' when ready. (See figure below)

For further information about qualification requirements please refer to the appropriate factsheet for your organisation on the [Revenue NSW website](#) or contact the WDO Hotline on 1300 478 879.

Caseworker qualification expiry: 29.09.2023

Grounds	Status	Approval date	Inactive date
Homeless	Active	29.09.2022	
Mental Illness	Active	29.09.2022	
Serious addiction to drugs/alcohol or volatile substances	Active	29.09.2022	
Acute economic hardship	Active	29.09.2022	
Intellectual disability/cognitive impairment	Active	29.09.2022	

Activity	Status	Approval date	Inactive date
Medical/Mental health treatment (including disability case management)	Active	D: 29.09.2022 R: 29.09.2022	
Financial or other counselling	Active	D: 29.09.2022 R: 29.09.2022	
Drug or alcohol treatment	Active	D: 29.09.2022 R: 29.09.2022	
Educational/vocational or life skills course	Active	D: 29.09.2022 R: 29.09.2022	
Voluntary unpaid work	Active	D: 29.09.2022 R: 29.09.2022	
Mentoring programs	Active	D: 29.09.2022 R: 29.09.2022	

## Address details

### Street address

Line 1:\*

Line 2:

Suburb, state, postcode:\*

Mailing address same as street:\*

WDO contact person:



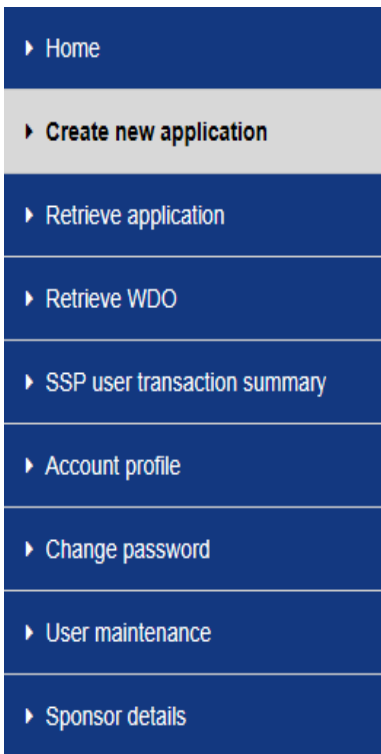
# 3

## WDO Management

### Create new application

Once you have confirmed the client is eligible for a WDO, you can create the application. You may create a new WDO application using the SSP.

To create a new WDO application, select 'Create new application' on the WDO main menu. (See *figure below*)



You will be guided through a series of screens to help you provide all necessary information to support the application.

At any stage you can save an incomplete application by selecting 'save'. Your application will not be submitted to Revenue NSW. You will be able to retrieve and complete your application later. (See *figure below*).

## Work and Development Orders

Logout

### Application saved

Incomplete application saved. Not submitted to Revenue NSW.

**Note:**

- Any Activity start date that is prior to today's date will be amended to today's date when the application is submitted.
- Any supporting documents that were previously uploaded, as part of the original application, must be uploaded again prior to submission.

A WDO is created once the application has been submitted. WDO credits applies from the date application is submitted.

You must confirm that it is more appropriate for your client to complete a WDO than to pay the fines. You will need to confirm 'Yes' then select 'Next'. If you select 'No', you will need to contact the WDO hotline at 1300 478 879 for advice.

Note: You do not need to contact Revenue NSW before submitting an application.

### Court fines

If your client has outstanding fines with a NSW court they can ask for them to be early enforced to be included on a WDO. Once you lodge the WDO application on the SSP, your client needs to contact the court of issue and ask for the fine to be early enforced. They do not need to complete any paperwork.

## Validation screen

The screen helps to identify the right client on our system. (See figure below)

### Work and Development Orders

Logout

#### Add WDO application

The asterisk (\*) indicates mandatory fields.

Validation

Only Overdue Fines will be included in the WDO.  
If your client has other fines that are not yet overdue please contact the WDO Hotline on 1300 478 879 to discuss.

Document reference number: \*

First name: \*

Middle name:

Surname: \*

Date of birth: \*

Australian postcode:

Licence number:

Next

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

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You will need to gather information from the client to enable you to create the application. You will need to know following information, if applicable:

- Document reference number – such as an overdue fine number, client's statement number, Court case number, Fine notice number, or property seizure order number.
- First Name
- Family name
- Date of Birth
- Australian Postcode
- Licence number

## Sponsor details screen

This is where you get to choose a case manager for the WDO application.  
(See figure below)

### Work and Development Orders

Logout

#### Add WDO application

The asterisk (\*) indicates mandatory fields.

Validation

Sponsor details

Case manager\*

Next

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self Service Portal user guide](#)

If you are creating a WDO to be supported by another case manager, you can choose the case manager from the drop-down box. Select the 'next' button when ready.

## Client details screen

Mandatory fields are marked with an asterisk. Enter relevant details and select 'next' when ready. (See figure below)

### Note:

- Phone – must be at least 10 characters and in 9999999999 format.
- Mobile – must be at least 10 characters and in 9999999999 format.

If the mailing address is different from the street address, click the 'No' radio button. More fields will appear so you can add a mailing address. You can choose to use the sponsor's address if your client is homeless or in a residential facility. All correspondence from Revenue NSW will be sent to the sponsor's address while the WDO is active.

## Work and Development Orders

[Logout](#)

### Add WDO application

The asterisk (\*) indicates mandatory fields.

The dagger (†) indicates at least one field must be entered.

**Validation**

**Sponsor details**

**Client details**

Please ensure you enter your client's contact information, not yours. If your client doesn't have a phone, email or licence, then leave these fields blank.  
If your client is homeless or doesn't have a street address, then select "Yes" to the "Use sponsor address" question below.

Gender\*  
 Male  Female  Non-specific

Licence number:

Licence state:

Phone:

Mobile:

Email:

Use sponsor address?\*  
 Yes  No

**Street address**

Line 1\*

Line 2:

Suburb, state, postcode\*

Mailing address same as street\*  
 Yes  No

Receiving benefits?\*  
 Yes  No

Aboriginal or Torres Strait Islander person\*  
 Yes  No  Prefer not to specify

Culturally and Linguistically Diverse (CALD) community\*  
 Yes  No

[Save](#) [Print](#) [Next](#)

## WDO grounds screen

Select whether your client:

- is an existing client
- is a new client
- was referred by another agency.

Select the grounds which the WDO application is being made. You are required to acknowledge that you have retained proof of client's eligibility for a WDO. When ready, select the 'next' button. (See figure below)

## Work and Development Orders

[Logout](#)

### Add WDO application

The asterisk (\*) indicates mandatory fields.

The dagger (†) indicates at least one field must be entered.

**Validation**

**Sponsor details**

**Client details**

**WDO grounds**

Source:<sup>\*</sup>

Grounds:<sup>\*</sup>

Serious addiction to drugs/alcohol or volatile substances

Acute economic hardship

Homeless

Intellectual disability/cognitive impairment

Juvenile (Under 18)

Mental Illness

Proof of eligibility:

**i** As an approved provider for the WDO scheme, I understand that I must retain documentary proof of eligibility for 5 years. Acceptable proof of eligibility is outlined in the WDO Guidelines.

I acknowledge I have retained proof:<sup>\*</sup>

[Save](#)

[Print](#)

[Next](#)

## Proposed WDO activity screen

The activity types on this screen will vary depending on the types of activities the sponsor is approved to support. (See figures below)

**Proposed WDO activity**

Activity type:\*


Activity details:\*

Is this activity ordered by a court:\*

The maximum overall amount of fine debt that can be satisfied through a WDO each month is \$1000.

Estimated number of hours/commitments/activities per month:\*

Start date:\*

How will the activity be provided?\*

Please ensure third party providers that will be used by your organisation have the correct qualifications to participate in the WDO Scheme with your clients. For further information about qualification requirements please refer to the [Sponsor Application Factsheet](#) or contact the WDO Hotline on **1300 478 879**.

 Next

# Work and Development Orders

Logout

The asterisk (\*) indicates mandatory fields.  
The dagger (†) indicates at least one field must be entered.

Validation

Sponsor details

Client details

WDO grounds

Proposed WDO activity

Activity type\*

- Drug or alcohol treatment
- Educational/vocational or life skills course
- Financial or other counselling
- Medical/Mental health treatment (including disability case management)
- Mentoring programs
- Voluntary unpaid work

The maximum overall amount of fine debt that can be satisfied through a WDO each month is \$1000.

Estimated number of hours/commitments/activities per month:†

Start date\*  
21.10.2022

How will the activity be provided?\*

Directly  By referral to another service

Please ensure third party providers that will be used by your organisation have the correct qualifications to participate in the WDO Scheme with your clients. For further information about qualification requirements please refer to the appropriate factsheet for your organisation on the [Revenue NSW website](#) or contact the WDO Hotline on 1300 478 879.

Next

For example, a Non-Government Organisation (NGO) sponsor may be able to support voluntary unpaid work, but not mental health treatment.

Some activities are not allowed to be included in a WDO, such as certain court ordered activities, compulsory attendance at school or activities undertaken for Centrelink or as part of a traineeship or apprenticeship. Depending on which activity type you choose, you may be asked some questions on the SSP about these activities.

Note: You must specify contracted hours per month.

Mandatory fields are marked with an asterisk. Enter relevant details and select 'save' when ready.

Activities cannot have a start date in the past or more than 90 days in the future.

Note: If you are approved to support mentoring activities, this option will only appear for client's who are under 25.

## Adding and deleting

If your client is undertaking more than one activity, they will need to be entered separately. Select the 'Add new activity' button.

You can also delete an activity if you made an error. Select the 'Delete' button next to the activity that was created in error.



## Working with Children

If the activities do involve working with children, you will need to provide the client's working with children check number and expiry date. (See *figure below*)

**Working with children**

Do any of the activities on this WDO application involve working with children?\*

Working with children check number:\*

Expiry date:\*

Have you verified the working with children check number?\*

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self Service Portal user guide](#)

## Existing debt screen

You can authorise Revenue NSW to automatically add new overdue fines to the WDO if they are issued in the future.

You also have the option to set up a payment plan along with the WDO, if this is appropriate for your client. You get to choose the repayment amount.

Select the 'next' button when ready. (See figure below)

Note: If the client has been verified at the validation screen a "Yes" will be populated when you reach the question about an existing payment plan with Revenue NSW. You can elect to close the current payment plan by selecting "No" to keep the payment plan with the WDO.

Existing debt

Authorise Revenue NSW to add new enforcement orders to WDO:\*

**Authorisation terms and conditions:**

**i** Selecting 'YES' means that any new enforcement orders issued while the WDO is active will automatically be added to the WDO. Adding enforcement orders to a WDO is not an admission of liability and the person may still be eligible to apply for the fine to be annulled.

Selecting 'NO' means you have explained that any new enforcement orders will not be included in the WDO and may, therefore, result in further enforcement action such as adding costs, applying sanctions, garnisheeing the client's bank account or wages, and/or issuing a property seizure order.

Has an existing payment plan? No

Setup payment plan along with WDO?\*

Choose the enforcement orders for inclusion on the WDO/PP ?

Put all eligible EOs on the WDO

On WDO	On pp	Neither	EO details
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	456000000, Offence amount \$..... Offence description.
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	456000000, Offence amount \$..... Offence description.
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	456000000, Offence amount \$..... Offence description.
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	456000000, Offence amount \$..... Offence description.
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	456000000, Offence amount \$..... Offence description.

**Prospective amounts**

WDO	PP	Neither
\$2,067.00	\$0.00	\$0.00

**i** Please be aware that your client will be responsible for resolving any outstanding fines not included in their WDO or Payment Plan.

If you indicate yes to setting up a payment plan along with a WDO as the sponsor you will need to indicate on how the client is going to make the payments. (See figure below)

Has an existing payment plan? No  
Setup payment plan along with WDO?\*

Will your client be paying their Payment Plan themselves or via Centrelink deductions?\*

Payment Amount:\*

Choose the enforcement orders for inclusion on the WDO/PP [?](#)

Please be aware that if your client is going to make the payments themselves and would like to enter into a direct debt payment arrangement, they will need to contact the WDO Hotline.

## Financial circumstances screen

This screen only appears if 'Acute Economic Hardship' was selected as the ground for the WDO application, and you have indicated no to the client receiving a Centrelink. (See figure below)

Mandatory fields are marked with an asterisk. Enter relevant details and select 'next' when ready.

## Exceptional Circumstances

If a client is claiming to be in acute economic hardship and is a member of a household with an income above the weekly/monthly threshold, a sponsor can submit an exceptional circumstances application and upload all supporting documents and details of any extenuating circumstances or hardship suffered by the person

Note: Documents are required **ONLY** when Yes is selected to Exceptional Circumstances. (See figures below)

**Financial circumstances**

Is this application being created due to your client's exceptional circumstances?\*

Please describe your applicant's exceptional circumstances:\*

Gross weekly income: \* ?

Weekly expenses: \*

How many adults in the household? \* ?

How many children in the household? ?

To upload documents, click on browse, find your document, click on upload and then click on next

**Upload Documents**

Acceptable file types are: doc, docx, xls, xlsx, jpg, jpeg, png, gif, tif, tiff, pdf, txt with maximum of 5 files, each a maximum of 5MB and total upload size of 20 MB per submission. **Do not include any credit card details.**

If you have selected Acute Economic Hardship as your client's grounds and you have answered YES to the Exceptional Circumstances question in the Financial Circumstances section, then you must provide supporting documentation.

For all other grounds or if you have answered NO to the Exceptional Circumstances question, then providing supporting documentation is optional.

Examples of documents you can provide to assist with assessing/processing of your client's application are:

- your client's last three payslips
- your client's current Centrelink statements
- your client's bank statement
- proof of any other income for your client and their partner

Attachment: \* ?

**Files uploaded**  
No files

## Submission screen

### Conflicts of interest

A conflict of interest arises where the personal interests of someone involved in supporting a WDO client has influenced, may influence, or may be perceived as influencing, their professional decision-making regarding the client's eligibility for and fulfilment of a WDO. You should seek to avoid conflicts of interest where possible.

Sometimes conflicts of interest can't be avoided. In this case, it must be declared to Revenue NSW and appropriately managed.

You will be asked to declare any conflicts of interests to Revenue NSW. If there is a conflict, you will be able to describe the conflict and explain how it will be managed. Revenue NSW may contact you to discuss the

conflict of interest. (See figure below)

## Submission

### Conflict of interest:

**i** A conflict of interest arises where the personal interests of someone involved in supporting a WDO client has influenced, may influence, or may be perceived as influencing, their professional decision-making regarding the client's eligibility for and fulfilment of a WDO. You should seek to avoid conflicts of interest where possible. If a conflict of interest cannot be avoided, it must be declared in this application and appropriately managed.

**What to do if a conflict exists:** If a conflict exists between you and your client, then make sure to disclose the conflict and how it will be managed, if you are unsure contact the WDO hotline on 1300 478 879.

Is there a conflict of interest:\*

Yes

No

### Terms and conditions:

**i** As an approved provider for the WDO scheme I/we agree to comply with the WDO guidelines issued by the NSW Department of Attorney General and Justice under Section 99I of the *Fines Act 1996*.

I understand providing a false or deliberately misleading statement may lead to prosecution under Section 307A of the *Crimes Act 1900*.

I understand the information I provide through the WDO self service portal is required by Revenue NSW. The information may be provided to third parties with the consent of the person on whose behalf I am acting or as required by law.

I understand that applications are subject to audit such that I may be required to provide copies of documentation relating to WDOs upon request.

Caseworker acknowledgment of terms and conditions:\*

Yes

No

Save

Print

Submit

To submit the WDO application, you must first read the terms and conditions.

If you agree, select 'Yes' for acknowledgement of the terms and conditions. When you are ready, select 'submit'. (See figure below)

## Work and Development Orders

Logout

Success

WDO record created with status: Open

### Application saved

The WDO application made on behalf of your client has been approved. The WDO and contract will be posted to you shortly. If you have any questions, please contact the WDO hotline at Revenue NSW on 1300 478 879.

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self Service Portal user guide](#)

## Save client's applications without submitting

We understand how busy sponsor organisations and health practitioners can be. You can save partially complete WDO applications so you can retrieve and complete them at a later time. (See figure below)

At any stage you can save an incomplete application by selecting 'Save'. Your application will not be submitted to Revenue NSW. You will be able to retrieve and complete your application at a later date.

Note: If you choose another person as the case manager and then save a partially completed application, it will be saved into that case manager's application list. You will not be able to retrieve it.

Note: If you do not submit a saved application your client will be disadvantaged as the WDO activity will only be considered if the WDO is active.

Saved applications will be automatically deleted after 90 days if they have not been submitted.

## Work and Development Orders

[Logout](#)

### Application saved

Incomplete application saved. Not submitted to Revenue NSW.

Note: Any Activity start date that is prior to today's date will be amended to today's date when the application is submitted.

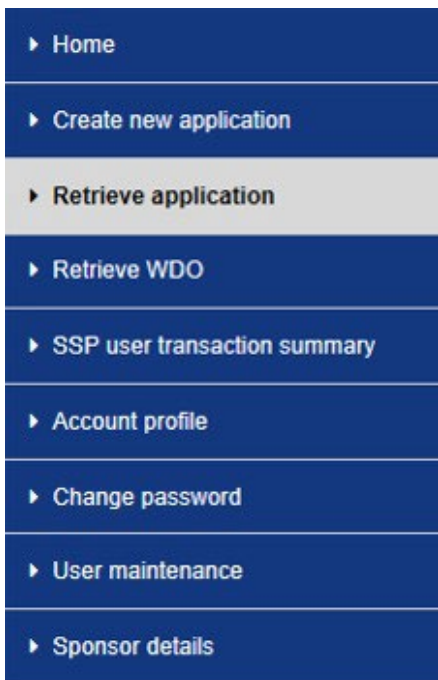
WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

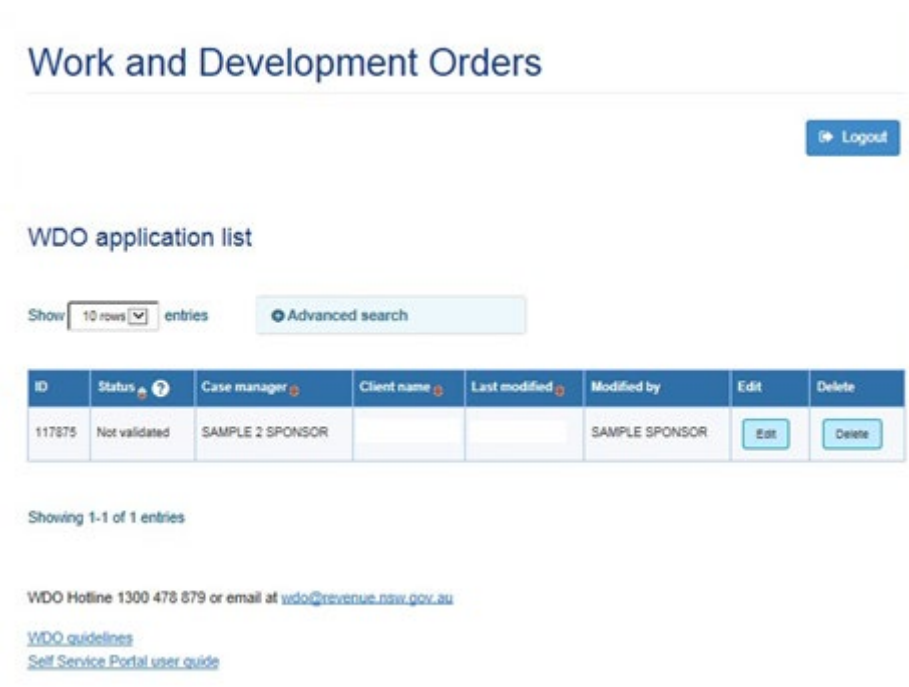
[Self Service Portal user guide](#)

## Retrieve WDO application

Select 'Retrieve application' in the WDO main menu. (See figure below)



You can filter the saved application list by case manager, client name or date modified. (See figure below)



The screenshot shows the 'Work and Development Orders' interface. At the top right is a 'Logout' button. Below the title is the 'WDO application list' section. It includes a 'Show 10 rows entries' dropdown and an 'Advanced search' button. A table displays one application entry with columns for ID, Status, Case manager, Client name, Last modified, Modified by, Edit, and Delete. Below the table, it says 'Showing 1-1 of 1 entries'. At the bottom, there is contact information for the WDO Hotline and links to 'WDO guidelines' and 'Self Service Portal user guide'.

ID	Status	Case manager	Client name	Last modified	Modified by	Edit	Delete
117875	Not validated	SAMPLE 2 SPONSOR			SAMPLE SPONSOR	Edit	Delete

Once you have found the relevant application, you can continue completing it by selecting the 'Edit' icon.

The WDO application will open at the point you saved it previously. You can continue to complete the WDO application as normal.

Please note, if your saved application has an activity start date in the past, the system will automatically change the start date to today's date.

Saved applications will be automatically deleted after 90 days.

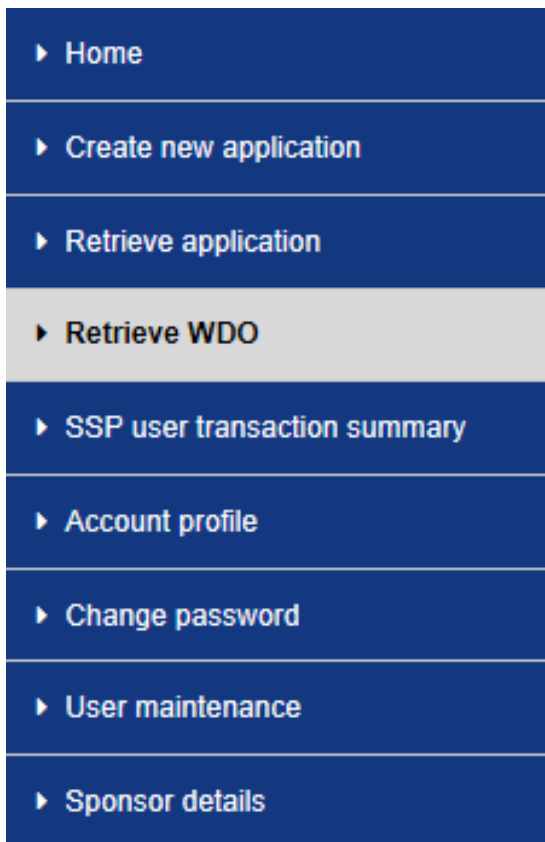


## Retrieve WDO

You can retrieve WDO applications to:

- View details
- Edit details
- Close the WDO
- Report client activities.

Select 'Retrieve WDO' on the WDO main menu. (See *figure below*)



## View details

You can view details of existing WDOs using this screen.

You can sort your results by clicking on the advanced search button and type in the client's name or search by WDO number, status, report status or case manager (see figures below)

Note: It is a requirement to complete a Client Activity Report (CAR) on the 15<sup>th</sup> of each month. Even if your client did not complete any hours within the reporting period a 'nil' activity report is to be submitted. We recommend you regularly check for WDOs with overdue and delinquent reports so you can keep them up to date.

## Work and Development Orders

Logout

### WDO record list

Show 10 rows entries

Advanced search

ID	Client name	WDO number	Status	Report status	WDO balance	Add new enforcement orders	Case manager	Edit	Client activity report	WDO summary report
92092			Open		\$979.00	Yes	PRIMARY CONTACT	Edit	CAR	Summary

Showing 1-1 of 1 entries

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self Service Portal user guide](#)

## Work and Development Orders

Logout

### WDO record list

Show 10 rows entries

Advanced search

Client name

WDO number

Status

Report status

Case manager

Submit Reset Cancel

## Edit details

You can edit the details of an existing WDO by selecting the 'Edit' icon next to the relevant WDO.

Select the sub menus to show more details. (See figures below)

### Work and Development Orders

Logout

#### WDO record list

Show 10 rows entries [Advanced search](#)

Client name: John Citizen

ID	Client name	WDO number	Status	Report status	Current WDO balance	Add new enforcement orders	Case manager	Edit	Client activity report	WDO summary report
112244			Open		\$1,296.00	Yes	SAMPLE SPONSOR	<b>Edit</b>	CAR	Summary

Showing 1-1 of 1 entries

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)  
[Self-Service Portal user guide](#)

### Work and Development Orders

Logout

#### Edit WDO record

The asterisk (\*) indicates mandatory fields.

Client name:  
WDO number:  
WDO approval date:  
WDO submitted by:  
Status: **Open** **Closed**

#### WDO Terms and Conditions

- Client details
- WDO grounds
- WDO activity
  - Add new activity

Activity type	Details	Hours per month	Create date	Start date	End date	How will the activity be provided?	Status	Deactivate
Financial or other counselling	Budgeting	2	04-12-2018	04-12-2018		By referral to another service	Active	<input type="checkbox"/>

- Sponsor details
- Working with children
- Enforcement order information
- WDO details

Cancel Print Save

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)  
[WDO guidelines](#)  
[Self-Service Portal user guide](#)

Under WDO activity, you can add a new activity or deactivate an existing activity. (See figures below)

When adding a new activity, please make sure you deactivate any activity the client is no longer participating in.

WDO activity

Add new activity

Activity type	Details	Hours per month	Create date	Start date	End date	How will the activity be provided?	Status	Deactivate
Financial or other counselling	Budgeting	2	04.12.2018	04.12.2018		By referral to another service	Active	<input checked="" type="checkbox"/>

Showing 1-1 of 1 entries

Sponsor details

Working with children

Enforcement order information

WDO details

Cancel Print Save

Logout

## New activity

Activity type:\*

Activity details:\*

Is this activity ordered by a court:\*

Yes No

The maximum overall amount of fine debt that can be satisfied through a WDO each month is \$1000.

Estimated number of hours/commitments/activities per month:\*

Start date:\*

21.10.2022

How will the activity be provided?\*

Directly By referral to another service

Please ensure third party providers that will be used by your organisation have the correct qualifications to participate in the WDO Scheme with your clients. For further information about qualification requirements please refer to the appropriate factsheet for your organisation on the [Revenue NSW website](#) or contact the WDO Hotline on 1300 478 879.

Cancel Next

You must also select 'save' on this screen for your added activity to be successfully saved. (See figure below)

WDO details

Authorise Revenue NSW to add new enforcement orders to WDO:\*

Authorisation terms and conditions:

**i** Selecting 'YES' means that any new enforcement orders issued while the WDO is active will automatically be added to the WDO. Adding enforcement orders to a WDO is not an admission of liability and the person may still be eligible to apply for the fine to be annulled.

Selecting 'NO' means you have explained that any new enforcement orders will not be included in the WDO and may, therefore, result in further enforcement action such as adding costs, applying sanctions, garnisheeing the client's bank account or wages, and/or issuing a property seizure order.

Total value of WDO:	\$1,296.00
Current WDO balance:	\$1,296.00
Amount credited:	\$0.00

Notes:

## Add a new overdue fine

If you have indicated 'Yes' to authorise Revenue NSW to add new overdue fines to WDO, any new overdue fines issued to your client will be automatically included on their WDO. If you have not ticked 'Yes', you will still be able to add new overdue fines manually through the SSP.

Note: If a client calls our hotline, we refer them back to their WDO case manager to discuss further.

From the WDO main menu, select 'retrieve WDO'. Locate the relevant WDO record and select the 'Edit' icon.

On the edit WDO record screen, select the 'Enforcement order information' menu. (See figure below)

To add an overdue fine/s to an existing WDO, select the 'on WDO' radio button for the appropriate overdue fine.

Scroll to the bottom of the screen and select 'save' when ready. The record will update to include the selected overdue fine.

Choose the enforcement orders for inclusion on the WDO/PP ?

Put all eligible EOs on the WDO

On WDO	On PP	Neither	EO details
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	456000000, Offence amount \$..... Offence description.
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	456000000, Offence amount \$..... Offence description.
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	456000000, Offence amount \$..... Offence description.
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	456000000, Offence amount \$..... Offence description.
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	456000000, Offence amount \$..... Offence description.

**Prospective amounts**

WDO	PP	Neither
\$2,067.00	\$0.00	\$0.00

i Please be aware that your client will be responsible for resolving any outstanding fines not included in their WDO or Payment Plan.

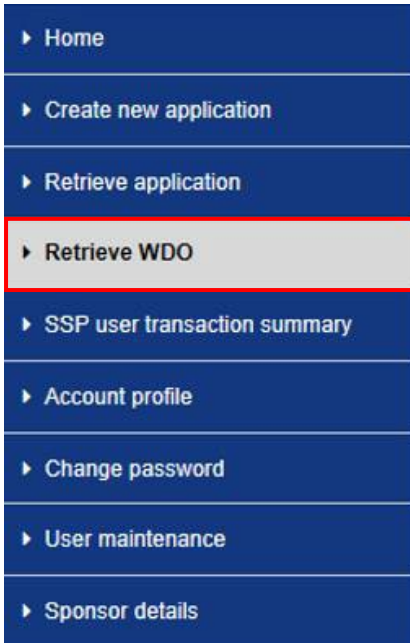
Save

Print

Next

## Change the case manager

Select 'Retrieve WDO' on the WDO main menu. (See figure below)



Locate the relevant WDO and select the 'Edit' icon. (See figure below)

### Work and Development Orders

Logout

WDO record list

Show 10 rows entries [Advanced search](#)

Client name: john citizen

ID	Client name	WDO number	Status	Report status	Current WDO balance	Add new enforcement orders	Case manager	Edit	Client activity report	WDO summary report
112244			Open		\$1,517.00	Yes	SAMPLE SPONSOR	Edit	CAR	Summary

Showing 1-1 of 1 entries

WDO Hotline 1300 478 879 or email at [wdo@revenue.mt.gov.au](mailto:wdo@revenue.mt.gov.au)

[WDO guidelines](#)

[Self-Service Portal user guide](#)

Select 'Sponsor details'. (See figure below)

A vertical list of four navigation items, each with a left-pointing arrow icon and a light blue background. The items are: 'Client details', 'WDO grounds', 'WDO activity', and 'Sponsor details'. The 'Sponsor details' item is highlighted with a darker blue background.

From the Case manager dropdown menu, choose the appropriate case manager. (See figure below)

The 'Sponsor details' section is expanded. It shows the 'Sponsor (DOJ number):' field with the value 'SAMPLE SPONSOR'. Below it, the 'Case manager:' field has a dropdown menu open, showing 'SAMPLE SPONSOR' as the selected option.

Scroll to the bottom of the screen and select 'save'. The WDO will be assigned to the case manager you selected. (See figure below)

The bottom portion of the form is visible. It includes the 'Sponsor details' section with 'SAMPLE 2 SPONSOR' selected in the dropdown. Below this are sections for 'Working with children', 'Enforcement order information', and 'WDO details'. The 'WDO details' section contains a 'Yes/No' selection for authorising Revenue NSW, a text area for 'Notes' with a character count of 15384 remaining, and a summary table of WDO values. At the bottom, there are three buttons: 'Cancel', 'Print', and 'Save'. The 'Save' button is highlighted in a darker blue.

Total value of WDO:	\$1,517.00
Current WDO balance:	\$1,517.00
Amount credited:	\$0.00



## Printing WDO records

You can print client applications and WDO records in a printer friendly format. This option is available when you:

- add a WDO application
- edit a WDO application, or
- edit a WDO record

Click on 'print' at the bottom of the screen. (See *figure below*)



## Close the WDO

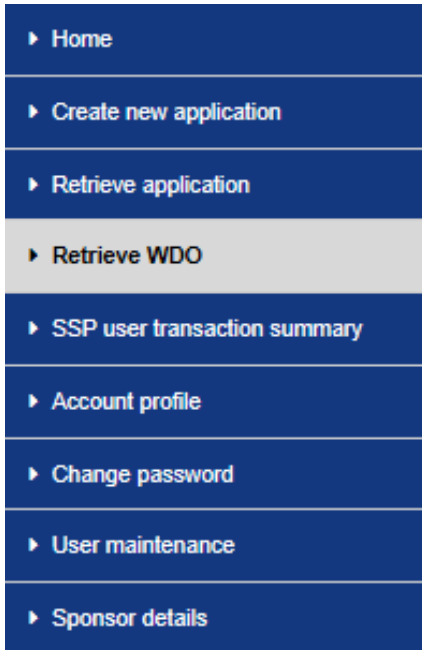
Before you close a WDO, please make sure you have completed any due or overdue client activity reports. Once your activity reports are up to date, you can close the WDO by submitting a 'Closing activity report'. Refer to 'Report client activities' and 'Add closing activity report' in this Module for more details.

## Adding case notes

As a result of feedback from SSP users, we have added the functionality of adding free text case notes to a WDO record.

Tip: Some sponsors thought this would be useful to record client activity as it is completed, to make it easier to complete client activity reports when they become due.

On the WDO Main Menu, click on 'Retrieve WDO'. (See figure below)



Click on the 'Edit' icon next to the relevant WDO record. (See figure below)

## Work and Development Orders

Logout

### WDO record list

Show 10 rows entries

Advanced search

Client name: john citizen

ID	Client name	WDO number	Status	Report status	Current WDO balance	Add new enforcement orders	Case manager	Edit	Client activity report	WDO summary report
112244			Open		\$1,517.00	Yes	SAMPLE SPONSOR	Edit	CAR	Summary

Showing 1-1 of 1 entries

Scroll to the bottom of the WDO record. Add your free text comments in the 'Notes' box. Click on save when ready. (See figure below)

**Authorisation terms and conditions:**

**i** Selecting 'YES' means that any new enforcement orders issued while the WDO is active will automatically be added to the WDO. Adding enforcement orders to a WDO is not an admission of liability and the person may still be eligible to apply for the fine to be annulled.


Selecting 'NO' means you have explained that any new enforcement orders will not be included in the WDO and may, therefore, result in further enforcement action such as adding costs, applying sanctions, garnisheeing the client's bank account or wages, and/or issuing a property seizure order.

Total value of WDO:	\$1,517.00
Current WDO balance:	\$1,517.00
Amount credited:	\$0.00

Notes:

Adding case notes to monitor engagement with WDO

16335 characters remaining

You can view these notes later by going into the 'Edit' function for the WDO Record.

## Client Activity Reporting (CAR)

To report client activities, select the Client Activity Reporting (CAR) icon next to the relevant WDO. (See figure below)

[Logout](#)

### WDO record list

Show  entries

[Advanced search](#)

Client name: john citizen

ID	Client name	WDO number	Status	Report status	Current WDO balance	Add new enforcement orders	Case manager	Edit	Client activity report	WDO summary report
112244			Open		\$1,517.00	Yes	SAMPLE SPONSOR	<a href="#">Edit</a>	<a href="#">CAR</a>	<a href="#">Summary</a>

Active reporting periods will be displayed. You can add or amend reports by selecting the icon next to the relevant reporting period. (See figure below)

[Logout](#)

### Activity reports

Client

WDO:

Show  entries

ID	Start	End	Status	Submitter	Hours worked	Add/amend
136	15.02.2018	14.03.2018	Due		0	<a href="#">Add/amend</a>
103	15.01.2018	14.02.2018	Reported		4	<a href="#">Add/amend</a>
102	15.12.2017	14.01.2018	Reported		2	<a href="#">Add/amend</a>
101	15.11.2017	14.12.2017	Reported		1	<a href="#">Add/amend</a>

Showing 1-4 of 4 entries

If the client completed activity hours during the reporting period, enter the number of hours completed for each activity and select 'save' when ready. (See figure below)

[Logout](#)

### One activity report period: 15/09/2022 to 14/10/2022

Client:  
WDO:

The asterisk (\*) indicates mandatory fields.

Did your client complete any hours/commitments/activities this reporting period? \*

Yes  No

Activity 1

Voluntary unpaid work  
Details: Gardening  
Estimated hours: 1

Hours/commitments/activities worked this reporting period

Comments:

Proof of completed activity:

**i** As an approved provider for the WDO scheme, I understand that I must retain documentary proof of WDO activity completed.

I acknowledge I have retained proof: \*

Yes  No

[Cancel](#) [Save](#)

If the client did not complete any activity hours during the reporting period, select the 'no' radio button under the question 'Did your client complete any hours/commitments/activities this reporting period?' (See figure below)

[Logout](#)

### One activity report period: 15/09/2022 to 14/10/2022

Client:  
WDO:

The asterisk (\*) indicates mandatory fields.

Did your client complete any hours/commitments/activities this reporting period? \*

Yes  No

Nil activity reason: \*

Activity not available  Client not available  Other

Comments: \*

Please provide information such as: Client is sick/in hospital; Client has left the area; Client is in custody; Unable to contact client

[Cancel](#) [Save](#)

Choose a reason, add a comment, and select 'save' when ready.

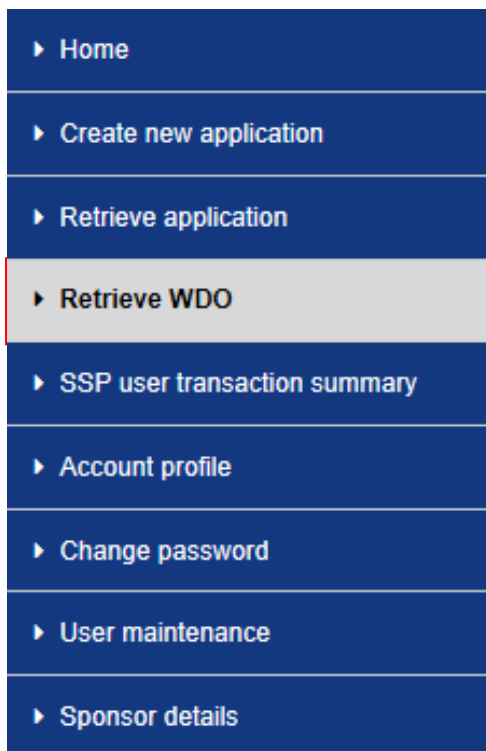
If you have entered a 'nil activity report' for two (2) consecutive months a message will be displayed saying that the WDO is at risk of being revoked because the client has not completed their WDO activity.

However, we understand there may be good reasons why the person has not been able to participate. If the client is unable to resume their WDO activity in the next month, contact us to discuss the situation.

## Submit a closing activity report

Once a client has successfully completed their WDO hours, a sponsor must report to Revenue NSW within seven days. You can do this by submitting a closing activity report. You don't have to wait until the end of the reporting period to do this.

First, select 'Retrieve WDO' on the WDO main menu. (See figure below)



A list of WDOs will appear. You can sort your results (for example, by the WDO status or case manager) to locate the relevant WDO. (See figure below)

## Work and Development Orders

[Logout](#)

### WDO record list

Show  entries

[Advanced search](#)

WDO number: 810920907

ID	Client name	WDO number	Status	Report status	WDO balance	Add new enforcement orders	Case manager	Edit	Client activity report	WDO summary report
92092			Open		\$1,294.00	No	PRIMARY CONTACT	<a href="#">Edit</a>	<a href="#">CAR</a>	<a href="#">Summary</a>

To report client activities, select the client Activity Reporting (CAR) icon next to the relevant WDO.

Select 'Add closing report'. (See figure below)

Note: The 'Add closing report' button will only become available once all due and overdue reports are completed. Please complete any due or overdue reports before you try to close the WDO.

### Activity reports

Client  
WDO:

[Add closing report](#)

Show  entries

ID	Start	End	Status	Submitter	Hours worked	Add/amend
136	15.02.2018	14.03.2018	Reported		2	<a href="#">Add/amend</a>
103	15.01.2018	14.02.2018	Reported		4	<a href="#">Add/amend</a>
102	15.12.2017	14.01.2018	Reported		2	<a href="#">Add/amend</a>
101	15.11.2017	14.12.2017	Reported		1	<a href="#">Add/amend</a>

Showing 1-4 of 4 entries

[Back](#)

If the client completed any hours during the reporting period, enter the number of hours worked this reporting period and make any comments. (See figure below )

Note: Only choose 'No' if the client did not complete any hours since the last report.

## One activity report period: 15/11/2018 to 14/12/2018

Client:

WDO:

The asterisk (\*) indicates mandatory fields.

Are you completing this report because your client did not complete any activities this reporting period?\*

Yes

No

Activity 1

Financial or other counselling

Details: Budgeting


Estimated hours: 2

Hours worked this reporting period

0

Comments:

Proof of completed activity:

 As an approved provider for the WDO scheme, I understand that I must retain documentary proof of WDO activity completed.

I acknowledge I have retained proof.\*

Yes

No

## Close report details

Close reason:\*

Non-compliance



Close comment:

 Cancel

 Save



Choose a close reason and enter any comments.

Select 'Save' when ready. The WDO will be automatically closed.

If the client did not complete any hours during the reporting period and you still want to close the WDO, choose 'No' to 'Did your client complete any hours/commitments/activities this reporting period?' (See figure below)

[Logout](#)

## One activity report period: 15/10/2022 to 14/11/2022

Client:

WDO:

The asterisk (\*) indicates mandatory fields.

Did your client complete any hours/commitments/activities this reporting period? \*

Nil activity reason:\*

Comments: \*

Please provide information such as: Client is sick/in hospital; Client has left the area; Client is in custody; Unable to contact client

### Close report details

Close reason:\*

Client changed circumstances

Close comment:

Choose a reason for the client not completing any hours. If any of the reasons available are not appropriate, choose 'Other'. There is a space for you to add a comment.

Choose a close reason from the dropdown menu and enter any closing comments.

Select 'save' when ready. The WDO will be automatically closed.

## SSP reporting

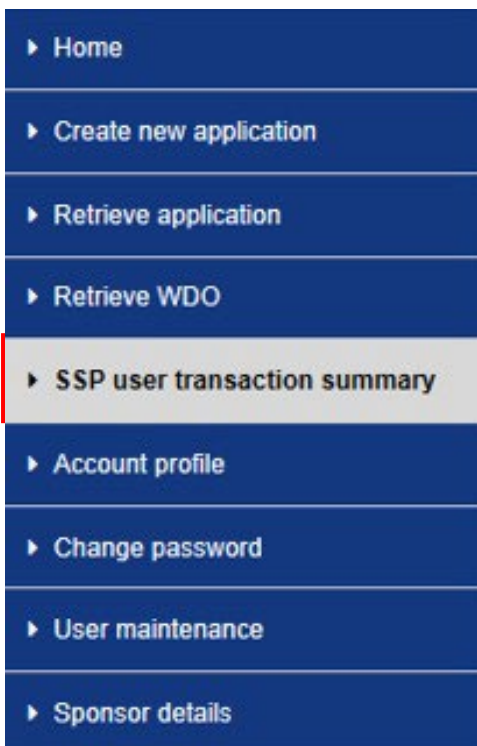
There are two types of reports that can be generated under SSP reporting:

- SSP user transaction summary
- client WDO summary (generated from the WDO records screen)

### SSP user transaction summary

This report will give you information about the total of all WDOs managed by the sponsor.

To access the report, select the 'SSP user transaction summary', under SSP reporting on the WDO main menu. (See *figure below*)



The report will display the following information.

You can download a copy of the report as a Comma-Separated Value (CSV) file. A CSV file will usually open in a program like Microsoft Excel. To download the report as a CSV file, select 'download csv'.  
(See following figures)

## Work and Development Orders

[Logout](#)

### SSP user transaction summary

Start date:

End date:

WDO status:

Open WDO balance:

Amount entered must be whole dollars

Balance comparison:

CAR status:

All caseworkers?\*

Which caseworker?

[Submit](#)

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self Service Portal user guide](#)

## SSP user transaction summary - all caseworkers

DOJ sponsor number:

Sponsor name:

### Search parameters

Start date: 03.12.2018

End date: 03.12.2018

All caseworkers: Yes

Total client applications submitted: 3

Total active WDOs: 1

Dollar value of active WDOs: \$1,516.13

Total WDO credits applied: \$0.00

Total WDOs closed: 1

Dollar value of closed WDOs: \$1,516.13

Total client activity report transactions modified: 0

Total overdue reporting periods: 0

[download csv](#)

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self Service Portal user guide](#)

## Client WDO summary

This report will give you information about a specific WDO.

To access the report, select retrieve WDO from the main menu and click on 'Summary' on the far right of the screen for the applicable client. (See figure below)

### Work and Development Orders

Logout

#### WDO record list

Show 10 rows entries

Advanced search

Client name: John citizen

ID	Client name	WDO number	Status	Report status	Current WDO balance	Add new enforcement orders	Case manager	Edit	Client activity report	WDO summary report
112244			Open		\$1,517.00	Yes	SAMPLE SPONSOR	Edit	CAR	Summary

Showing 1-1 of 1 entries

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self Service Portal user guide](#)

The report will display relevant information.

You can download a copy of the report as a Comma-Separated Value (CSV) file. A CSV file will usually open in a program like Microsoft Excel. To download the report as a CSV file, select 'download csv'. (See figure below)

## Work and Development Orders

---

 Logout

### SSP user transaction summary - all caseworkers

DOJ sponsor number:

Sponsor name:

#### Search parameters

All caseworkers: Yes

Total client applications submitted:

Total active WDOs:

Dollar value of active WDOs: \$

Total WDO credits applied: \$

Total WDOs closed:

Dollar value of closed WDOs: \$

Total client activity report transactions modified:

Total overdue reporting periods: :

[download csv](#)

# Where to for help?

You can contact the WDO hotline for help with:

- understanding any of the information or instructions contained in this guide
- fixing any technical problems that cannot be fixed using any of the information contained in this guide.

The WDO Hotline number is 1300 478 879 (Monday to Friday, 8:30am to 5:00pm) or you can email [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

The WDO Hotline details are now visible at the bottom of every screen on the SSP. (see figure below)

## Work and Development Orders

[Logout](#)

Currently active reporting period: 15.02.2018 to 14.03.2018

WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[WDO guidelines](#)

[Self Service Portal user guide](#)



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Department of Finance, Services & Innovation

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