

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

Revenue NSW



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# Introduction

In the WDO scheme, sponsor organisations and health practitioners can submit application on behalf of customers 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 Justice (DoJ) changed the WDO guidelines to allow sponsors to self-assess customer 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 customers
- vary existing customer's WDOs
- report the number of hours a customer 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 customer 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](http://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 by selecting 'WDO self-service portal' under 'Fines and Fees' menu, click on 'More options', followed by 'Show All' and select 'Advocates and sponsors' . (see figures below)

The screenshot shows the Revenue NSW website home page. At the top left is the NSW Government logo and the word 'Revenue'. On the right, there are links for 'About us', 'Help centre', 'News and media releases', and 'Contact us', along with a 'Select Language' dropdown and 'Powered by Google Translate'. A yellow banner below the header contains a BETA notice: 'BETA. We are building this new website to better deliver information. Learn more about this site. Visit revenue.nsw.gov.au'. The main content area is divided into four columns: 'Taxes, duties, levies and royalties', 'Fines and fees', 'Grants and schemes', and 'Unclaimed money'. Each column lists various services with arrows pointing to the right. The 'Fines and fees' column has a red box around its 'More options' link. Below the main content is a search bar labeled 'Search our site' and 'Search Revenue NSW'. At the bottom, there are two sections: 'Easy access' with a 'Make a payment' link and a dollar sign icon, and 'What's happening now' with social media icons for News, Facebook, Twitter, and YouTube.

# Fines and fees

## About →

We process payments for more than 250 organisations.

## Pay your fine →

We offer a range of options for you make a payment.

## Managing a fee →

We recover debts on behalf of NSW government agencies.

## Overdue fines and fees →

Missed the due date? Here's what you need to do.

## Request a review →

Here's how to ask for a review of your penalty.

## Camera Images →

Request a photo of a driving offence.

## Nominate someone else →

If you're not responsible for a penalty, here's what to do.

## Go to court →

How to ask for your matter to be decided in court.

Show all ↓

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Request a photo of a driving offence.

## Nominate someone else →

If you're not responsible for a penalty, here's what to do.

## Go to court →

How to ask for your matter to be decided in court.

## Authorise someone else →

You can give someone permission to act on your behalf.

## Can't pay your debt? →

Find out if you can apply for a Work and Development Order.

## Advocates and sponsors →

Providing support to people who need help with a debt.

Show less ↑



You will be taken to the 'Advocates and sponsors' page and click on '5. WDO self-service portal'. (see figures below)

# Fines and fees

<b>About →</b> We process payments for more than 250 organisations.	<b>Pay your fine →</b> We offer a range of options for you make a payment.	<b>Managing a fee →</b> We recover debts on behalf of NSW government agencies.	<b>Overdue fines and fees →</b> Missed the due date? Here's what you need to do.
<b>Request a review →</b> Here's how to ask for a review of your penalty.	<b>Camera Images →</b> Request a photo of a driving offence.	<b>Nominate someone else →</b> If you're not responsible for a penalty, here's what to do.	<b>Go to court →</b> How to ask for your matter to be decided in court.
<b>Authorise someone else →</b> You can give someone permission to act on your behalf.	<b>Can't pay your debt? →</b> Find out if you can apply for a Work and Development Order.	<b>Advocates and sponsors →</b> Providing support to people who need help with a debt.	

[Show less ↑](#)

Home » Fines and fees » Advocates » WDO self-service portal



1. Help and information
2. WDO sponsors
3. Become a sponsor
4. Sponsor's checklist for supporting documents
- 5. WDO self-service portal**
6. Completing a WDO report

## Quick links

[Make a payment →](#)

Home » Fines and fees » Advocates » WDO self-service portal



1. Help and information
2. WDO sponsors
3. Become a sponsor
4. Sponsor's checklist for supporting documents
- 5. WDO self-service portal**
6. Completing a WDO report

## WDO self-service portal

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

## Quick links

[Make a payment →](#)

[Online services →](#)

[Calculators →](#)

## 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 the 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

[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:\*



 Refresh

 Submit

 Cancel

## 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

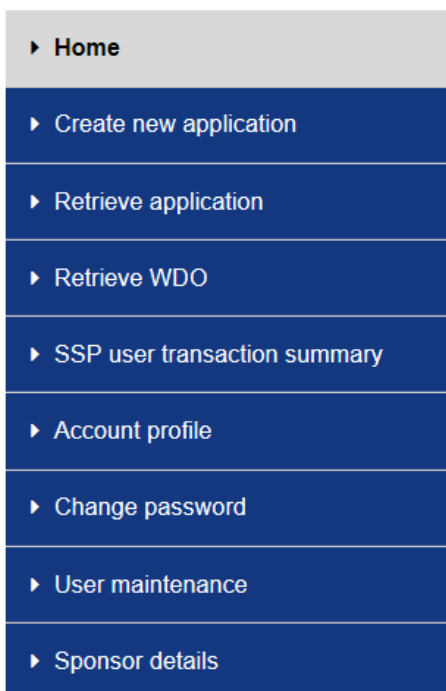
### SSP Reporting

- 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

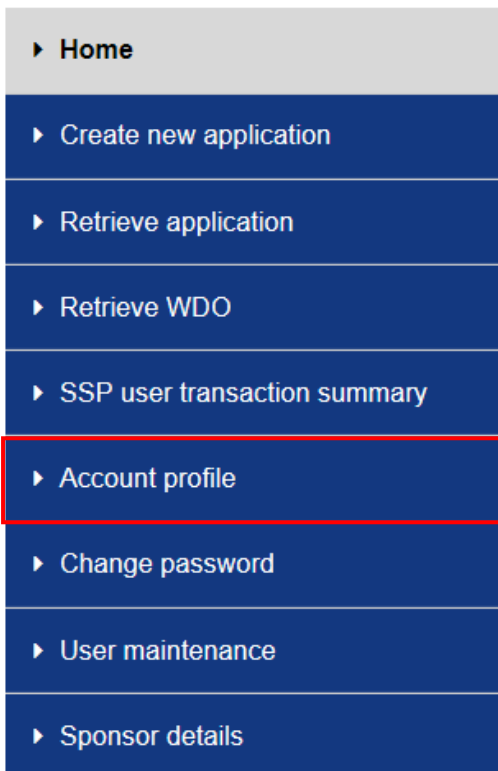
From most screens, you can return to the WDO main menu at any time by clicking on 'Home'.

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.

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ SSP user transaction summary
- ▶ Account profile
- ▶ Change password
- ▶ User maintenance
- ▶ Sponsor details

## Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

Logout

### Personal details

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

First name:\*

SAMPLE

Middle names:

Family name:\*

SPONSOR

Gender:\*

Male Female Non-specific

Mailing address same as sponsor:\*

Yes No

Email:\*

samplesponsor@gmail.com

Phone:†

Required format: 999999999

Mobile:†

0411111111

Preferred contact:\*

Email Post

Status:

Admin

Start date:

03.12.2018

Working with Children check number:\*

WWC000000A

Expiry date:\*

11.12.2019

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

Yes No

Please go to <https://www.kidsguardian.nsw.gov.au> to verify the number

Save

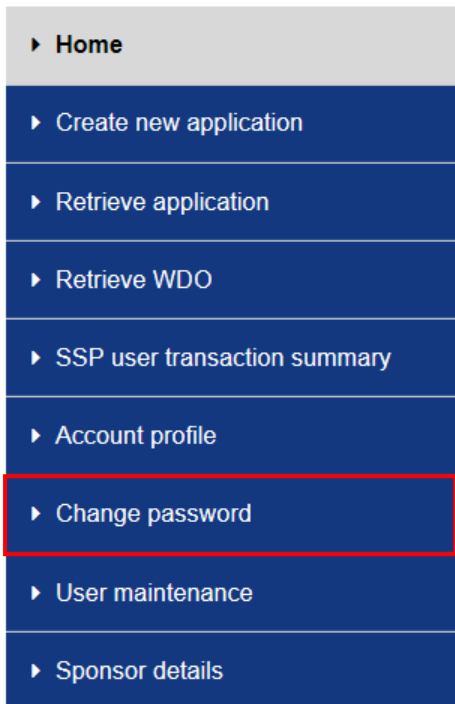
WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

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



## Change password

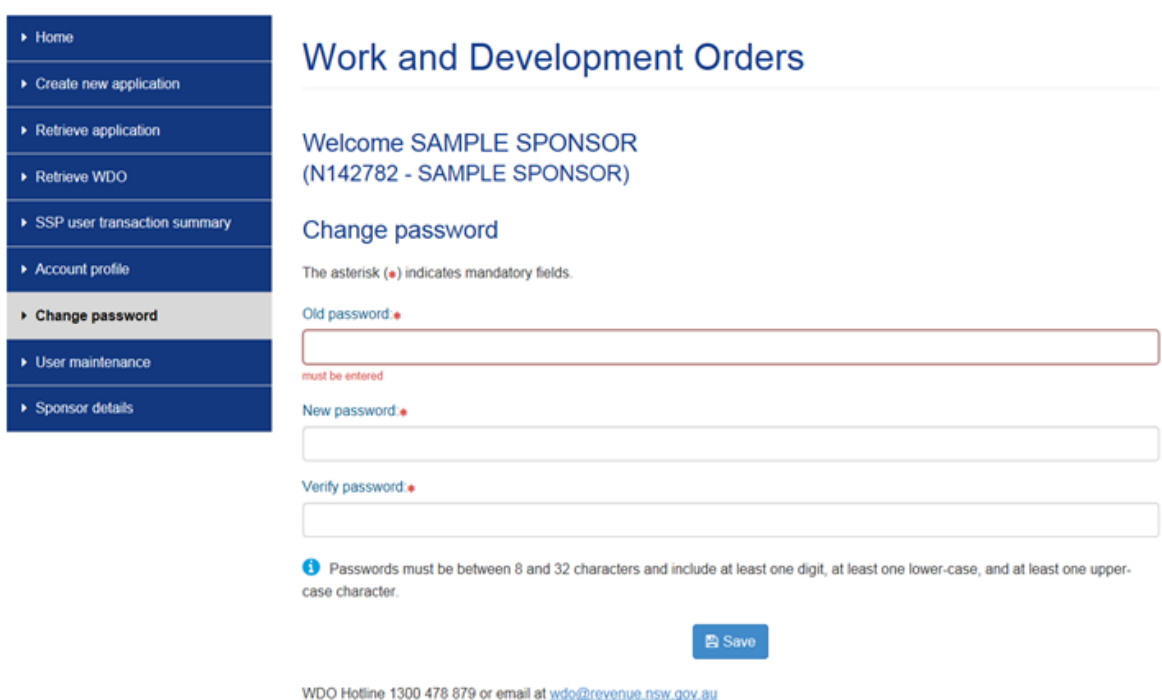
You can change your password at any time by selecting 'Change password' on the WDO main menu. (see figure below)



**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.



The screenshot shows the 'Work and Development Orders' portal. On the left is a navigation menu with 'Change password' selected. The main content area is titled 'Change password' and includes a welcome message for 'SAMPLE SPONSOR'. It features three input fields: 'Old password', 'New password', and 'Verify password', each with a red asterisk indicating it is mandatory. A 'Save' button is at the bottom. A footer note states: '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.'

## 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.

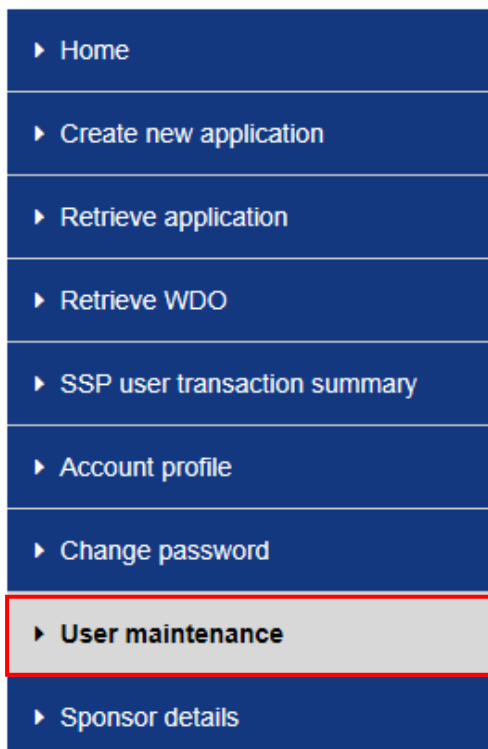
### Administrators

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)

The screenshot shows the 'Work and Development Orders' portal. On the left is a navigation menu with options: Home, Create new application, Retrieve application, Retrieve WDO, SSP user transaction summary, Account profile, Change password, User maintenance, and Sponsor details. The main content area displays the user's name 'Welcome NON GOV ADMIN ST 1 (N123123 - ABC S CORP)' and a 'Logout' button. Below this, it shows the 'Currently active reporting period: 15.09.2018 to 14.10.2018'. A light blue alert box contains the message: '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)

The screenshot shows the 'WDO user list' page. The navigation menu on the left includes 'User maintenance' which is highlighted. The main content area shows 'Welcome SAMPLE SPONSOR (N142782 - SAMPLE SPONSOR)' and a 'Logout' button. Below the header, there is a red-bordered box containing a light blue button labeled 'Add new user'. Underneath the box, there is a 'Show 10 rows entries' dropdown and an 'Advanced search' button. A table lists the user details:

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

Below the table, it says 'Showing 1-1 of 1 entries'. At the bottom, there is contact information: 'WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)' and links for 'WDO guidelines' and '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)

Home
Create new application
Retrieve application
Retrieve WDO
BSP user transaction summary
Account profile
Change password
<b>User maintenance</b>
Sponsor details

## Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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 [Sponsor Application Factsheet](#) or contact the WDO Hotline on 1300 478 878.

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

First name:\*

  
  
Middle names:  
  
  
Family name:\*  
  
Gender:\*

Mailing address same as sponsor:\*


Email:\*

  
  
Phone:†  
Required format: 999999999  
  
Mobile:†  
Required format: 999999999  
  
Preferred contact:\*

Status:\*

Start date:\*

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

 Please go to <https://www.kidsguardian.nsw.gov.au> to verify the number

WDO Hotline 1300 478 878 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

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

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 <https://www.kidsguardian.nsw.gov.au> 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)

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ SSP user transaction summary
- ▶ Account profile
- ▶ Change password
- ▶ **User maintenance**
- ▶ Sponsor details

## Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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)

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ SSP user transaction summary
- ▶ Account profile
- ▶ Change password
- ▶ **User maintenance**
- ▶ Sponsor details

## Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

Logout

### Edit user

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

First name:\*

SAMPLE 2

Middle names:

Family name:\*

SPONSOR

Gender:\*

Male Female Non-specific

Mailing address same as sponsor:\*

Yes No

Email:\*

sample2sponsor@gmail.com

Phone:†

999999999

Mobile:†

999999999

Preferred contact:\*

Email Post

Status:\*

Admin Standard Disabled

Start date:\*

03.12.2018

Working with Children check number:\*

WWC000000W

Expiry date:\*

23.01.2019

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

Yes No

Please go to <https://www.kidsquest.nsw.gov.au> to verify the number

Cancel 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](#)



## 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'.

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ SSP user transaction summary
- ▶ Account profile
- ▶ Change password
- ▶ **User maintenance**
- ▶ Sponsor details

### Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

Logout

#### Edit user

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

First name: \*  
SAMPLE 2

Middle names:

Family name: \*  
SPONSOR

Gender: \*  
 Male  Female  Non-specific

Mailing address same as sponsor: \*  
 Yes  No

Email: \*  
sample2sponsor@gmail.com

Phone: †  
999999999

Mobile: †  
999999999

Preferred contact: \*  
 Email  Post

Status: \*  
 Admin  Standard  Disabled

Start date: 03.12.2018

Working with Children check number: \*  
WWC000000W

Expiry date: \*  
23.01.2019

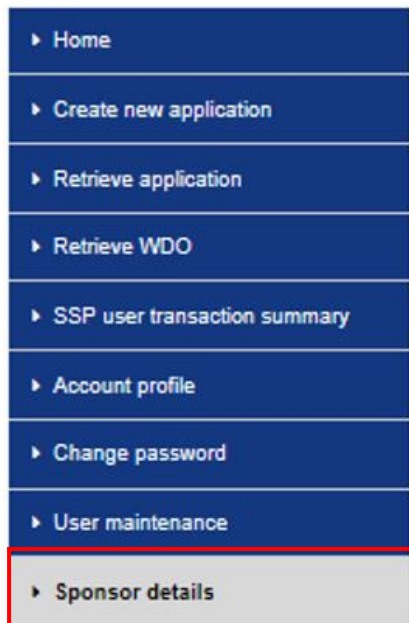
Have you verified the Working with Children check number? \*  
 Yes  No

Please go to <https://www.kidsguardian.nsw.gov.au> to verify the number

Cancel Save

## Sponsor details

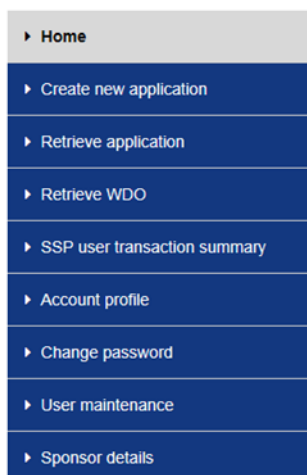
You can view your sponsor details by selecting 'Sponsor details' under the account management menu. (see figure below)



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 Revenue NSW website.

### 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

Welcome HEALTH PRACTITIONER  
(H999999 - HEALTH PRACTITIONER)

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](#)

[Self Service Portal user guide](#)

## 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.

Note: At this stage our system is only able to accept one insurance type. We are aware that your organisation may have more than one insurance type that needs to be updated. Please email us a copy of all relevant insurances to [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

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*)

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ SSP user transaction summary
- ▶ Account profile
- ▶ Change password
- ▶ User maintenance
- ▶ **Sponsor details**

## Work and Development Orders

Welcome **SAMPLE SPONSOR**  
(N142782 - SAMPLE SPONSOR)

[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: N142782  
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: 53139559407

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?\*

Yes  No

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

Yes  No

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

Yes  No

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)

Grounds	Status	Approval date	Inactive date
Homeless	Active	30.11.2018	
Mental illness	Active	30.11.2018	
Serious addiction to drugs/alcohol or volatile substances	Active	30.11.2018	
Acute economic hardship	Active	30.11.2018	
Intellectual disability/cognitive impairment	Active	30.11.2018	
Juvenile (Under 18)	Active	30.11.2018	

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

## Address details

### Street address

Line 1:\*

1 SAMPLE STREET

Line 2:

Suburb, state, postcode:\*

SYDNEY, NSW, 2000

Mailing address same as street:\*

Primary contact:

SAMPLE SPONSOR (samplesponsor@gmail.com)

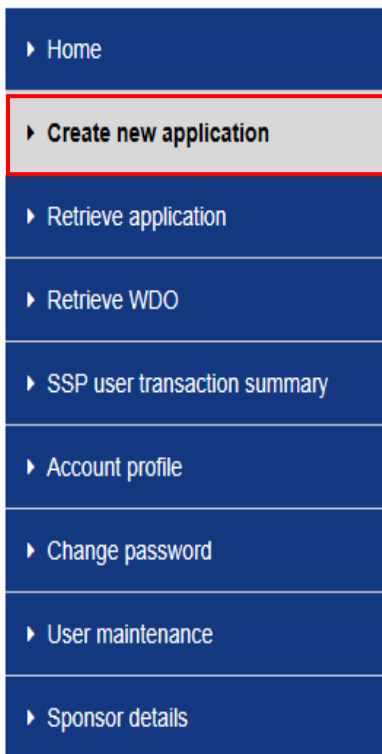
# 3

## WDO Management

### Create new application

Once you have confirmed the customer 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 at a later date. (see figure below).

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ SSP user transaction summary
- ▶ Account profile
- ▶ Change password
- ▶ User maintenance
- ▶ Sponsor details

## Work and Development Orders

Welcome PRIMARY CONTACT  
(G184521 - TEST ORGANISATION)

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](#)

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 customer 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 1800 478 879 for advice.

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

## Court fines

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

## Validation screen

The screen helps to identify the right customer on our system. (see figure below)

▶ Home
▶ Create new application
▶ Retrieve application
▶ Retrieve WDO
▶ SSP user transaction summary
▶ Account profile
▶ Change password
▶ User maintenance
▶ Sponsor details

### Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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: ?  
123456789

First name: \*  
John

Middle name:

Surname: \*  
Citizen

Date of birth: \*  
01.01.1950

Australian postcode:  
2000

Licence number:  
12345

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](#)

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

- Document reference number – such as an unpaid fine (enforcement order) number, customer statement number, Court case number, penalty 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)

Home

Create new application

Retrieve application

Retrieve WDO

SSP user transaction summary

Account profile

Change password

User maintenance

Sponsor details

### Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR) [Logout](#)

#### Add WDO application

The asterisk (\*) indicates mandatory fields.

Validation

Sponsor details

Case manager.\*

SAMPLE 2 SPONSOR

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 13 characters and in (99)99999999 format.
- Mobile – must be at least 12 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 customer 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.

Home
Create new application
Retrieve application
Retrieve WDO
SBP user transaction summary
Account profile
Change password
User maintenance
Sponsor details

## Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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:  
Required format: 999999999

Mobile:  
Required format: 999999999

Email:

Use sponsor address?\*  
 Yes  No

Street address

Line 1\*

Line 2:

Suburb, state, postcode\*  
Enter suburb

Mailing address same as street\*  
 Yes  No

Receiving benefits?\*  
 Yes  No

Aboriginal or Torres Strait Islander\*  
 Yes  No

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

Save Print Next

## WDO grounds screen

Select whether your customer:

- is an existing customer
- is a new customer
- 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 customer eligibility for a WDO. When ready, select the 'next' button. (see figure below)

▶ Home
▶ Create new application
▶ Retrieve application
▶ Retrieve WDO
▶ SSP user transaction summary
▶ Account profile
▶ Change password
▶ User maintenance
▶ Sponsor details

## Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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:\*

Existing client   New client   Referred by another agency

Grounds:\*

Juvenile (Under 18)

Mental Illness

Intellectual disability/cognitive impairment

Serious addiction to drugs/alcohol or volatile substances

Acute economic hardship

Homeless

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:\*

Yes   No

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)

▶ Home
▶ Create new application
▶ Retrieve application
▶ Retrieve WDO
▶ SSP user transaction summary
▶ Account profile
▶ Change password
▶ User maintenance
▶ Sponsor details

### Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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

Proposed WDO 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 per month:\*

Start date:\*

03.12.2018

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 [Sponsor Application Factsheet](#) or contact the WDO Hotline on 1300 478 879.

Next

Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR) [Logout](#)

Add WDO application

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

- Validation
- Sponsor details
- Client details
- WDO grounds
- Proposed WDO activity
  - Activity type \*
  - Financial or other counselling
  - Medical/Mental health treatment (including disability case management)
  - Drug or alcohol treatment
  - Educational/vocational or life skills course
  - Mentoring programs
  - Voluntary unpaid work
  - is an existing order of 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 per month \*
  - Start date \*
  - 03/12/2018
  - 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 [Sponsor Application Checklist](#) or contact the WDO Hotline on 1300 478 879.

[Next](#)

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

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

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 customers who are under 25.

### Adding and deleting

If your customer 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 customer's working with children check number and expiry date. (see figure below)

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ SSP user transaction summary
- ▶ Account profile
- ▶ Change password
- ▶ User maintenance
- ▶ Sponsor details

## Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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

Proposed WDO activity

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?\*

Save

Print

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](#)



## Existing debt screen

You can authorise Revenue NSW to automatically add new enforcement orders 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 customer. 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 ?

On WDO	On PP	Neither	EO details
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	32 , \$34.00, FAIL TO VOTE LOCAL GOVERNMENT GENERAL ELECTION
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	3 , \$221.00, Drive motor vehicle on road during disqualification period - first offence
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	37 , \$1,296.00, Use unregistered registrable Class A motor vehicle on road, Use uninsured motor vehicle

**Prospective amounts**

WDO	PP	Neither
\$1,551.00	\$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.

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

Has an existing payment plan? No

Setup payment plan along with WDO?\*

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.

**Work and Development Orders**

Welcome SAMPLE SPONSOR (N142782 - SAMPLE SPONSOR) [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
- Proposed WDO activity
- Working with children
- Existing debt
- Financial circumstances**

Gross weekly income: \*

How many adults in the household? \*

How many children in the household?

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](#)

## 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:\*

#### 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.

Acknowledgment of terms and conditions:\*

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)

---

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ SSP user transaction summary
- ▶ Account profile
- ▶ Change password
- ▶ User maintenance
- ▶ Sponsor details

## Work and Development Orders

Welcome **SAMPLE SPONSOR**  
(N142782 - SAMPLE SPONSOR) 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 customer 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 complete an 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.

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ SSP user transaction summary
- ▶ Account profile
- ▶ Change password
- ▶ User maintenance
- ▶ Sponsor details

## Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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.

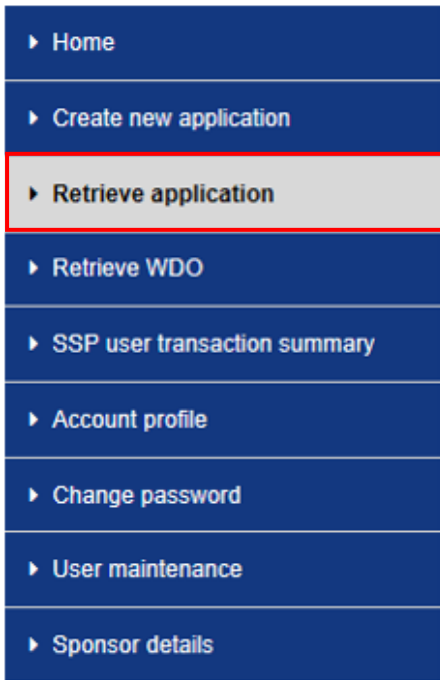
WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)

[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, customer name or date modified. (see figure below)

The screenshot shows the 'Work and Development Orders' page. On the left is the same menu as in the previous image. The main content area has a header 'Work and Development Orders' and a 'Logout' button. Below the header, it says 'Welcome SAMPLE SPONSOR (N142782 - SAMPLE SPONSOR)'. The section is titled 'WDO application list'. There is a 'Show 10 rows entries' dropdown and an 'Advanced search' button. A table with 8 columns (ID, Status, Case manager, Client name, Last modified, Modified by, Edit, Delete) contains one row of data. Below the table, it says 'Showing 1-1 of 1 entries'. At the bottom, there is contact information: 'WDO Hotline 1300 478 879 or email at wdo@revenue.nsw.gov.au', and links for '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	JOHN CITIZEN	03.12.2018	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.

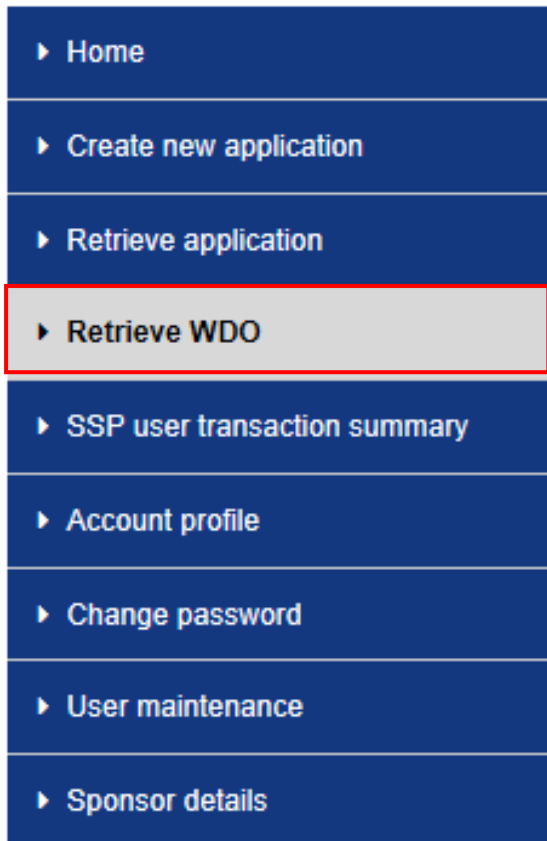
Saved applications will be automatically deleted after 90 days.

## Retrieve WDO

You can retrieve WDO applications to:

- View details
- Edit details
- Close the WDO
- Report customer 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 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 customer 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.

- Home
- Create new application
- Retrieve application
- Retrieve WDO**
- SSP user transaction summary
- Account profile
- Change password
- User maintenance
- Sponsor details

## Work and Development Orders

Welcome PRIMARY CONTACT  
(G184521 - TEST ORGANISATION)

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	JOHN CITIZEN	810920907	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](#)

- Home
- Create new application
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- Retrieve WDO**
- SSP user transaction summary
- Account profile
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- Sponsor details

## Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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**

Welcome SAMPLE SPONSOR (N142782 - SAMPLE SPONSOR) [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	JOHN CITIZEN	811122425	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**

Welcome SAMPLE SPONSOR (N142782 - SAMPLE SPONSOR) [Logout](#)

Edit WDO record

The asterisk (\*) indicates mandatory fields.

Client name: JOHN CITIZEN  
WDO number: 811122425  
WDO approval date: 04.12.2018  
WDO submitted by: SAMPLE SPONSOR  
Status:

[WDO Terms and Conditions](#)

**Client details**

**WDO grounds**

**WDO 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"/>

Showing 1-1 of 1 entries

**Sponsor details**

**Working with children**

**Enforcement order information**

**WDO details**

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 customer 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

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

Logout

### New activity

Activity type:\*

Drug or alcohol treatment

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 per month:\*

Start date:\*

04.12.2018

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 [Sponsor Application Factsheet](#) 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 enforcement order

If you have indicated 'Yes' to authorise Revenue NSW to add new enforcement orders to WDO, any new enforcement orders 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 enforcement orders 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)

⊖ Enforcement order information

**i** For your client's WDO to remain active at least one Overdue Fine must be selected in the WDO column

On WDO	On PP	Neither	EO details	Date added
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	32 , \$34.00, FAIL TO VOTE LOCAL GOVERNMENT GENERAL ELECTION	
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	33 3, \$221.00, Drive motor vehicle on road during disqualification period - first offence	04.12.2018
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	3 , \$1,296.00, Use unregistered registrable Class A motor vehicle on road, Use uninsured motor vehicle	04.12.2018

**Prospective amounts**

WDO	PP	Neither
\$1,517.00	\$0.00	\$34.00

**i** If you would like to set up a Payment Plan along with your client's WDO, please contact the WDO Hotline on 1300 478 879.

⊖ 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:	\$1,517.00
Current WDO balance:	\$1,517.00
Amount credited:	\$0.00

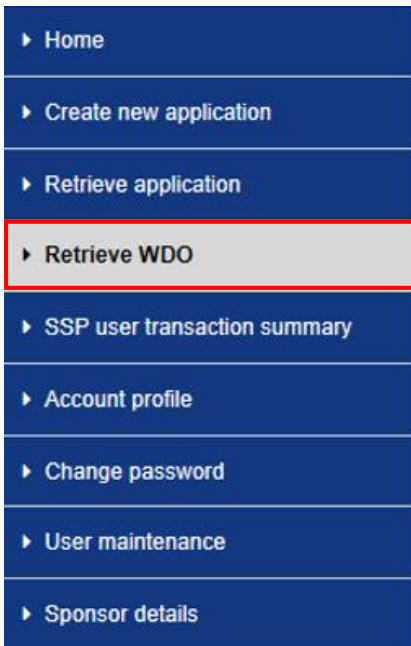
Notes:

To add an enforcement order to an existing WDO, select the 'on WDO' radio button for the appropriate enforcement order.

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

## 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)

The screenshot shows the 'Work and Development Orders' page. On the left is a sidebar menu with 'Retrieve WDO' selected. The main content area has a header 'Work and Development Orders' and a 'Logout' button. Below the header, it says 'Welcome SAMPLE SPONSOR (N142782 - SAMPLE SPONSOR)'. The section is titled 'WDO record list' and includes a search filter for 'Client name: john citizen' and an 'Advanced search' button. A table displays one record with the following columns: ID, Client name, WDO number, Status, Report status, Current WDO balance, Add new enforcement orders, Case manager, Edit, Client activity report, and WDO summary report. The 'Edit' button in the 'Edit' column for the first record is highlighted with a red box. Below the table, it says 'Showing 1-1 of 1 entries'. At the bottom, there is contact information: 'WDO Hotline 1300 478 879 or email at [wdo@revenue.nsw.gov.au](mailto:wdo@revenue.nsw.gov.au)', and links for 'WDO guidelines' and 'Self Service Portal user guide'.

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	JOHN CITIZEN	811122425	Open		\$1,517.00	Yes	SAMPLE SPONSOR	Edit	CAR	Summary

Select 'Sponsor details'. (see figure below)

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

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

The 'Sponsor details' section is expanded. It shows 'Sponsor (DOJ number): SAMPLE SPONSOR (N142782)' and 'Case manager: \*' with a dropdown menu. The dropdown menu is 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)

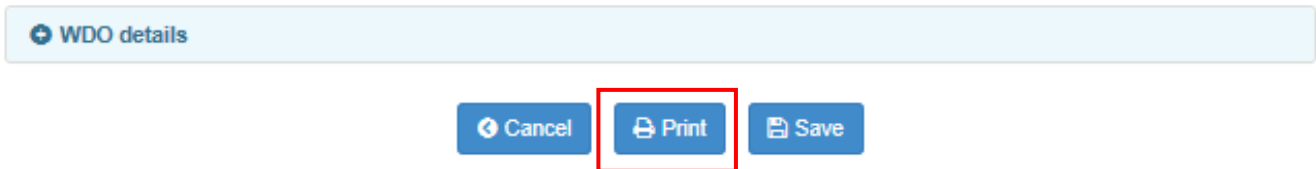
The bottom of the form is shown. The 'Sponsor details' section is collapsed. Below it are 'Working with children' and 'Enforcement order information' sections. The 'WDO details' section is expanded, showing 'Authorise Revenue NSW to add new enforcement orders to WDO: \*' with 'Yes' and 'No' buttons. Below this is 'Authorisation terms and conditions:' with a blue information icon and text. A table shows 'Total value of WDO: \$1,517.00', 'Current WDO balance: \$1,517.00', and 'Amount credited: \$0.00'. There is a 'Notes:' field with a text area and '16384 characters remaining'. At the bottom are 'Cancel', 'Print', and 'Save' buttons.

## Printing WDO records

You can print customer 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

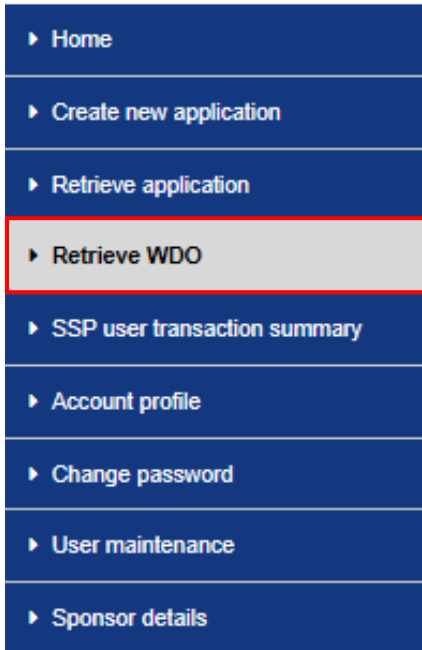
Before you close a WDO, please make sure you have completed any due or overdue customer activity reports. Once your activity reports are up to date, you can close the WDO by submitting a 'Closing activity report'. Refer to 'Report customer activities' and 'Add closing activity report' in this Module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

## Adding case notes

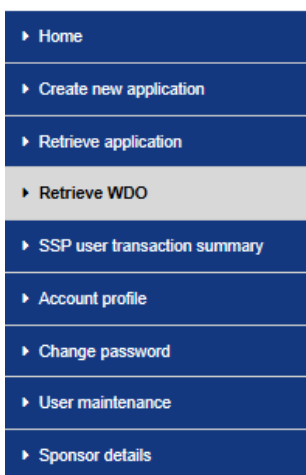
As a result of feedback from SSP users, we have added the functionality of adding free text case notes to a WDO record.

Tip: Some sponsors thought this would be useful to record customer activity as it is completed, to make it easier to complete customer 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

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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	JOHN CITIZEN	811122425	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

Cancel

Print

Save

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)

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

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	JOHN CITIZEN	811122425	Open		\$1,517.00	Yes	SAMPLE SPONSOR	Edit	CAR	Summary

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)

Welcome GOV ADMIN1 ST  
(G223344 - ST GOV AGENCY)

Logout

### Activity reports

Client JOHN CITIZEN  
WDO: 810193743

Show 10 rows entries

ID	Start	End	Status	Submitter	Hours worked	Add/amend
136	15.02.2018	14.03.2018	Due		0	Add/amend
103	15.01.2018	14.02.2018	Reported	GOV ST	4	Add/amend
102	15.12.2017	14.01.2018	Reported	GOV ST	2	Add/amend
101	15.11.2017	14.12.2017	Reported	LEONIE MATTHEWS	1	Add/amend

Showing 1-4 of 4 entries

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

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

Client: JOHN CITIZEN  
WDO: 811122425

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

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

If the customer did not complete and activity hours during the reporting period, select the 'yes' radio button next to 'Nil activity report'. (see figure below)

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

[Logout](#)

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

Client: JOHN CITIZEN  
WDO: 811122425

The asterisk (\*) indicates mandatory fields.

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

Yes  No

Nil activity reason:\*

Activity not available  Client not available  Other

Comments: \*

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

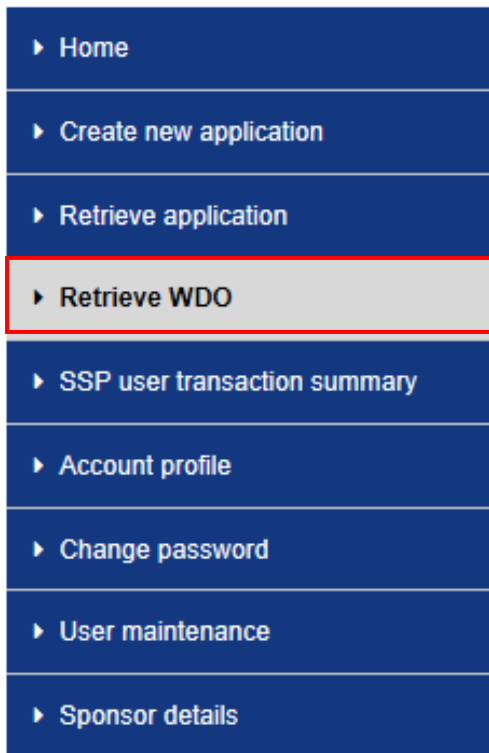
If you have entered a 'nil activity report' for two (2) consecutive months a message will be displayed saying that the WDO is at risk of being cancelled because the customer has not completed their WDO activity.

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

## Submit a closing activity report

Once a customer 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)

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ SSP user transaction summary
- ▶ Account profile
- ▶ Change password
- ▶ User maintenance
- ▶ Sponsor details

## Work and Development Orders

Welcome PRIMARY CONTACT  
(G184521 - TEST ORGANISATION)

Logout

### WDO record list

Show 10 rows 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	JOHN CITIZEN	810920907	Open		\$1,294.00	No	PRIMARY CONTACT	Edit	CAR	Summary

To report customer activities, select the Customer 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: JOHN CITIZEN  
WDO: 810193743

Add closing report

Show 10 rows entries

ID	Start	End	Status	Submitter	Hours worked	Add/amend
136	15.02.2018	14.03.2018	Reported	GOV ST	2	Add/amend
103	15.01.2018	14.02.2018	Reported	GOV ST	4	Add/amend
102	15.12.2017	14.01.2018	Reported	GOV ST	2	Add/amend
101	15.11.2017	14.12.2017	Reported	LEONIE MATTHEWS	1	Add/amend

Showing 1-4 of 4 entries

Back

If the customer 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 'Yes' if the customer did not complete any hours since the last report.

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

Client: JOHN CITIZEN  
WDO: 811122425

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 customer did not complete any hours during the reporting period and you still want to close the WDO, choose 'Yes' to 'Nil activity report'. (see figure below)

Welcome **SAMPLE SPONSOR**  
(N142782 - SAMPLE SPONSOR) [Logout](#)

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

Client: JOHN CITIZEN  
WDO: 811122425

The asterisk (\*) indicates mandatory fields.

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

Nil activity reason:\*

Comments: \*

**Close report details**

Close reason:\*

Non-compliance ▼

Close comment:

Choose a reason for the customer 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

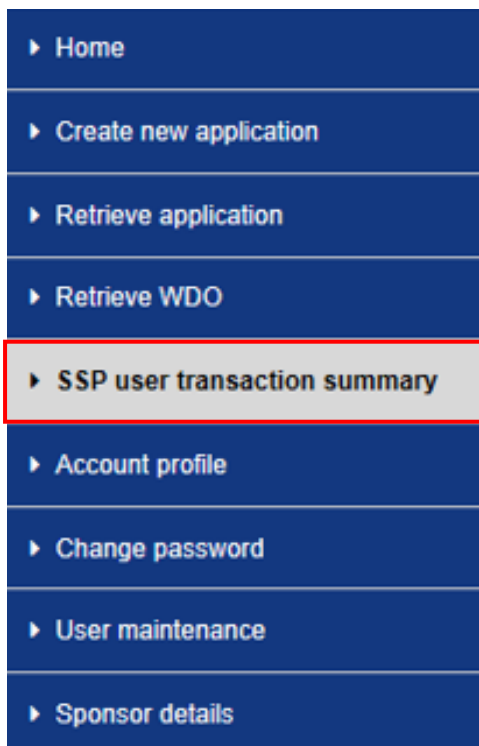
There are two types of reports that can be generated under SSP reporting:

- SSP user transaction summary
- Customer 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)

- ▶ Home
- ▶ Create new application
- ▶ Retrieve application
- ▶ Retrieve WDO
- ▶ **SSP user transaction summary**
- ▶ Account profile
- ▶ Change password
- ▶ User maintenance
- ▶ Sponsor details

## Work and Development Orders

Welcome SAMPLE SPONSOR  
(N142782 - SAMPLE SPONSOR)

[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](#)

# Welcome SAMPLE SPONSOR (N142782 - SAMPLE SPONSOR)

## SSP user transaction summary - all caseworkers

DOJ sponsor number: N142782

Sponsor name: SAMPLE SPONSOR

### 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 customer. (see figure below)

Home

- Create new application
- Retrieve application
- Retrieve WDO**
- SSP user transaction summary
- Account profile
- Change password
- User maintenance
- Sponsor details

### Work and Development Orders

Welcome SAMPLE SPONSOR (N142782 - SAMPLE SPONSOR) [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	JOHN CITIZEN	811122425	Open		\$1,517.00	Yes	SAMPLE SPONSOR	<a href="#">Edit</a>	<a href="#">CAR</a>	<a href="#">Summary</a>

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)

## Welcome SAMPLE SPONSOR (N142782 - SAMPLE SPONSOR)

### SSP user transaction summary - all caseworkers

DOJ sponsor number: N142782

Sponsor name: SAMPLE SPONSOR

#### Search parameters

WDO status: Open

All caseworkers: Yes

Total client applications submitted: 2

Total active WDOs: 2

Dollar value of active WDOs: \$3,033.13

Total WDO credits applied: \$0.00

Total WDOs closed: 0

Dollar value of closed WDOs: \$0.00

Total client activity report transactions modified: 0

Total overdue reporting periods: 0

[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)

▶ Home

▶ Create new application

▶ Retrieve application

▶ Retrieve WDO

▶ SSP user transaction summary

▶ Account profile

▶ Change password

▶ User maintenance

▶ Sponsor details

## Work and Development Orders

Welcome PRIMARY CONTACT  
(G184521 - TEST ORGANISATION) 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](#)  
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Department of Finance, Services & Innovation

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