



Printing the Letter of Introduction

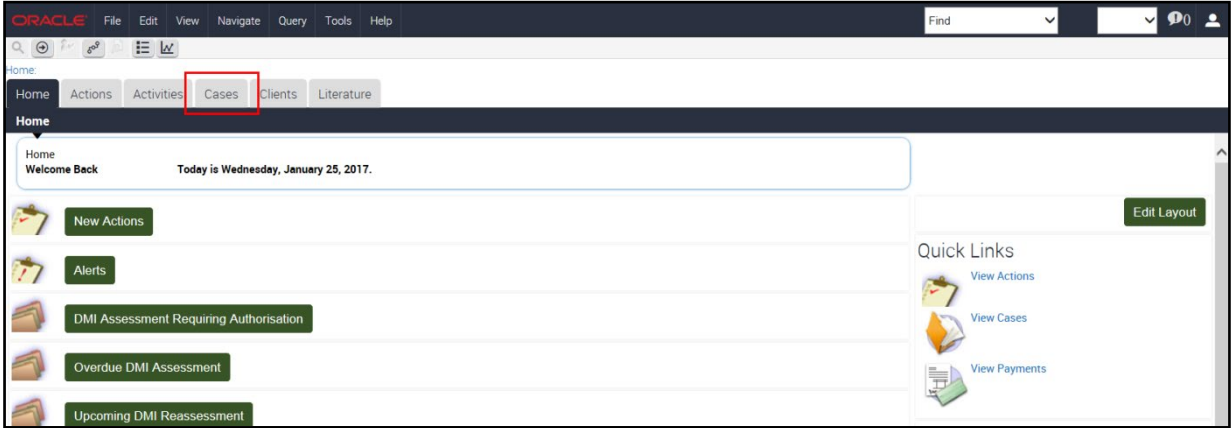


Disability Case Portal (DCP)

This task card will take you through the process of printing a Letter of Introduction (LoI).

The Letter of Introduction enables Early Intervention Panel Services Providers to verify the client's eligibility for the Autism or Better Start Early Intervention Program, and access the client's information in DCP.

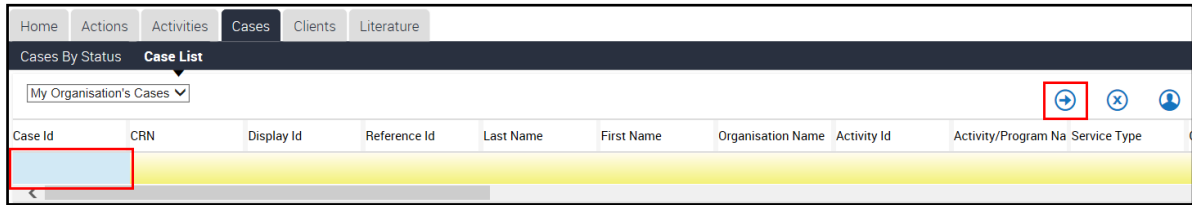
Portal Access:

- Access the internet and log in to DCP at <https://portal.dss.gov.au/fofmsportal>

Steps	Actions
1	<p>Navigate to the Cases screen by clicking on the Cases tab.</p>  <p>The screenshot shows the Oracle DCP Home page. At the top, there is a navigation menu with tabs for Home, Actions, Activities, Cases, Clients, and Literature. The 'Cases' tab is highlighted with a red box. Below the navigation menu, there is a 'Home' section with a 'Welcome Back' message and the date 'Today is Wednesday, January 25, 2017'. There are several action buttons: 'New Actions', 'Alerts', 'DMI Assessment Requiring Authorisation', 'Overdue DMI Assessment', and 'Upcoming DMI Reassessment'. On the right side, there is a 'Quick Links' section with links for 'View Actions', 'View Cases', and 'View Payments'. An 'Edit Layout' button is also visible.</p>
2	<p>Click the  button to query for the Client's Case record.</p>  <p>The screenshot shows the Oracle DCP Case List page. At the top, there is a navigation menu with tabs for Home, Actions, Activities, Cases, Clients, and Literature. The 'Cases' tab is selected. Below the navigation menu, there is a 'Cases By Status' section with a 'Case List' sub-section. There is a dropdown menu for 'My Organisation's Cases' and a search icon (magnifying glass) in the top right corner, which is highlighted with a red box. Below the search icon, there is a table with columns: Case Id, CRN, Display Id, Reference Id, Last Name, First Name, Organisation Name, Activity Id, Activity/Program Na Service Type, and Case Ty.</p>

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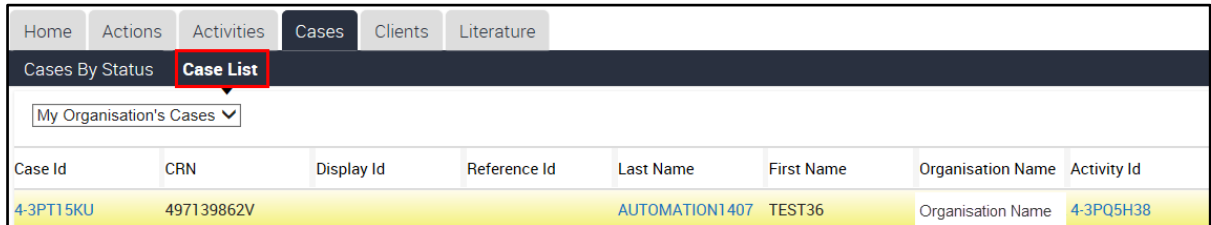
Enter the Client's **Case Id** and then click the  icon to execute your query.



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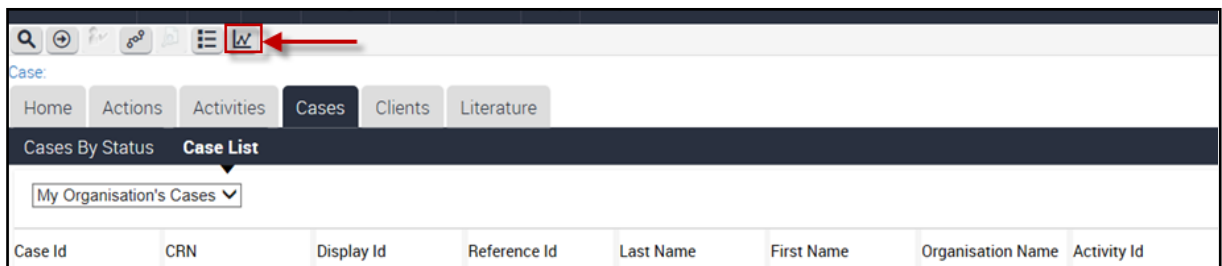
The results will return the case highlighted in yellow.

Please Note: You are only able to generate a Letter of Introduction from the Case List View.



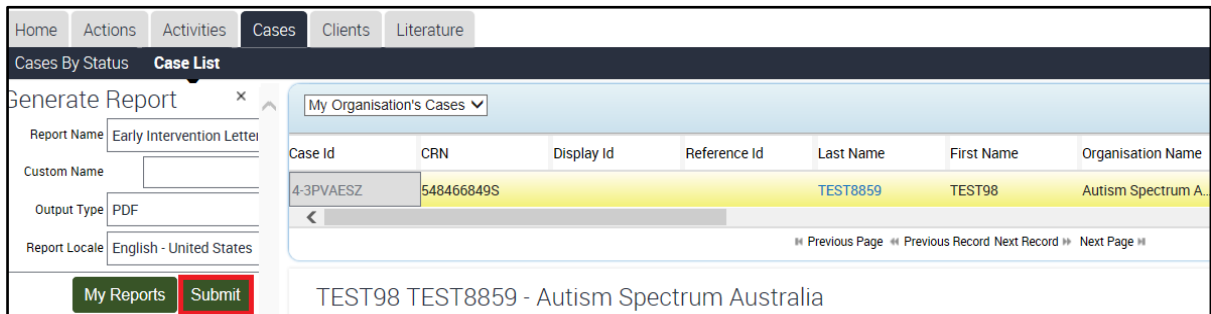
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Click the **Reports** icon.

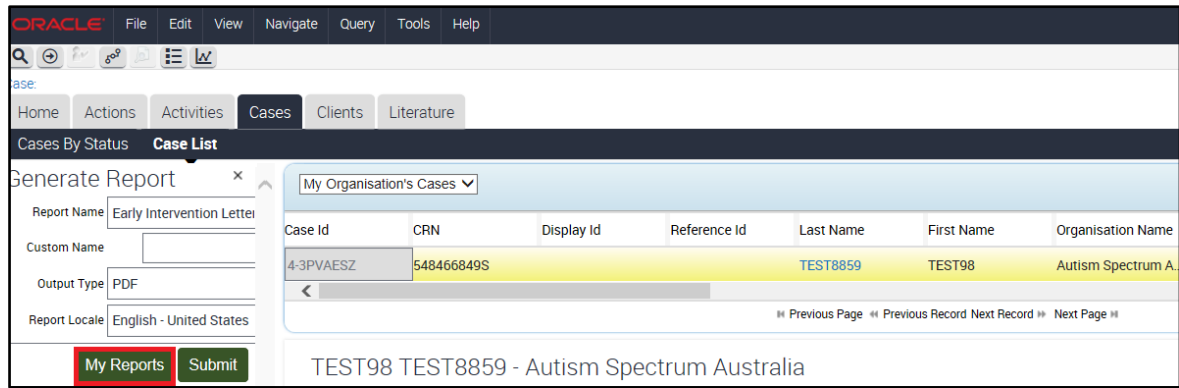


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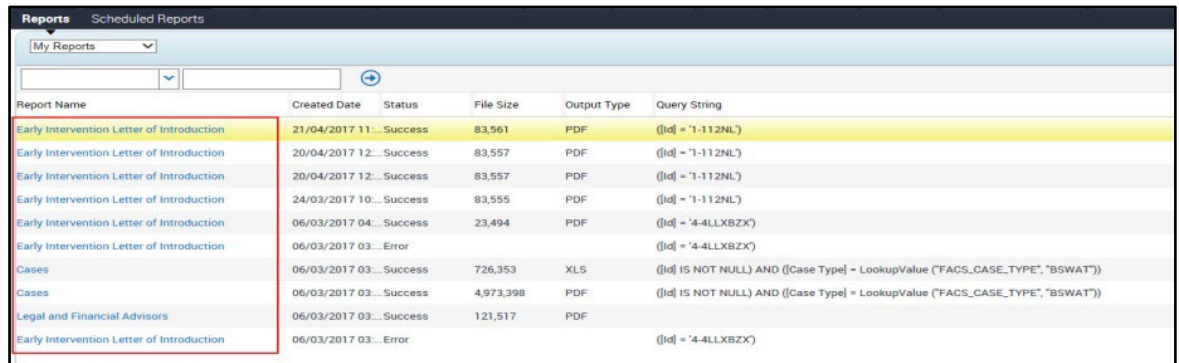
The Generate Report window will display on the left hand side of the screen. Select the **Submit** button.



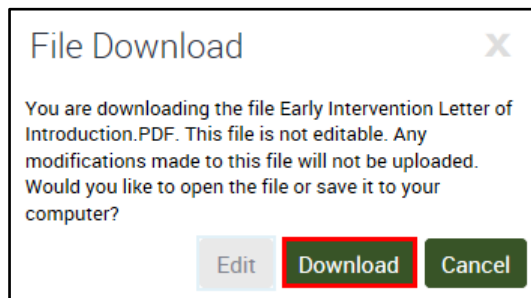
7 Select **My Reports** from the Generate Report window.



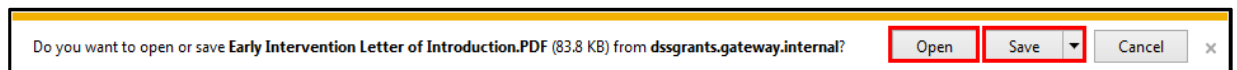
8 Select the relevant report from the list and click on the **Report Name** hyperlink.




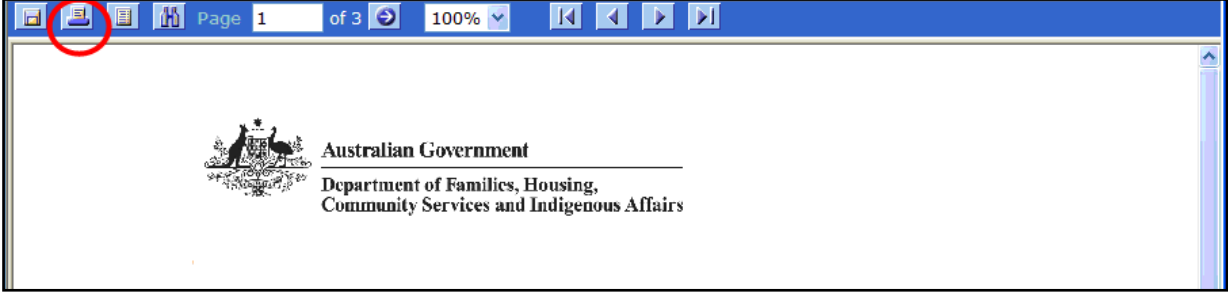
9 In the File Download window select **Download**.



10 Select **Open** from the action bar at the bottom of the screen or select **Save** to save the file to a location on your hard drive and open it from there.



11 The Letter of Introduction will open.
The Letter of Introduction is addressed to the person identified as the client's primary contact on the client record in DCP.
The letter contains the client's Centrelink Customer Reference Number and their date of birth.
Early Intervention Panel Service Providers will use this information to search for the client's record on DCP and to attach their own unique case records.

	 <p>Australian Government Department of Families, Housing, Community Services and Indigenous Affairs</p> <p>Acacia Dr COBAR NSW 2835</p> <p>18 May 2011</p> <p style="text-align: center;">Introduction to Early Intervention Services Autism Spectrum Disorder Early Intervention package</p> <p>This letter confirms your eligibility to access early intervention services under the Autism Spectrum Disorder Early Intervention package.</p> <p>On 18 May 2008, JOHN was assessed by _____ Organisation name _____ as being eligible to access early intervention services delivered by providers on the Early Intervention Service Provider Panel. As services are delivered to your child, FaHCSIA will make payments to providers (in arrears) on your behalf.</p> <p>Your child's details are as follows:</p> <p>JOHN SMITH Acacia Dr COBAR NSW 2835 CRN: 927079266V Date of Birth: 22 April 2006 Eligibility Start Date: 18 May 2008 Eligibility End Date: 22 April 2013 Maximum Funding Available: \$12,000.00</p>	
<p>12</p>	<p>You must print a copy of this letter for the client by selecting the printer icon, and retain a copy for your own records.</p> <p>Please note that you can reprint this letter at any time by following the steps outlined in this task card.</p> 	
<p>13</p>	<p>If applicable, you will now be required to create an Outer Regional and Remote (OR&R) claim. For instructions on how to create a new OR&R claim, follow the task card for Creating a New Outer Regional and Remote (OR&R) Claim Record.</p>	

Need Help?

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