

ACDC FAQs

Frequently Asked Questions

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ACDC Reporting Requirements

For general information about your reporting requirements, please refer to the [ACDC Reporting Requirements for 2017-18 Information Sheet](#).

Service Codes

Why are there codes on Disability Services documentation that I don't recognise?

You may see unfamiliar codes on participants' plans and other Disability Services documentation, for example, codes that commence with '9'. These codes are for internal Disability Services use only. For DSO Service Type Codes Definitions, follow this [link](#).

Data Submission

What do I do with service users' records where we did not provide services to those people?

When viewing a service user's details under the **Services** tab, click on the **Did not receive service** button to remove the service user's service record (see screenshot below).

The screenshot shows a web interface with a navigation bar at the top containing tabs: Summary, General Details, Other Details, and Services (which is selected and circled in red). To the right of the tabs are indicators for Demographics and Services. Below the tabs is a section titled 'Service Provided to Service User' with a blue header. Underneath this header are two buttons: 'Add Service' and 'Next Page >'. Below these buttons is a form with the following fields: 'Date Commenced', 'Last Received', 'Service Exit Date', 'Reason Leaving', and 'Service Funding Type'. The 'Service Funding Type' dropdown menu is currently set to 'Individually Fundec'. At the bottom of the form are two buttons: 'Save Service Record' and 'Did not receive service' (which is circled in red).

I have service type outlets with no service users in them. Is this a problem?

A service type outlet with no service users is possible, but it may indicate a problem with staff access to that service type outlet. The service type outlets in ACDC are setup with the expectation that they will have service users who received a service from them. If there is a service type outlet with no users check that relevant staff can see the service type outlet in ACDC. If your organisation's records indicate that no service users are receiving services at the service type outlet and you would like it removed, please send an email to acdc@communities.wa.gov.au requesting removal.



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I have service type outlets with no service users in them. Do I need to perform the 'Complete Review' for the outlets?

Yes. All service type outlets need to be reviewed so that you can submit your data.

Once I have entered all my organisation's data (and can see green status lights in all the right places in ACDC) will I be able to submit my data?

Submission is a two-step process, which first involves clicking a **Verify** button. This will then guide you through a final validation and verification of your data in ACDC, and let you know of any problems which require attention. You are encouraged to click **Verify** several days before the final data submission data to allow time to address any problems.

When all your data has been validated, your Agency Authorising Officer will be able to click a **Submit Data** button. This completes the data submission for your organisation.

ACDC System Issues

How do I reset my password?

To reset your password, click on the following link:

<http://ebiz.dsc.wa.gov.au/DSCSO/Login>. A screen that looks like the below will appear:

Login

Username or Email - required

Password - required

[Forgotten your password?](#)

[Request Access](#)

Login

Click on the 'Forgotten your password' link located at the bottom of the login page. Enter your email address and a password reset will be emailed to you. This process will reset your password for all Disability Services applications you access.



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Passwords must contain:

- At least 8 characters
- At least one of each of the following:
 - upper case letter
 - lower case letter
 - special character (eg. # or !)
 - number

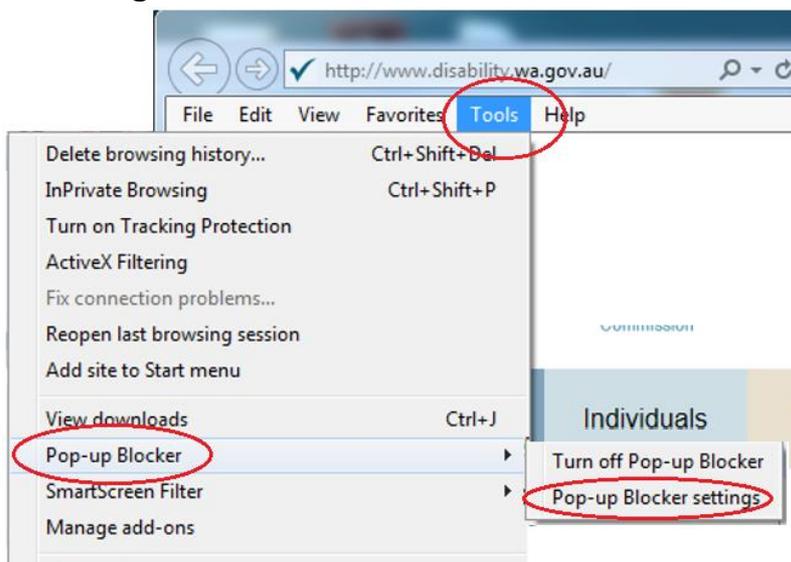
After you have successfully reset your password, close the window and connect to ACDC via the web address: <https://ebiz.dsc.wa.gov.au/acdc>

I have reset my password in ACDC and I still can't login. Why could this be?

If you continue to have login problems after you have reset your password, **Pop-Up Blockers** might be the reason. “Invalid username or password” messages may appear on your screen, or your screen may simply just shut down.

Pop-Up Blockers are a feature of Internet Explorer and other web browsers. They can cause problems with the operation of ACDC, which relies on pop-ups being allowed. The following instructions will set the Pop-Up Blockers to allow ACDC pop-ups to appear.

- Click the **Tools** menu in Internet Explorer → **Pop-up Blocker** → **Pop-up Blocker settings**.

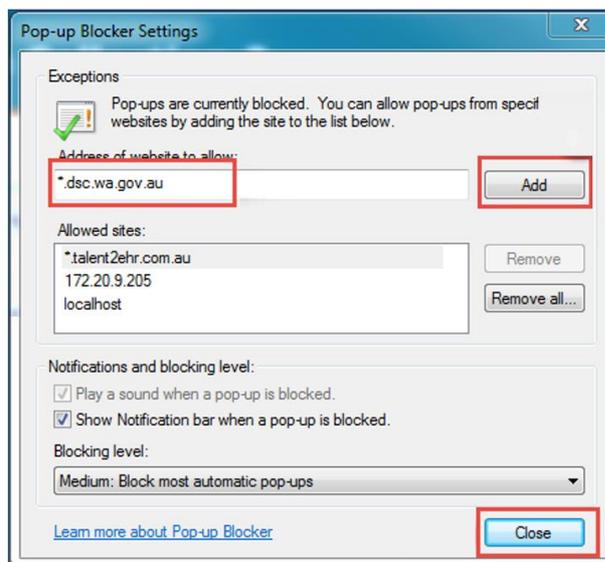




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The **Pop-up Blocker Settings** window will open (see the screenshot below).

- Enter ***.dsc.wa.gov.au** into the **Address of website to allow** dialogue box.
- Click the **Add** button → and **Close** button to close the dialogue box.



- Close Internet Explorer down completely, ensuring you don't leave any windows open, and then restart it.

Both Google Chrome and Firefox have pop-up blocker settings:

For Google Chrome	For Firefox
In the top-right corner, click the Chrome menu ☰.	Click the menu button ☰ and choose Options.
Click Settings.	Select the Content panel.
Click Show advanced settings.	In the content panel:
Under "Privacy," click Content settings.	Block pop-up windows: Uncheck this to disable the pop-up blocker altogether.
Under "Pop-ups," select to allow *.dsc.wa.gov.au	Exceptions: This is a list of sites that you want to allow to display pop-ups.



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Further Help

What do I do if I can't find the answer to a question I have about ACDC and/or reporting?

Check the following resources, which might be able to help:

1. The Reporting Requirements page on the Disability Services website:
<http://www.disability.wa.gov.au/disability-service-providers-/for-disability-service-providers/reporting-requirements/>
2. The **Help/Information** page within ACDC (from the Home page, click the **MENU** button and then select **HELP/INFORMATION**).
3. If the above don't answer your question/s, please contact the ACDC Helpdesk:
acdc@communities.wa.gov.au