# 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 Information Sheet.](#)

# ACDC Quick Guide

For detailed instructions on the process and steps for ACDC data submission, please refer to the [ACDC Quick Guide](#).

# 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 if my organisation has provided services to a service user but they don't appear in ACDC?

You will need to check if the service user is in ACDC and, if they are not in ACDC already, add them. ACDC has several options for searching and adding users. Please refer to the ACDC Quick Guide for detailed instructions.

### What do I do if my organisation has provided services to a service user but there is no service type outlet in ACDC that matches the type of service that was provided to the service user?

Your Agency Authorising Officer should send an email to the ACDC Helpdesk ([acdc@communities.wa.gov.au](mailto:acdc@communities.wa.gov.au)) with details of the service name, address and the type of service required for the service type outlet and the ACDC Team will add it to ACDC.

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### Once I have entered all my organisation's data (and can see green status lights in all the right places in ACDC) is that all that is required, or do I need to do something else to submit my organisation's data?

After you see "all green" you still need to perform the data submission process in order to submit your organisation's data to Disability Services. Data submission is a two-step process, which first requires your Agency Authorising Officer to click 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. Your Agency Authorising Officer is 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.

### 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).



### 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.

**Do I need to report any hours of service in ACDC?**

The service records for users in ACDC only need to include dates. You do not need to report any hours in ACDC, whether in a 'Typical Week' or a 'Reference Week'.

# 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:

Click o[...]r
your e[...]

**Login**

Username or Email  - required

Password  - required

Forgotten your password?
Request Access

Login

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

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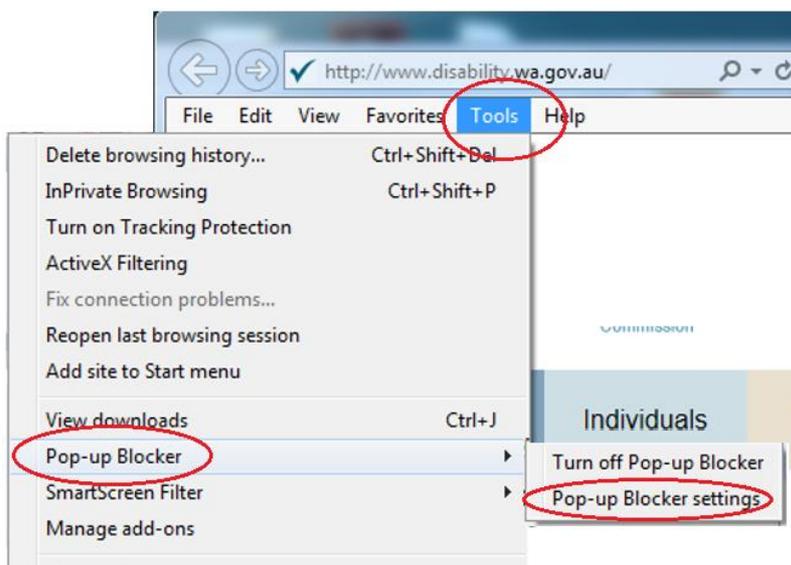


The **Pop-up Blocker Settings** window will open (see the screenshot below).

- Enter *.dsc.wa.gov.au into the **Address of website to allow** dialogue box.
- Click the **Add** button and then the **Close** button to close the dialogue box.
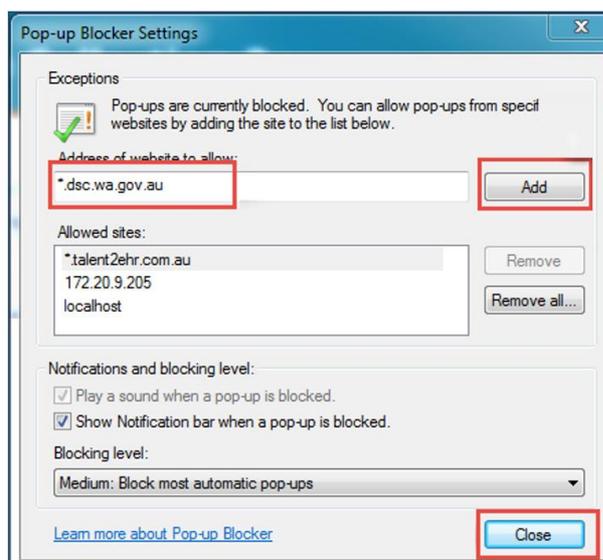
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- Close Internet Explorer down completely, ensuring you don't leave any windows open, and then restart it.

Both Google Chrome and Firefox also 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. |

## 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