







'Work and Development Permit eCourtsPortal Sponsor User Guide

June 2021

Contents

1	Introduction	3
2	What can WDP Sponsors do in the eCourts Portal	3
3	Purpose of this User Guide	3
4	Disclaimer	4
5	Registering as an eCourts Portal User	5
6	Application to be a WDP sponsor	6
7	Submitting an application for a WDP on behalf of a client	15
8	Managing approved or pending WDP applications	22
9	Reporting approved activity hours (or part thereof) under an approved WDP	25
10	Sponsor Organistations	28
11	Contact and support	32

1 Introduction

The Work and Development Permit Scheme (the Scheme) is a new initiative to help people who are experiencing difficulty paying court fines due to hardship. Under a Work and Development Permit (WDP), eligible people can apply to complete approved activities under the supervision of a sponsor, in place of paying the amount owed.

Activities include:

- unpaid work
- medical or mental health treatment
- educational, vocational or personal development course
- treatment for an alcohol or drug use problem
- mentoring (for under 25s).

The Scheme relies on sponsors to support clients in addressing their fines. WDP sponsors can be an individual or organisation, including government agencies, health practitioners, sole-traders and not-for-profit agencies.

The Scheme is delivered in Western Australia in partnership between the Department of Justice, Legal Aid Western Australia and the Aboriginal Legal Service Western Australia.

2 What can WDP Sponsors do in the eCourts Portal

The WDP eCourts Portal allows approved sponsors to:

- register as an eCourts Portal user
- apply to be a WDP sponsor;
- apply for WDPs on behalf of clients;
- vary existing clients WDPs;
- report the number of hours a client has participated in WDP activity; and
- cancel a WDP

The Attorney General has approved WDP Guidelines that all sponsors should read. A copy of the WDP Guidelines is published on the FER Registrar's website at <u>www.justice.wa.gov.au/wdp</u>.

3 Purpose of this User Guide

This eCourts Portal User Guide aims to ensure that WDP sponsors are supported in their use of the Department of Justice eCourts Portal. It is a guide to the WDP process and troubleshooting if issues arise.

4 Disclaimer

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

5 Registering as an eCourts Portal User

Before you can make an application to be a WDP sponsor, you must first register as an eCourts Portal User. Google Chrome is the supported internet browser for the eCourts Portal. Go to <u>https://ecourts.justice.wa.gov.au</u> in the banner across the top of the screen you will find a link to **Register**. Click on this and complete the required details, please ensure that you select that you will be applying to be a Work and Development Permit Sponsor.

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Once you have submitted your eCourts Portal registration application, you will receive an email from <u>ctghelpdesk@justice.wa.gov.au</u> to complete the registration process and set a password. Once you have completed this step, you will be able to login to the eCourts Portal.

6 Application to be a WDP sponsor

Go to https://ecourts.justice.wa.gov.au

In the banner across the top of the screen you will find a link to *Login*.

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Click on this and enter your registered username (email address) and your password.

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Information will be displayed for you to commence an application to be a WDP sponsor. It is recommended that you read the information before commencing your application to be a WDP sponsor.

Once you are ready to commence an application to be a WDP sponsor, click on *Start Application*.

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 But control is a contr	ou would like further assistance with your application, you can tact Legal Aid WA on 1300 650 579 or email WDP Service by	If you or your signification are already an approved sponsor you do not need to complete this online application. You can view the Register of approved sponsors' by cloking here. Contact your Sponsor Coordinator who will be able to setup your account.	
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Work and Development Permit eCourtsPortal Sponsor User Guide

The first part of the application to be a WDP sponsor asks you to complete the following details:

- agency type or Individual;
- name, position and contact details;
- ABN (if applicable);
- website and address details;
- which regions you will be offering to support; and
- do you or your organisation identify working with specific group of people

Complete these details as shown in the screen capture on the next page and select *Next*.

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For assistance in completing this application click here to view the	What type of sponsor are you?*	 Government Agency 					
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your application, you can contact Legal Aid WA on 1300 650 579 or email WDP		Health Practitioner Individual					
Service by clicking here or Aboriginal Legal Service WA on 6371 4600 or	Individual's name						
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For further information relating to the WDP Scheme click here.		Given name/s:	Sample				
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	Position *	Individual					
	Contact details	Empil address: *					
		Email address.	samplesponsor40@gmail.com				
		Mobile:	040000000				
		Home/Work phone:					
		(These contact details may be	used for electronic notifications)				
	ARM						
	Type of business *	 For profit 					
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	Website						
	(enter the URL of your website)						
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select all that apply)	C Kimberley	
	Pilbara	
	Gascoyne	
	Mid West	
	Wheatbelt	
	Peel	
	South West	
	Great Southern	
	Goldfields-Esperance	
	Outside WA	
f the area is outside of WA, select the location		
Do you or your organisation identify as working with *	Aboriginal and Torres Strait Islander persons	
(select all that apply)	Culturally and Linguistically Diverse persons	
	C LGBTQI+ persons	
	None of the above	
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Save for later Capcel		Novt

At any time throughout the WDP sponsor application process, you can click on **Save for** *later*, you will be prompted to name your application and once you click on **Save**, you can come back and complete your WDP sponsor application at another time.

	All	
	Save Application ×	
Which area do you provide support to? * (select all that apply)	Please enter a name for your application (for your use only) Work & Development Permit Sponsor Application	
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	Peel	
	South West	
	Great Southern	
	Goldfields-Esperance	
	Cuiside WA	
If the area is outside of WA, select the location		
Do you or your organisation identify as	Aborginal and Torres Strait Islander persons	
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	None of the above	
* Indicates mandatory fields		
Save for later Cancel	Nex .	kt
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The second part of the application to be a WDP sponsor asks you to complete the details that will be displayed on the Department of Justice website, which lists all approved WDP sponsors. These are the contact that people wanting to connect with you will use.

Complete these details as shown in the screen capture below and select Next.

oonsor Information onlact details for the WDP webpage	Contact details for the WDI The following information will be public	P webpage ished on the WDP webpage for clients to m	ake contact with you.		
	Name * (first name only required)	Sample			
	Suburb *	Perth			
	Postcode *	6000			
	Contact details	Email address: *	samplesponsor40@gmail.com		
		Mobile:	0400000000		
		Home/Work phone:			
		(These contact details may t	e used for electronic notifications)		
	* Indicates mandatory fields				
	Save for later Cancel			Back Next	

The third part of the application to be a WDP sponsor asks you to complete the following details:

- activities supported;
- upload any relevant insurance documents;
- select the expiry date of relevant insurances; and
- confirm if you will be referring any clients to a third party provider

Complete these details as shown in the screen capture on the next page and select *Next*.

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		I confirm I have read, fully understood and agree with the above statement *	Ves, I agree.				
		Which activity types will you support? "	Unpaid work				
		(select all that apply)	Medical/Mental health treat	atment			
			Drug or alcohol treatment				
			Mentoring programs (under	er 25s)			
		Provide the expiry date for the insura	nce required for the selected	Activity Types.			
		Public liability insurance expiry date *	31/12/2020	Ħ			
		Voluntary workers insurance expiry date *	31/12/2020				
		As part of the application process, the D for guidance about the insurance docum	epartment of Justice must confi entation you need to provide.	rm that you have the relevant insurance	policies which are current. See the WDP Fact Sheet		

r each of the insurance types above, i	pload copies of the certificate of co	irrency.		
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Attachment(s) File Name				
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III you be referring any clients to (Third Party Sponsor? *)) Yes 🔘 No			
ates mandatory fields ave for later Delete Application			Back	Next

If you have indicated that you will be referring clients to a third party provider, you will be prompted to give the following details:

- name of the third party provider; and
- which activity types the third party provider will support

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> Work & Development Permit Sponsor Ap	pplication		
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C Activities and Insurance	Name *	Third Party Provider	
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 For further information, refer to the Work and Development 		Drug or alcohol treatment	
Permit Guidelines by clicking		Educational/vocational or personal development course	
nore.		 Mentoring programs (under 25s) 	
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			Add

Agree to the conditions as shown in the below screen capture and select Next.



The fourth part of the application to be a WDP sponsor asks you to complete the following details:

- confirm relevant qualifications;
- confirm health and safety policies and procedures; and
- confirm a complaints management and resolution process.

Complete these details as shown in the screen capture below and select Next.

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or Application Fact Provide supporting evidence of the relevant submitted in and of applications, raining in the index of applications, raining index of application	I agree that I have the relevant qualifications, training and/or experience requirements as outlined on the Sponsor Application Fact Sheet.*	t 🖾 Yes, Lagree.	
I agree that i have health and safety policies and procedures in accordance with the WOP Guidelines." If Yes, I agree. Upload supporting evidence of procedures Image: Comparison of the formats; comparison of the formats; component of t	Application Fact clicking here.	of Upload files:	Upload file: * (supported file formats: jpeg,,png, .doc,,docx and,PDF) Attachment(s) File Name Educational Qualification docx Preview Remove
I agree that I have health and safety policies and procedures in accordance with the WDP Guidelines **		1	
I agree that I have health and safety policies and procedures in accordance with the WDP Guidelines * Image: Content of the WDP Guidelines * Upload supporting evidence of health and safety policies and procedures Image: Content of the Image: Content of Con		or Provide details:	
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The final part of the application to be a WDP sponsor is the sponsor application certification. In this screen you can preview your WDP sponsor application or if you entered everything required, click on *Lodge* and your application will be submitted for consideration by the Registrar of the Fines Enforcement Registry. See screen capture below.



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Once your WDP sponsor application has been assessed by the Registrar of the Fines Enforcement Registry, you will be notified of the outcome by email.

Once you have been approved as a WDP sponsor, you will be able to submit application for a WDP on behalf of a client and you will be able to manage any approved WDPs.

7 Submitting an application for a WDP on behalf of a client

When you, as a sponsor, have agreed to sponsor a person under a WDP, you will be required to submit on the behalf of a person their WDP application to the Fines Enforcement Registry.

It is the responsibility of the person that you have agreed to sponsor to provide you with the details of their cases that are registered with the Fines Enforcement Registry and the details and supporting documents to demonstrate that they meet the hardship criteria.

Go to https://ecourts.justice.wa.gov.au

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In the banner across the top of the screen you will find a link to *Login*.

Click on this and enter your registered username (email address) and your password.

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In the section of *Manage Work & Development Permits*, click on *Work and Development Permits*.

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Click on Apply for a Work and Development Permit.



The following search screen will appear. To search for your client, you need to enter their last name and at least 2 other fields in the search screen then click on **search**.

eCourts Portal of Western Australia				
★ > Fines Enforcement Registry > Apply For Work Permit				
Apply for Work and Development Permit	Apply For Work Permit - Sample WDP Organisation You must complete at least two (2) of the options as well as the client's surname			
Manage Work and Development				
	Case Number	nnn/yyyy or nnn/yy or yy/nnn		
	Charge Number	nnnnn/yyyy		
	Customer Reference Number			
	Date of Birth	dd/mm/yyyy		
	Surname*]	
		Search		
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The first part of the application for a WDP asks you to complete the following details:

- select the hardship type;
- enter the details of the hardship that the person is experiencing;
- upload any documents that the person has given to you that will support and demonstrate that they meet the criteria of hardship;
- select the activity type that you are proposing to sponsor the person with (if the
 activity is to be provided by a third party, please select the relevant activity with
 the option "Third Party Provider" as shown on the screen capture on the next
 page;

- enter the details of the activities that the person will undertake, it is recommended that you complete as much detail as possible that will describe what activities the person will be undertaking;
- if the person has consented, verbally to you, to receive electronic notifications from the Fines Enforcement Registry, select this option and enter the persons email address;
- confirm if you have a perceived conflict of interest in sponsoring the person; and
- confirm if the person is an existing client of yours

Complete these details as shown in the screen capture on the next page and select *Next*.

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The second part of the application for a WDP asks you to select from the list of eligible court fines that the person has registered with the Fines Enforcement Registry. You will note in the screen below, that all eligible court fines have been selected and in doing so it tells you the **Total Hours Required for Selected Cases**. If you are unable to offer the person the number of hours required to complete the activities, you will have to deselect some of the court fines.

If, for example, a person's cases required 34 hours of activity and you can only offer 30 hours. It will let you proceed, however a message will be displayed that the person will still have an outstanding balance at the end of the hours approved under the WDP.

The person can choose to enter into a time to pay arrangement at the end of the WDP or alternatively, may choose to engage with another sponsor to undertake further activities on another WDP.

Complete these details as shown in the screen capture on the next page and select *Next*.



The final part of the application for a WDP is the confirmations. In this screen you can click on *Confirm & Lodge* and your application for a WDP will be submitted for consideration by the Registrar of the Fines Enforcement Registry. See screen captures below.



You and the person who you have applied on behalf of will receive an email or letter in the post advising of the outcome.

8 Managing approved or pending WDP applications

When you, as a sponsor, have agreed to sponsor a person under a WDP, you will be required to manage the WDP's.

Go to https://ecourts.justice.wa.gov.au

In the banner across the top of the screen you will find a link to *Login*.

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Click on Manage Work and Development Permits.

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Permits	To gain access to the page please contact the Courts Technology Group helpdesk on (08) 9425 2645, or ctphelpdesk@justice.wa.gov.au.	
	An application form must be completed by the applicant specifying their details and what security level they require. The relevant security roles are:	
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As shown in the screen below, a sponsor will see **Pending Permits** and **Approved Permits**. **Pending Permits** are WDP applications that you have submitted on behalf of a person that are pending the approval of the Registrar Fines Enforcement Registry. It should be noted that a person cannot start a WDP until the WDP application has been approved. **Approved Permits** are WDP applications that have been approved by the Registrar Fines Enforcement Registry.

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With both Pending Permits and Approved Permits, a sponsor can amend or cancel WDP applications at any time. If you select to amend a *Pending Permit* or an *Approved Permit*, you will be returned to the WDP application and can amend any details in the WDP application that was submitted.

Secondly, a sponsor may cancel a *Pending Permit* or an *Approved Permit*. Select *Cancel Permit* and as shown in the screen below, you will be asked to select the reason why the WDP is being cancelled and provide any additional details. Click on *Save*, and the WDP application will be cancelled.

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ply for Work and Development mit	Cancel Work Permit - SAMPLE SPONSOR	
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9 Reporting approved activity hours (or part thereof) under an approved WDP

When you, as a sponsor, have agreed to sponsor a person under a WDP, you will be required to manage the reporting of the hours that a person undertakes in agreed activities under the WDP.

Go to https://ecourts.justice.wa.gov.au

In the banner across the top of the screen	n you will find a link to <i>Login</i> .
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	Work and Development Permit	•	Search for Person/Matter Listings	×	View Fines/Infringements
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					Pay Invoice
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	Prosecuting Agencies				
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	Lodge Prosecution Notices	•			
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Click on *Manage Work and Development Permits*.

eCourts Portal of v	Western Australia	samplesponsor40@gmail.com + Site Map Accessibility FAQs Log Out
Apply for Work and Development Permit Manage Work and Development Permits	Fines Enforcement Registry Home - Sample SPONSOR The Fines Enforcement Registry page of the eCourts Portal is used by Prosecuting Agency staff to register outstanding infringements for enforcement or approved sponsors to apply for and manage Work and Development Permits. To gain access to the page please contact the Courts Technology Group heipdesk on (00) 9425 2645, or cighterpoleskiganiatics was ow au. An application form must be completed by the applicant specifying their details and what security level they require. The relevant security roles are: Prosecuting Engury Officer, and Prosecuting Officer. The first role allows the person to search for previously logged	sanpiesponourogginan.com v sie wag Autessamy rikus og our
	Infingement latcheb, but not lodge new ones. Whereas the second role can both search for batches and lodge them. • Work Remit Sponsor: This role allows the sponsor to apply for and manage Work and Development Permits on behalf of a client.	
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As shown in the screen below, a sponsor will see **Pending Permits** and **Approved Permits**. **Pending Permits** are WDP applications that you have submitted on behalf of a person that are pending the approval of the Registrar Fines Enforcement Registry. It should be noted that a person cannot start a WDP until the WDP application has been approved. **Approved Permits** are WDP applications that have been approved by the Registrar Fines Enforcement Registry. You, as a sponsor, will be required to report on the agreed activities that a person undertakes. To do this click on *Manage Activities*, as shown in the screen below.

eCourts Portal of w	/estern Australia			travis.coburn-lang@justice.wa.gov.au + Site Map Accessibility FAQs
ines Enforcement Registry > Mar	nage Work Permits Manage Work Permits - SA	MPLE SPONSOR		
it age Work and Development	Pending Permits			
ts	Client	Activity	Permit Hours	
	Joe BLOGGS	Medical or mental health treatment provided under a treatment plan	23	
		Amend Permit	Cancel Permit	
	Approved Permits			
	Client	Activity Perm Hour	it Completed 's Hours	
	Jane DOE	Medical or mental health treatment provided under a treatment plan	5 0	
		Amend Permit Cancel Permit Mar	nage Activities	

To record the approved hours of activities of a person, simply select the date the activity was undertaken and enter the number of hours (or part thereof).

For example, if you as a sponsor, undertook a counselling session (as an approved activity) under an approved WDP for 1.5 hours. You would select the date the counselling took place and enter 2 hours.

 Thes chlordenient Registry > ma 	nage Activites				
Apply for Work and Development Permit	Manage Activities - Sample SI	PONSOR		1	
Manage Work and Development Permits	Full name: Jane DOE	Customer Refere	nce Number: 6084932452		
	Unpaid work				
	Permit Hours: 10	Completed Hours: 3	Remaining Permit Hours: 7		
	Required Hours to complete case	s on Permit: 12			
	New Activity Details				
	Activity Date*	Activity Hours*			
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	Previously Recorded Activities				
	Activity Date	Recorded Hours Cases			
	02/11/2020	2 263385/2020	Delete		
	02/11/2020	1 263385/2020	Delete		
			Back		

10 Sponsor Organistations

The Department of Justice has enabled for sponsor organisations to approve additional Portal users within their own organisation.

A sponsor organisation **does not** have to have every person within their organisation sign up as a sponsor. To facilitate this, the Department of Justice has enabled the one person that does sign up on behalf of a sponsor organisation to be a sponsor manager.

This means that once the organisation has been approved as a sponsor that the sponsor manager can then add additional Portal users for the organisation.

Go to https://ecourts.justice.wa.gov.au

In the banner across the top of the screen you will find a link to *Login*.

eCourts Portal of Western Australia			Register Log in Manage Subscriptions Site Map Accessibility FAQs
 Welcome to the eCourts Partal of Western Australia 			* * *
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		LI MARKER OF PEOPLE, ADCONDING TO	Log In. Un you assert make to be a style, deriver a second flagser a second to be a second flagser a second second to be a sec
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Click on this and enter your registered username (email address) and your password.

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Log in. Use you account details to log in. If you don't have an account, Register a new account.	
User Kame	
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Login	
Forget your Passended of Account Looke27	
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When the sponsor organisation manager has logged in you will see your email address displayed in the banner across the top. Click on the down arrow and click on **Register User**.

Texts - SAMPLE SPERIOR					Regime User	
Assisted Lodgment	*	Ladgment	×.	Courts Information	Marrage Users	Incomina Documents
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Enter the details of the additional Portal users to be registered to your organisation and click on *Register*. The person that you have registered as an additional Portal user for your organisation will receive an email from <u>ctghelpdesk@justice.wa.gov.au</u> to complete the registration process and set a password. Once they have completed this step, they will be able to login to the eCourts Portal to submit applications for a WDP and manage pending and approved WDPs.

eCourts Portal of Western Australia		travis.cobum-lang@justica.wa.gov.au.+ Manage Subscriptions Site Map Accessibility FAGs Log Ou
Register User		A A A
Create a New Account		
Please complete the below fields to register a new user for SAMPLE SPONSOR		
Given Names	Sample	
Family Name	Sponsor73	
Email address	samplesponsor73@gmail.com	
Confirm Email address	samplesponsor73@gmail.com	
	Register	
		eCourts Portal of Western Australia v1.9.113.0 - Supported on Chrome

When the sponsor organisation manager has logged in you will see your email address displayed in the banner across the top. Click on the down arrow and click on **Manage Users**.

eCourts Portal of Western Australi				travis	.cobum-lang@justice.wa.gov.au +	Manage Subscriptions Site Map Accessibility FAQs	Log O
Travis - SAMPLE SPONSOR					Change My Password	A	A- 1
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		Lodge/Manage Case	*				=
		Lodge Prosecution Notices	~			 Pay Fines/Intringements 	
		·				Pay Invoice	

A list of users who have been registered as a Portal user for your organisation will be displayed. The only functionality in this section is to remove a user who is no longer a sponsor under the WDP Scheme.

Select a user listed and click on *Remove*. This will remove that persons access to the Department of Justice eCourts Portal.

eCourts Portal of Western Australia		travis coburn-lang@justice wa.gov.au - Manage Subscriptions Site Map Accessibility FAQs	Lo	g Out
♠ > Manage Users		Â.	A	• A*
Manage Users For a user to view Criminal Charges, Matters and Listings, they must be a Certificated Practitioner in the State Select to remove user accounts for SAMPLE SPONSOR	t of Western Australia. Employees of a law firm who are not Certificated Practitioners must not be gran	ted access. The name of the lawyer must match the name of the user. Click on the Link to Lawyer button.		
Name	Email	Lawyer		
Ranoo				

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11 Contact and support

If you require assistance in relation to a WDP or have questions in regards to the WDP Scheme, please contact:

Fines Enforcement Registry Phone: 1300 650235 or 9235 0235 (mobile or international callers) Email: <u>ferwdp@justice.wa.gov.au</u>

If you require assistance in relation to becoming an approved sponsor please contact:

Legal Aid Commission of Western Australia Phone: (08) 9261 6353 Email: wdpservice@legalaid.wa.gov.au

Aboriginal Legal Service of Western Australia Limited Phone: (08) 6371 4600 Email: WDPService@als.org.au