

# Submitting a WDO application

## Step-by-step guide



### Step 1:

Identify if your client has fines issued in NSW

- Court Fines
- Penalty Notices
- Victims Restitution Order



### Step 2:

Identify if your client is eligible for the WDO scheme (you may use the [Client eligibility checklist](#)). You only need to prove at least one eligibility ground and retain proof of:

- Acute Economic Hardship (easiest to prove if they are on a Centrelink Benefit)
- Homeless or living in temporary accommodation
- Serious Drug/Alcohol/Volatile Substance Addiction
- Mental Illness (including gambling addiction)
- Intellectual Disability or Cognitive Impairment
- Under 18 years old



### Step 3:

Decide on an activity or treatment plan with your client. It must be an activity that your organisation is approved to support either directly or by referral elsewhere.

Activity	Amount cleared
Unpaid work (volunteering)	\$30 per hour worked to a maximum of \$1000 per month. Breaks are not to be counted
Educational, vocational or life skills course	\$50 per hour to a maximum of \$1000 per month
Counselling (including financial counselling or attending case management meetings)	\$50 per hour to a maximum of \$1000 per month
Medical or mental health treatment (supported by a health practitioner's treatment plan)	\$1000 per month for <b>full participation</b>
Drug or alcohol treatment	\$1000 per month for <b>full participation</b>
Mentoring program (for under 25 year olds)	\$1000 per month for <b>full participation</b>



### Step 4:

Go to the Revenue NSW website and log onto the [WDO Self Service Portal](#). Go to "Create new application".

- No backdating. WDO hours commence when application is submitted.
- If your client already has a Time to Pay arrangement, you can discuss with the client if this continues.
- Discuss with the client whether new fines issued will be automatically added to the WDO.



### Step 5:

Provide and/or supervise activities undertaken by the client.

Remember to keep a record of your client's participation in activities on your file.



### Step 6:

Every month complete a client activity report (CAR) on the WDO Self Service Portal. To report on activities, go to "Retrieve WDO" and select "CAR".

- The client activity report opens on the 15<sup>th</sup> day of every month.
- WDO sponsors need to complete a CAR every month even if a client has not attended their WDO activity.
- Complete overdue reports first.



### Step 7:

When the WDO is completed select "Add closing report".

You can print a certificate of achievement for your client.



**TIP:** The WDO Self Service Portal and the [Portal User Guide](#) are available on the Revenue NSW website:

[www.revenue.nsw.gov.au/fines-and-fees/advocates/wdo-portal](http://www.revenue.nsw.gov.au/fines-and-fees/advocates/wdo-portal)

**If you have any questions please call the WDO hotline 1300 478 879 or email [WDO@legalaid.nsw.gov.au](mailto:WDO@legalaid.nsw.gov.au)**