# Factsheet 3.2 WDO Step-by-Step Guide



## Stage 1: Apply for the WDO



### Step 1

Identify if your client has fines issued in NSW

- Court Fines
- Fines or overdue fines
- Order for Restitution debts



### Step 2

Provide privacy information and record client consent (See Factsheet 3.1 – Privacy and Consent)

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## Step 3

#### Assess if the applicant is eligible for the WDO scheme and in hardship

Keep a record of proof of eligibility assessment (See Factsheet 3.2 - WDO Eligibility)



## Step 4

#### 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. (See *Factsheet 3.3 – WDO Activities*)



### Step 5

#### Enter the WDO into the Self-Service Portal

- Use the client intake form to prepare all necessary information. (See Factsheet 3.6)
- Go to the Revenue NSW website and log on to the Self-Service Portal.
- Go to 'Create new application'
- Enter the details about the WDO applicant, grounds of eligibility and proposed WDO activities

## Tip

- No backdating. WDO hours can only be included from the date an application is submitted.
- The WDO applicant may keep in place or add a new payment plan along with the WDO.
- Discuss with the WDO applicant whether you will allow new fines which become overdue while the WDO is open, to be automatically added to the WDO. This is the sponsor's decision to be made in consultation with the WDO applicant.

## Stage 2: Supervise and report monthly WDO Compliance



#### Step 6

#### Provide and/or supervise activities undertaken by the client.

Keep a record of your client's participation in activities on your file. (See Factsheet 3.7 – Activity Timesheet)



#### Step 7

Enter a monthly compliance report on the Self-Service Portal.

- On the Revenue NSW SSP, go to "Retrieve WDO" and select "CAR" (Client Activity Report).
- The client activity report opens on the 15th day of every month.
- You need to complete a CAR every month
- If the WDO participant did not complete any activity in the month enter a 'NIL Activity Report'
- Complete overdue reports first.

## Stage 3: Finalise the WDO



#### Step 8

#### When the WDO is completed close the WDO.

- A WDO should be finalised:
  - when all fines included on the WDO have been cleared. In this case the WDO will close automatically once the final report is submitted.
  - when unpaid fines are remaining but the WDO participant has stopped engaging or the activity has ended. In this case finalise the WDO by entering a 'Close Activity Report'
- You may refer the WDO applicant back to Revenue NSW for assistance to manage their remaining fines balance, find a new sponsor or apply for a write off.
- Print out a certificate of achievement for the WDO participant.

#### Tip

The WDO Self-Service Portal and the <u>Portal User Guide</u> are available on the Revenue NSW website: <u>www.revenue.nsw.gov.au/fines-and-fees/advocates/wdo-portal</u>

If you have any questions, please call the WDO hotline 1300 478 879 or email WDO@legalaid.nsw.gov.au



Work and Development Order Service

