



# Member Portal Guide

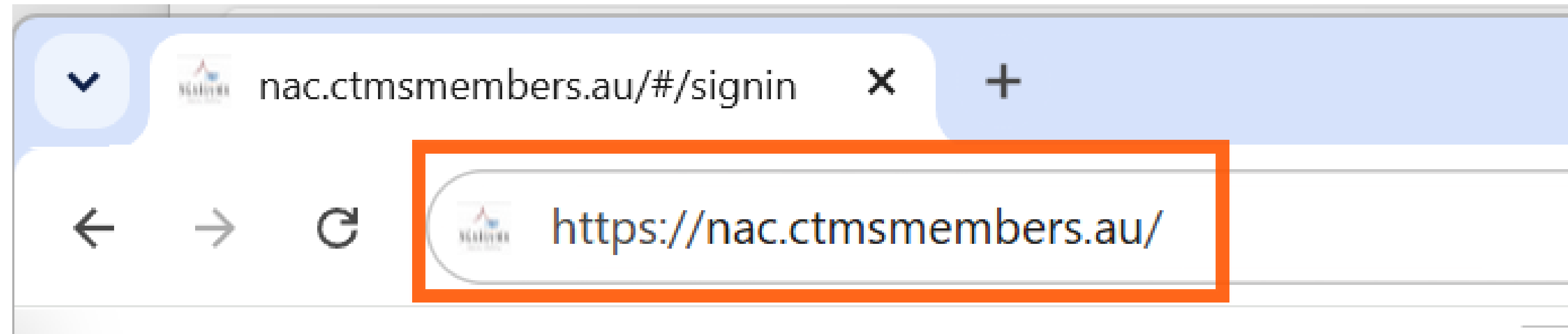
Company:  
**Ngarluma Aboriginal Corporation (NAC)**



## STEP 1

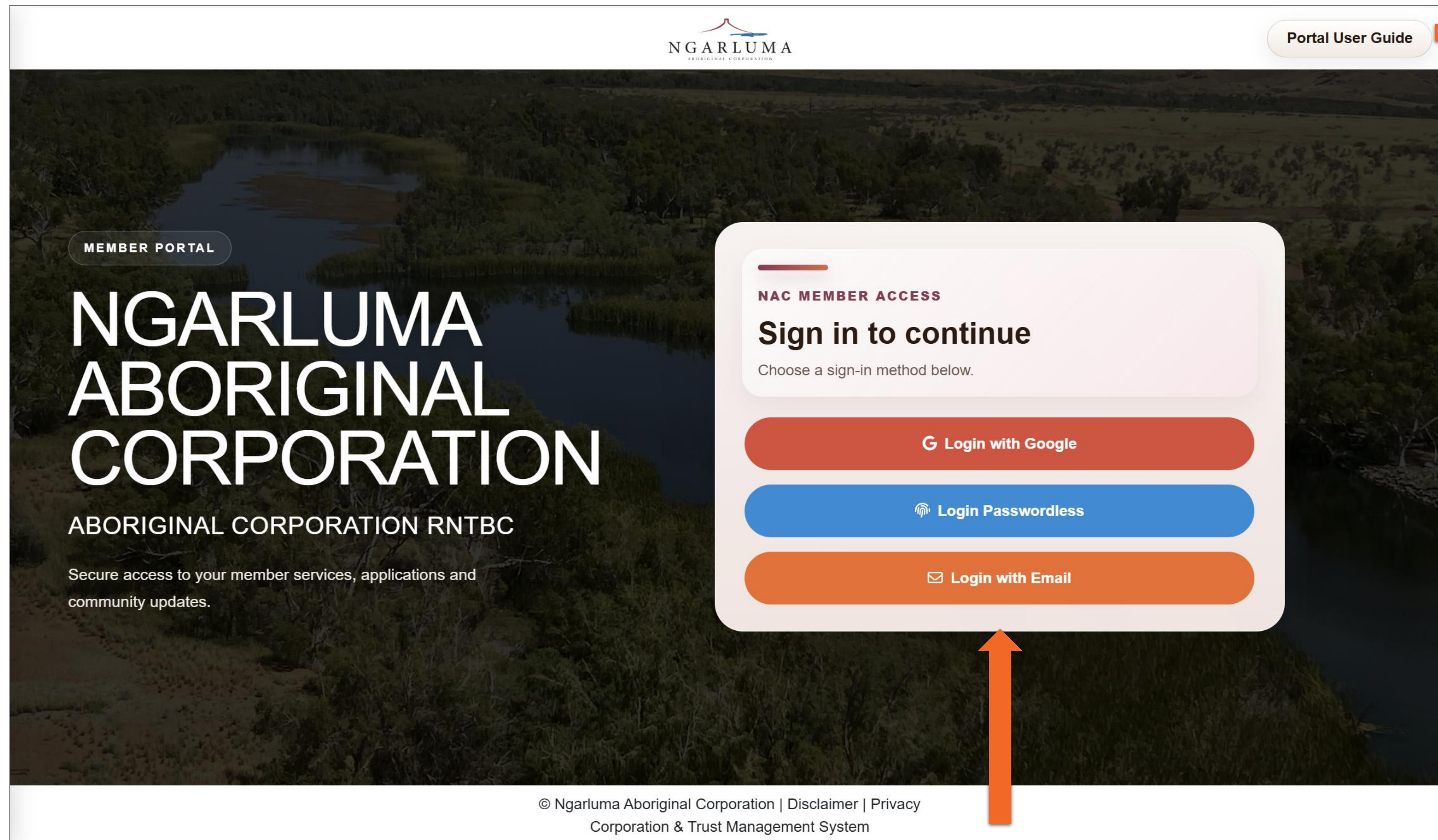
# LOGGING INTO THE MEMBER PORTAL

# Login directly using URL



Open your preferred browser and navigate to:  
<https://nac.ctmsmembers.au/>

# Choose Login Method



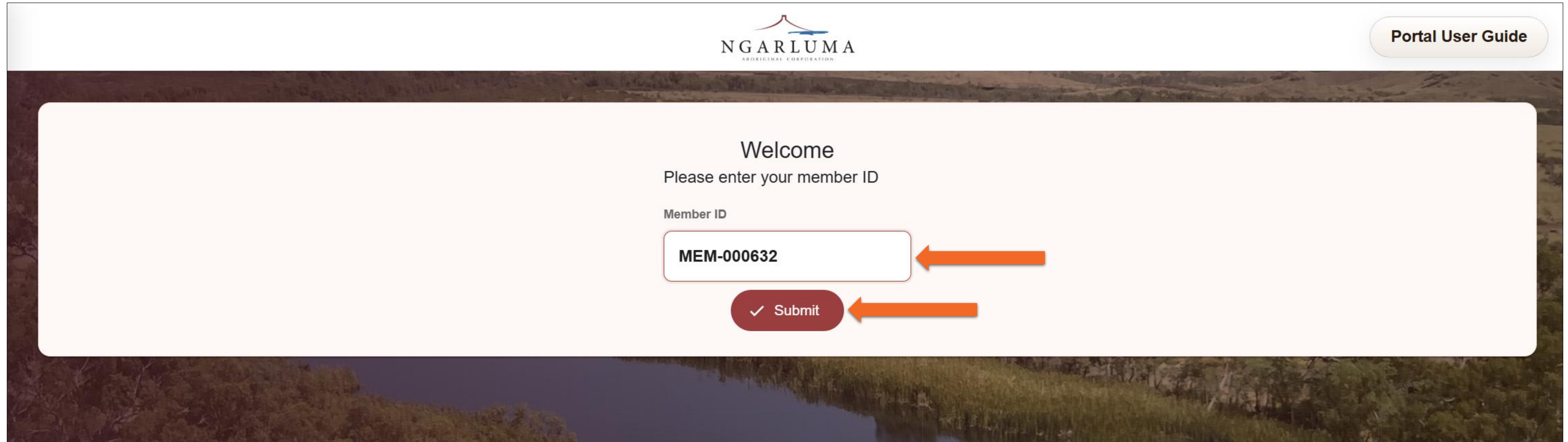
The screenshot shows the Ngarluma Member Portal login interface. At the top left, the Ngarluma logo is displayed. In the top right corner, there is a link for "Portal User Guide". The main content area features a dark background with a landscape image. On the left, the text "MEMBER PORTAL" is in a small box, followed by "NGARLUMA ABORIGINAL CORPORATION" in large white letters, and "ABORIGINAL CORPORATION RNTBC" below it. A sub-header reads "Secure access to your member services, applications and community updates." In the center, a white box titled "NAC MEMBER ACCESS" contains the instruction "Sign in to continue" and "Choose a sign-in method below." Three login options are presented as buttons: "Login with Google" (red), "Login Passwordless" (blue), and "Login with Email" (orange). At the bottom, a footer contains the text "© Ngarluma Aboriginal Corporation | Disclaimer | Privacy Corporation & Trust Management System".

Portal User Guide

**Guide** with quick steps to use the **Member Portal**.

Once you access the Member Portal, choose any **1 of the 3 preferred login methods** and proceed with the next steps.

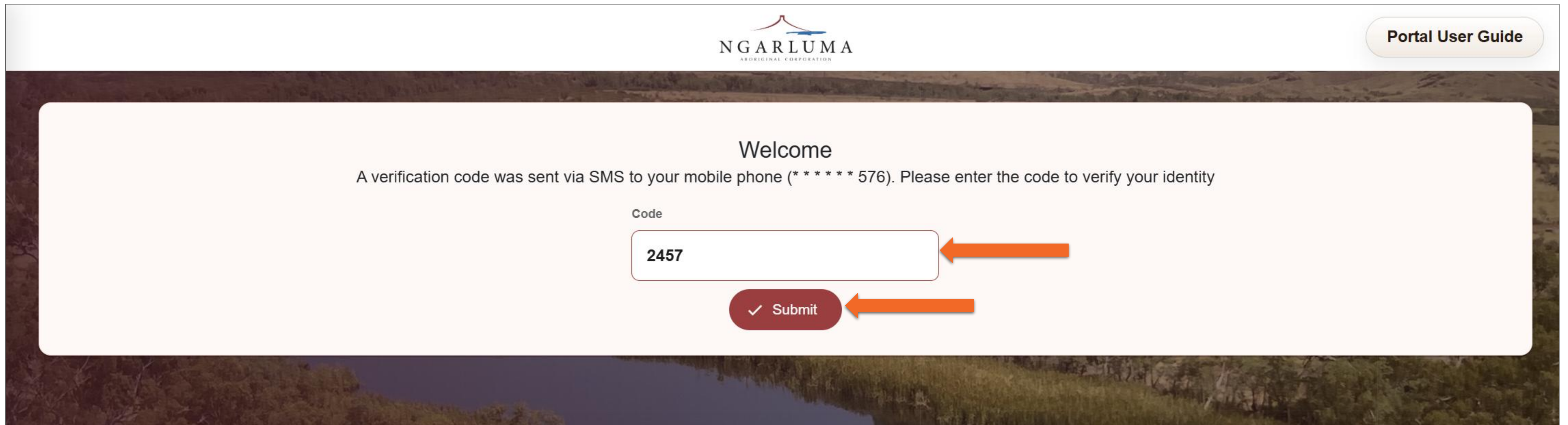
# Enter Member ID



The screenshot shows the Ngarluma portal login interface. At the top center is the Ngarluma logo. In the top right corner, there is a button labeled "Portal User Guide". The main content area has a white background with a dark landscape image in the background. It features a "Welcome" heading, followed by the instruction "Please enter your member ID". Below this is a "Member ID" label and a text input field containing "MEM-000632". An orange arrow points to the input field. Below the input field is a "Submit" button with a checkmark icon. Another orange arrow points to the "Submit" button.

After successfully logging in using preferred login method, enter your **Member ID** and click **Submit**.  
(Contact **NAC Member Services Team** if you don't have it).

# Enter Code



The screenshot shows the NGARLUMA portal login interface. At the top, the NGARLUMA logo and a 'Portal User Guide' button are visible. The main content area features a 'Welcome' message and a verification instruction: 'A verification code was sent via SMS to your mobile phone (\*\*\*\*\* 576). Please enter the code to verify your identity'. Below this, there is a text input field labeled 'Code' containing the number '2457'. An orange arrow points to the input field. Below the input field is a red 'Submit' button with a checkmark icon. Another orange arrow points to the 'Submit' button.

Enter a 4-digit **One-Time-Code** that you receive on your registered phone number and click **Submit** to verify & login.

(Contact **NAC Member Services Team** if you do not get the code).

## STEP 2

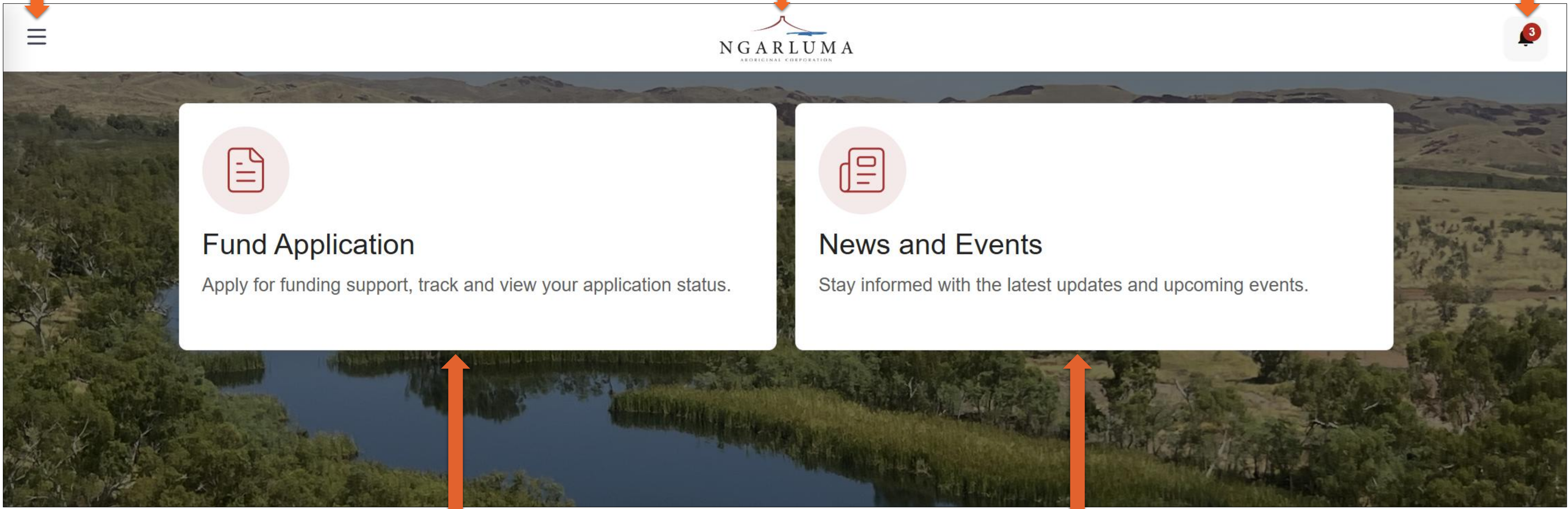
# VIEWING MEMBER PORTAL INFORMATION

# Home Page Overview

Menu

Refresh  
(Click on Logo to return to Homepage)

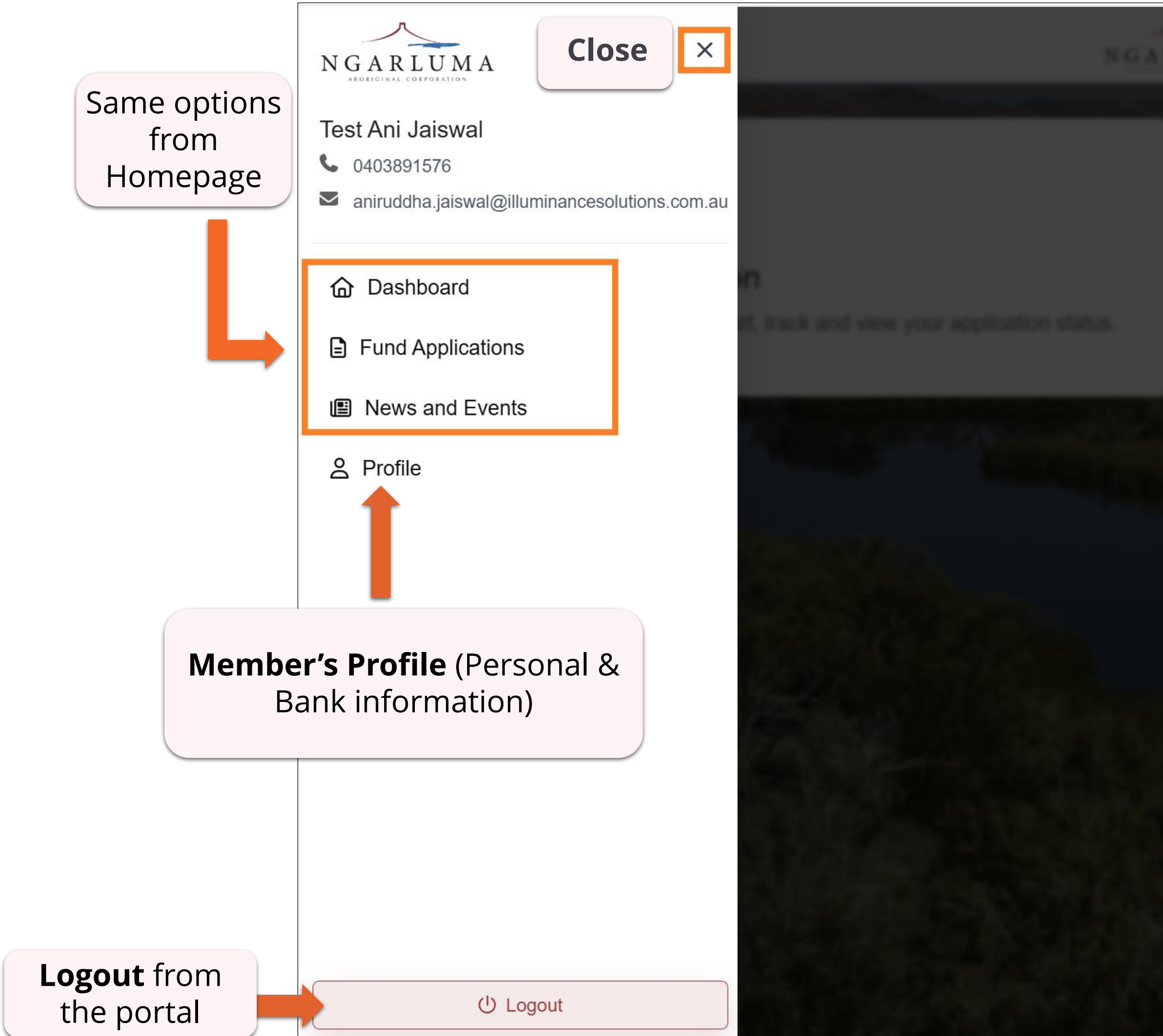
Notifications



Available Program information and funds available to be claimed

Latest News & Events

# Menu and Notifications



Same options from Homepage

Close

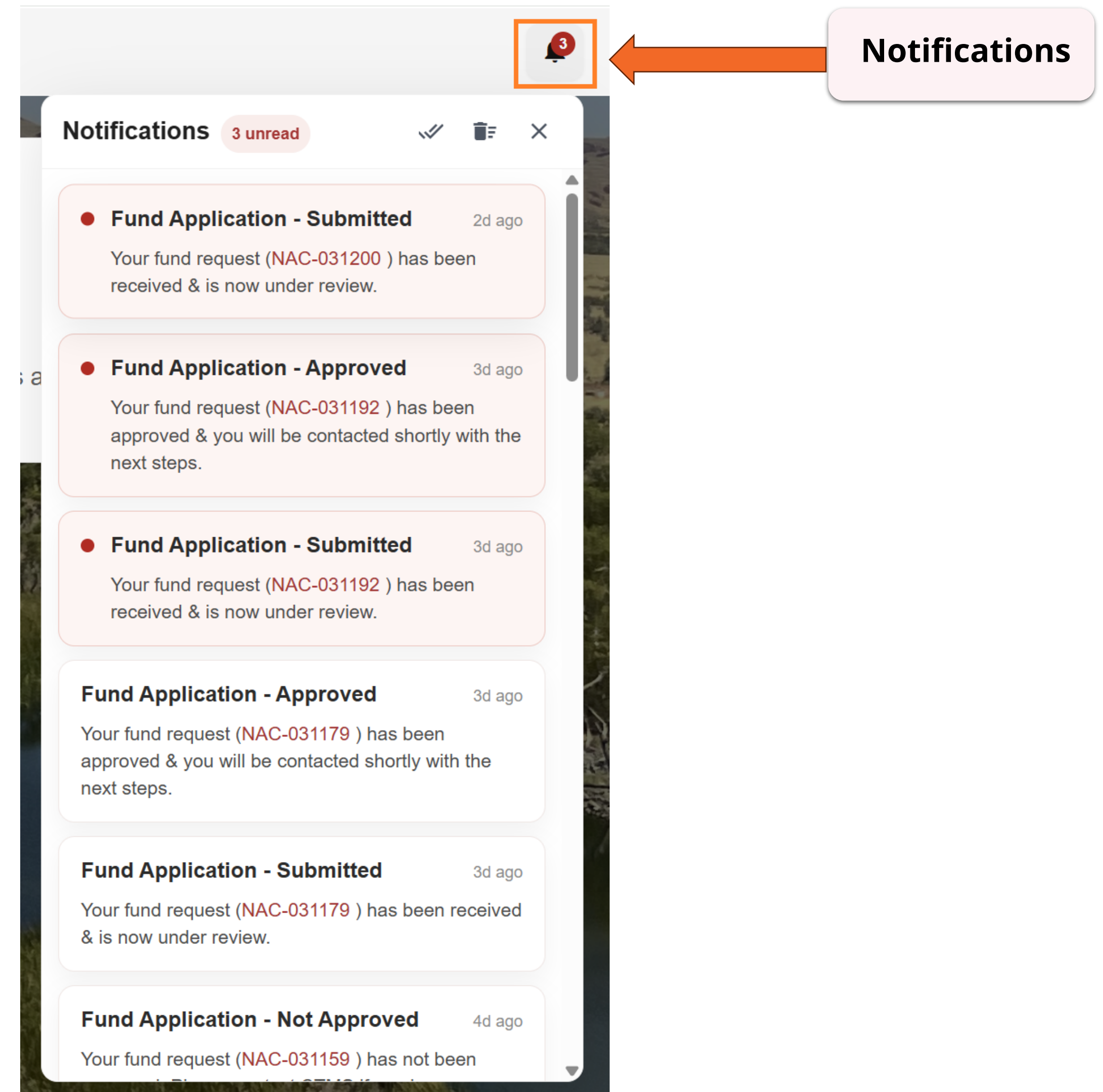
Test Ani Jaiswal  
0403891576  
aniruddha.jaiswal@illuminancesolutions.com.au

- Dashboard
- Fund Applications
- News and Events
- Profile

Member's Profile (Personal & Bank information)

Logout from the portal

Logout



Notifications

3 unread

- Fund Application - Submitted** 2d ago  
Your fund request (NAC-031200 ) has been received & is now under review.
- Fund Application - Approved** 3d ago  
Your fund request (NAC-031192 ) has been approved & you will be contacted shortly with the next steps.
- Fund Application - Submitted** 3d ago  
Your fund request (NAC-031192 ) has been received & is now under review.
- Fund Application - Approved** 3d ago  
Your fund request (NAC-031179 ) has been approved & you will be contacted shortly with the next steps.
- Fund Application - Submitted** 3d ago  
Your fund request (NAC-031179 ) has been received & is now under review.
- Fund Application - Not Approved** 4d ago  
Your fund request (NAC-031159 ) has not been

Notifications

# My Profile Section

## Personal Information

### My Profile

**Profile Information** | Bank Information

First Name:  Last Name:

Phone:  Email:

Address

Address Lookup:

Address 1: Street 1:

Suburb:  City:  State:

Postcode:  Country:

● Document only needed when you change your name

Upload supporting document for name changes

## Bank Information

### My Profile

Profile Information | **Bank Information**

● Upload only needed when you change bank details

Account Name:

BSB Number:  Account Number:

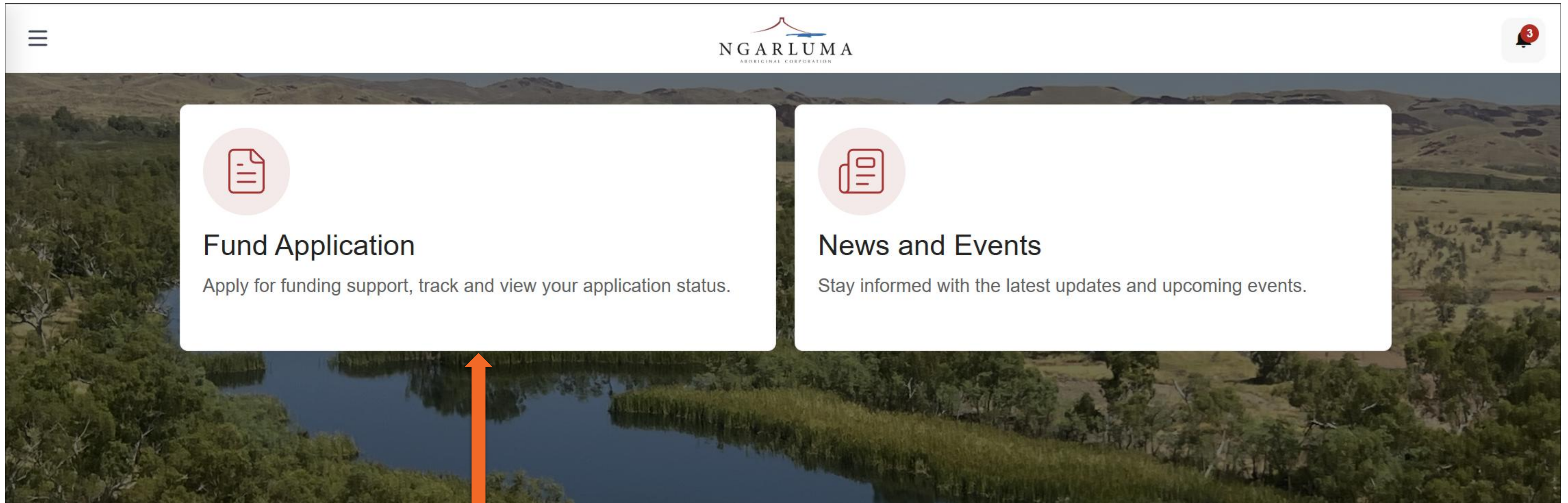
Up to 6 digits Up to 9 digits

Upload all required supporting documents

## STEP 3

# CREATE & SUBMIT A NEW FUND APPLICATION

# Create a New Application



Click on '**Fund Application**' to view available **Policies** information and **Funds available** to be claimed

# Select a Distribution Policy

The screenshot shows the Ngarluma website's 'Programs' page. At the top, there is a navigation bar with the Ngarluma logo and a notification bell icon with the number '3'. Below the navigation bar, there is a breadcrumb trail: 'Home > Programs'. A filter bar contains three tabs: 'Apply' (selected), 'Pending', and 'Past'. The main content area displays six program cards in a 3x2 grid. Each card has a title and an 'Apply Now' button. The 'Apply Now' button for the 'Test Funeral Program' is highlighted with an orange border and an orange arrow pointing to it from below.

Choose the **desired program** & click on '**Apply Now**' to start the application

# Add Requested Details

Program Name

Test Medical Program



\$10.60  
Used



\$50.00  
Pending



\$89.40  
Balance

**Used** – Shows how much funding you have already spent.

**Pending** – Displays funds currently under review or awaiting approval.

**Balance** – Displays remaining balance from allocated allowance.

Enter all the details requested in this section

(The details requested in the section **will change** based on the program:  
For example, **Medical details** will be requested for **Medical related programs**)

1

Medical Details

2

Program Items

3

Notes & Comments

4

Upload Documents

5

Finalise Application

## Medical Details

Fill in medical details required for this program

Hospital Name / Support Service

Patient Name

Escort Name

Phone

+61 4xx xxx xxx

Email

← Back

Next →

**Save** progress and move to the next step of the application.

# Add Items and Services

Test Medical Program

\$10.60 Used    \$50.00 Pending    \$89.40 Balance

1 Medical Details    **2 Program Items**    3 Notes & Comments    4 Upload Documents    5 Finalise Application

**Program Items**  
Provide the required information for your program items

Items	Supplier name	Amount*
Choose Item* Medical Test Item 1	Test Supplier 1	\$ 100
Choose Item* Search and select an item		\$

+ Add Another Item

← Back    Next →

**Choose Item** – Select the type of support/service you need funding for.

**Supplier Name** – Enter the provider or business supplying the service/item.

**Amount** – Specify the cost of the requested item or service.




**Add** multiple items in the same application if needed.


**Remove** items in the same application if needed.


**Save** progress and move to the next step of the application.


# Add Items and Services


### Test Medical Program


 \$10.60  
Used  \$50.00  
Pending  \$89.40  
Balance

1  Medical Details

2  Program Items

3  **Notes & Comments**

4  Upload Documents

5  Finalise Application

#### Notes & Comments

To help us assess your eligibility for support, please provide a detailed description of the assistance you are requesting. Include the names of all individuals who will benefit from this application, along with your relationship to each person.

If travel is required, please outline your proposed travel plans, including your intended departure date and the expected duration of travel.

Please note: Your application is assessed for both eligibility and the level of support based on the information you provide in this section. To increase your chances of approval - and the possibility of receiving a higher support amount - please provide a thorough and complete description. Applications with minimal or incomplete information may only be approved at the base amount or may not be accepted for processing at all.

##### Notes and Comments

← Back **Next** →


Add any **extra information or updates** to support your application

**Save** progress and move to the next step of the application.

# Upload Proof

Medical Details ✓ Program Items ✓ Notes & Comments ✓ **4 Upload Documents** 5 Finalise Application

### Upload Documents

 Upload supporting documents if you have any.

Uploaded Files

- Pre-Admission Tests ad Comprehensive Health Check.pdf**  
29.06.2026
- Discharge Summary.jpg**  
29.06.2026

### General

- Tax invoice/Quote to be paid - Must include payment details.
- Supporting Medical Documentation - letter from hospital or treating Doctor/Specialist.
- Supporting Aged or Disability documentation.

### Perth Accommodation

- PATS Approval documentation.
- Accommodation booking confirmation including PATS contribution.

**i Disclaimer**

To ensure applications are processed promptly, all required information and supporting documents must be provided at the time of submission, unless alternative arrangements have been made with the Member Service Unit Team. Applications submitted without the necessary details (including a sufficient description) will not be accepted and will be closed. Members will be notified and may resubmit once all correct information is included.

If you are unsure about any requirements, please contact the Member Service Unit Team for support.

While we endeavour to process applications as quickly as possible, processing times do apply. Complex applications may take up to 10 business days to complete. To avoid disappointment, please submit your application with sufficient time for processing. If you need guidance on expected timeframes, the Member Service Unit Team is available to assist.

Please note: Emergency Medical (Category A) support is strictly for urgent and lifethreatening medical situations. Members are strongly encouraged to contact the Member Service Unit Team before submitting a Category A application to confirm eligibility and available support.

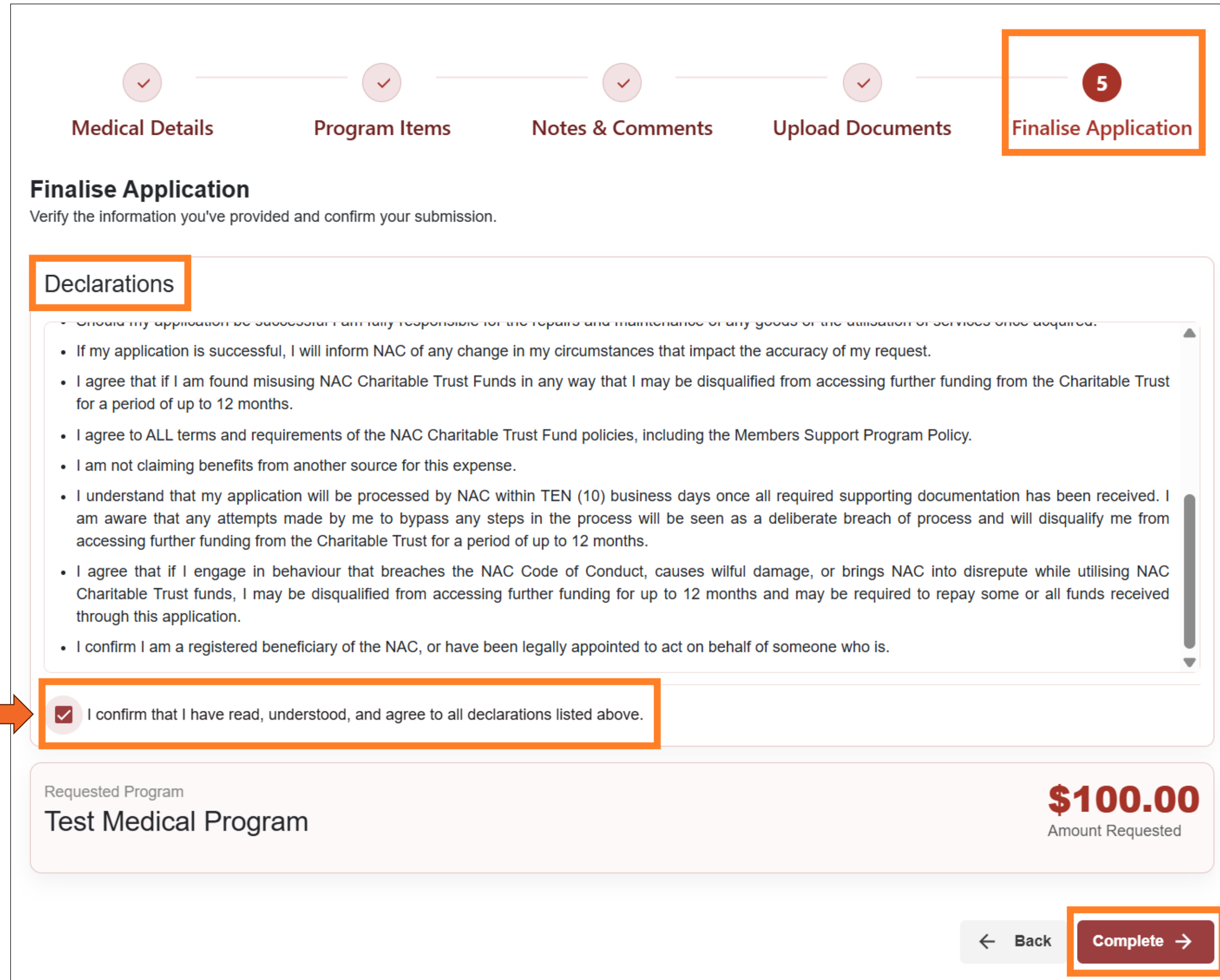
← Back **Next →**

Click to select and upload documents from your device.

Displays all documents you have attached to your application.

Save progress and move to the next step of the application.

# Reviewing Application Requirements & Submission



Medical Details Program Items Notes & Comments Upload Documents **5 Finalise Application**

### Finalise Application

Verify the information you've provided and confirm your submission.

#### Declarations

- Should my application be successful, I am fully responsible for the repairs and maintenance of any goods or the utilisation of services once acquired.
- If my application is successful, I will inform NAC of any change in my circumstances that impact the accuracy of my request.
- I agree that if I am found misusing NAC Charitable Trust Funds in any way that I may be disqualified from accessing further funding from the Charitable Trust for a period of up to 12 months.
- I agree to ALL terms and requirements of the NAC Charitable Trust Fund policies, including the Members Support Program Policy.
- I am not claiming benefits from another source for this expense.
- I understand that my application will be processed by NAC within TEN (10) business days once all required supporting documentation has been received. I am aware that any attempts made by me to bypass any steps in the process will be seen as a deliberate breach of process and will disqualify me from accessing further funding from the Charitable Trust for a period of up to 12 months.
- I agree that if I engage in behaviour that breaches the NAC Code of Conduct, causes wilful damage, or brings NAC into disrepute while utilising NAC Charitable Trust funds, I may be disqualified from accessing further funding for up to 12 months and may be required to repay some or all funds received through this application.
- I confirm I am a registered beneficiary of the NAC, or have been legally appointed to act on behalf of someone who is.

I confirm that I have read, understood, and agree to all declarations listed above.

Requested Program  
**Test Medical Program**

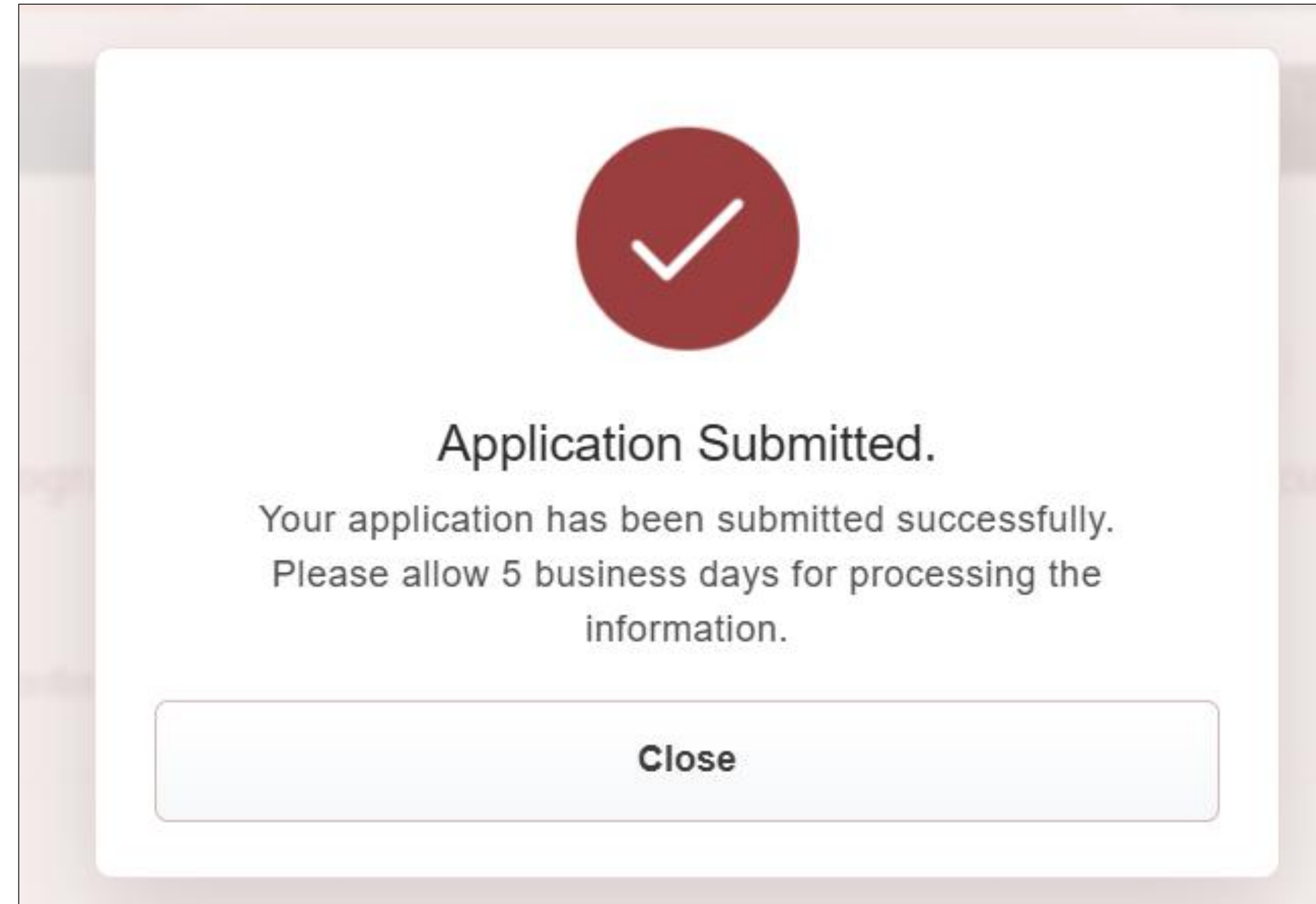
**\$100.00**  
Amount Requested

← Back **Complete** →

Tick declarations as read  
**(mandatory)**

Submit your application for review and processing.

# Application Submission Acknowledgement

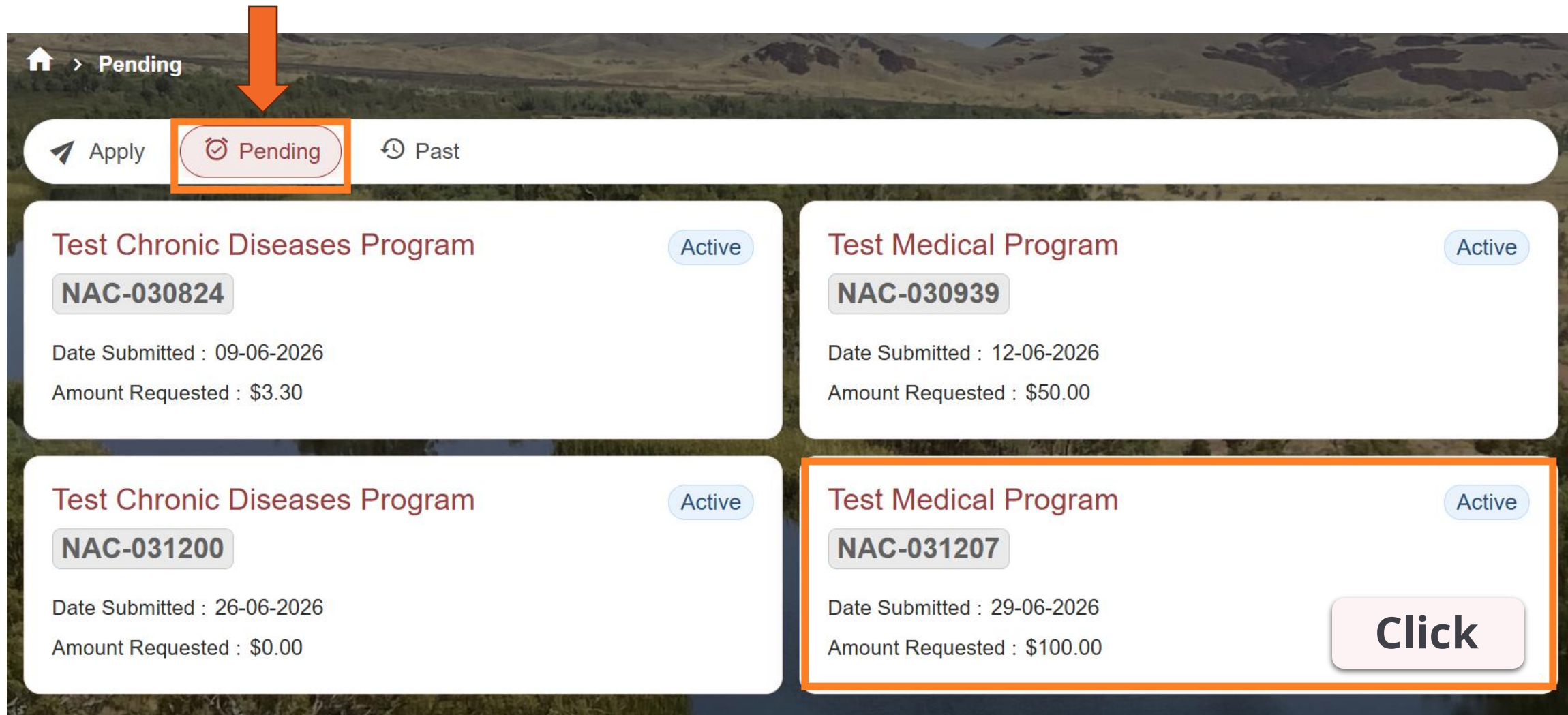


**Submission Confirmation Screen** – Confirms your application has been successfully submitted and provides next steps for processing.

## STEP 4

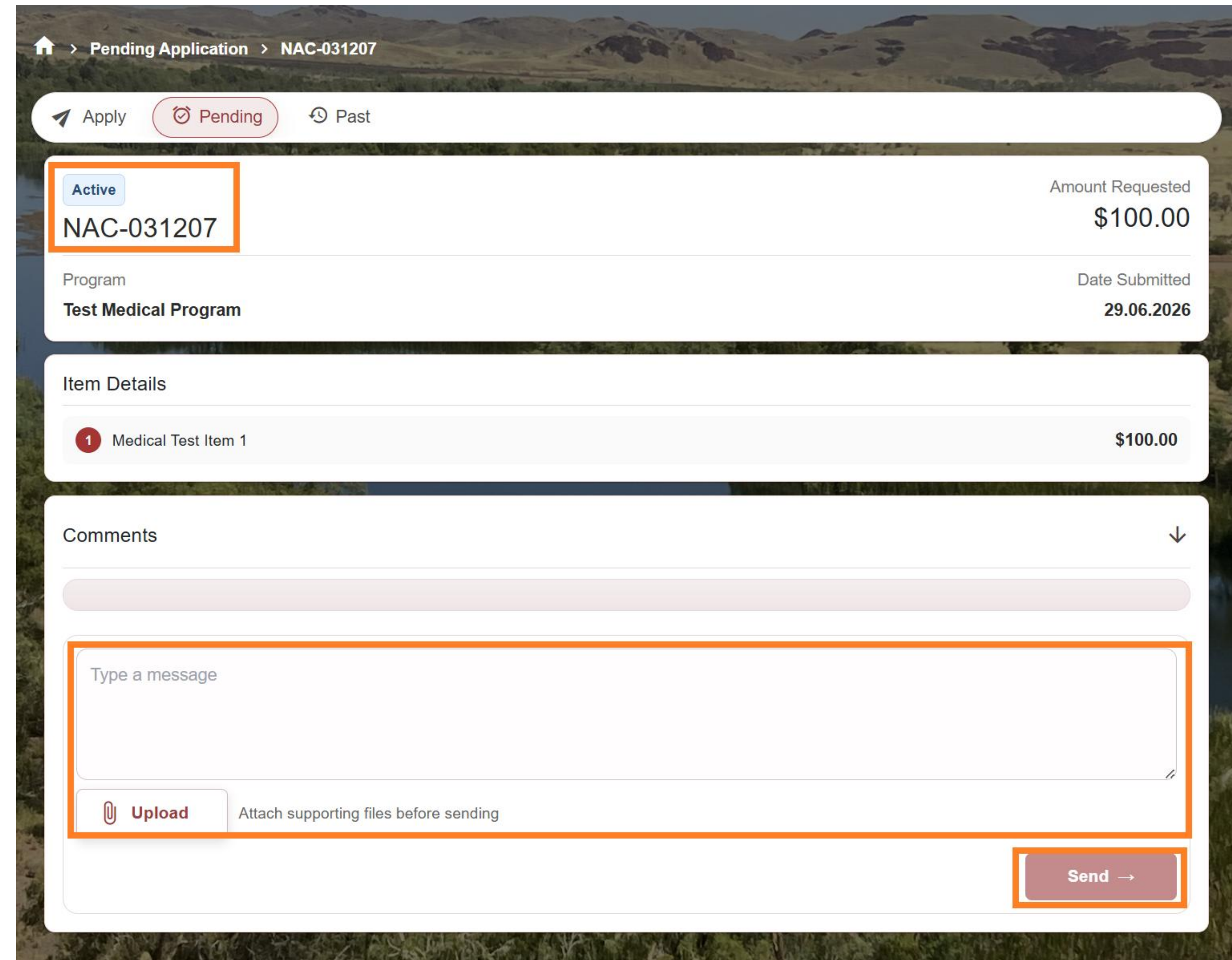
# TRACK APPLICATIONS THAT ARE PENDING FOR APPROVAL

# View Applications in Pending for Approval



The screenshot shows a navigation bar with 'Apply', 'Pending', and 'Past' tabs. An orange arrow points to the 'Pending' tab. Below the navigation bar, there are four application cards. The card for 'Test Medical Program' with ID 'NAC-031207' is highlighted with an orange border and has a 'Click' button.

Application ID	Program	Date Submitted	Amount Requested	Status
NAC-030824	Test Chronic Diseases Program	09-06-2026	\$3.30	Active
NAC-030939	Test Medical Program	12-06-2026	\$50.00	Active
NAC-031200	Test Chronic Diseases Program	26-06-2026	\$0.00	Active
NAC-031207	Test Medical Program	29-06-2026	\$100.00	Active



The screenshot shows the details for application 'NAC-031207'. The 'Active' status and the application ID are highlighted with an orange border. The 'Click' button from the previous screenshot is also visible. The page shows 'Item Details' for 'Medical Test Item 1' with a value of \$100.00. There is a 'Comments' section with a text input field and an 'Upload' button. A 'Send' button is located at the bottom right.

Item ID	Item Name	Amount
1	Medical Test Item 1	\$100.00

## Pending Applications

Go to **'Pending'** stage to view applications that have been submitted and are currently being reviewed.

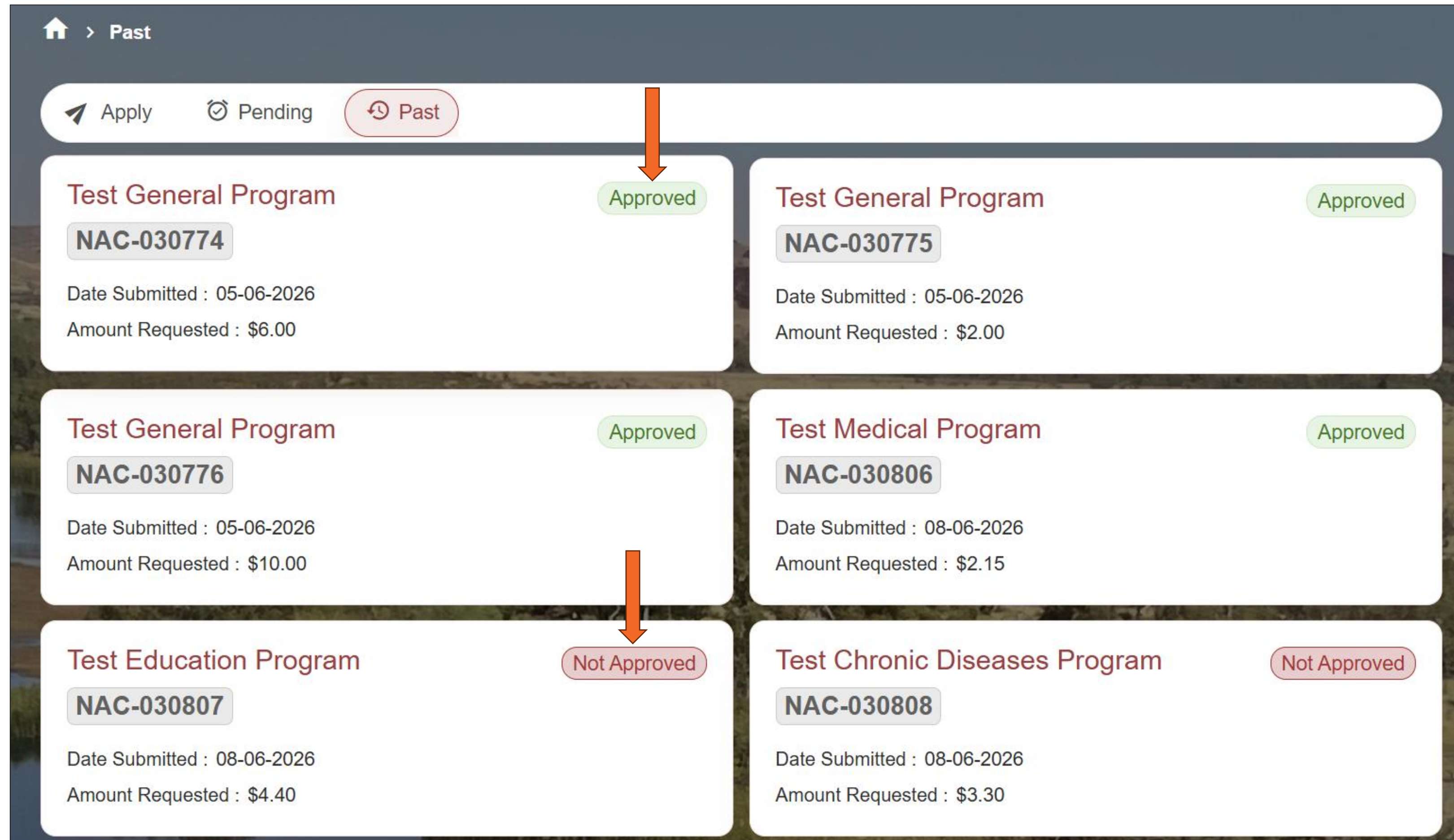
## Send Comments and Attachments

On selected **'Pending'** fund application, send comments and upload attachments.

## STEP 5

# TRACK APPLICATION HISTORY

# View Past Applications & Their Status

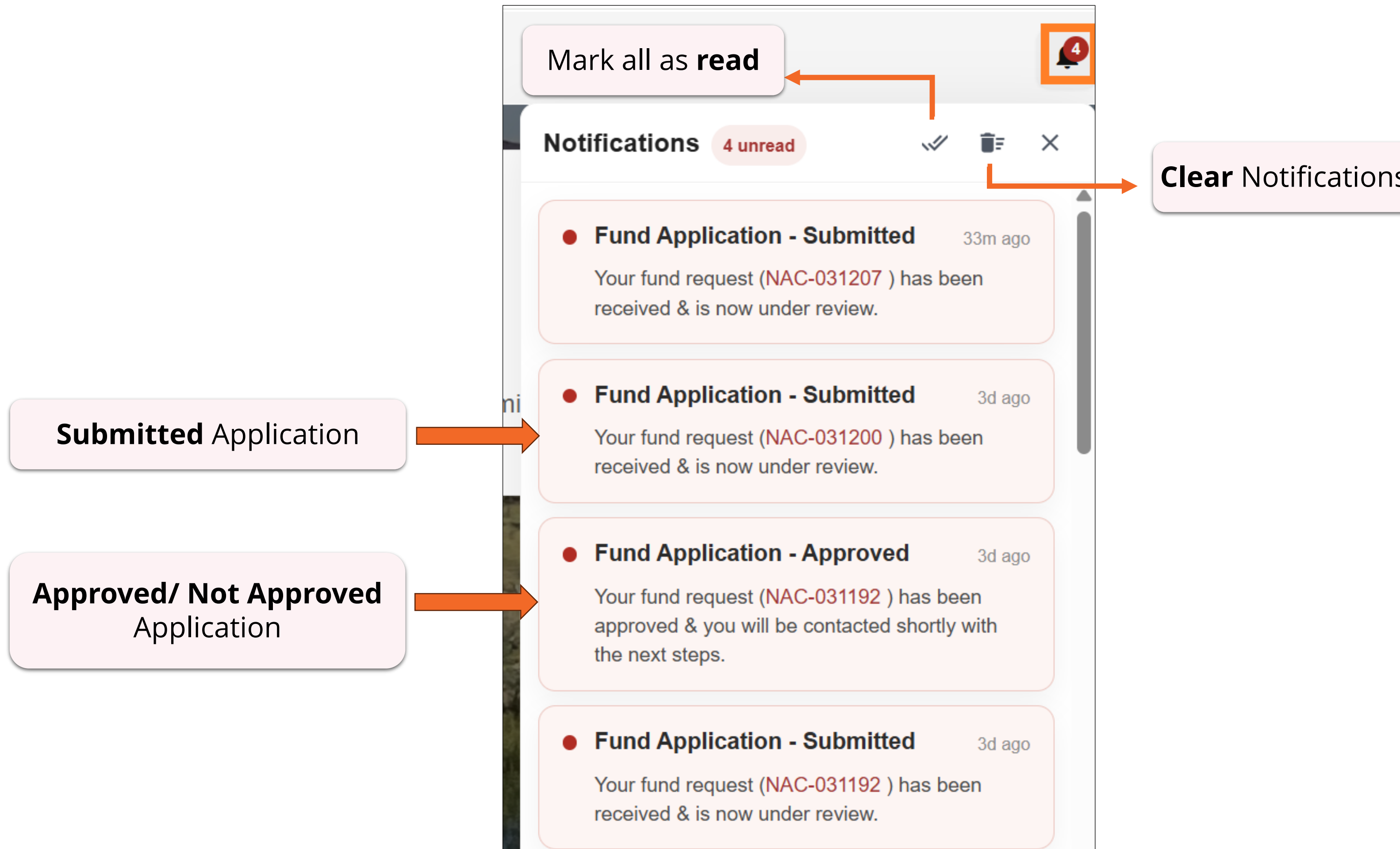


The screenshot shows a mobile application interface with a navigation bar at the top containing 'Apply', 'Pending', and 'Past' tabs. The 'Past' tab is selected. Below the navigation bar, there are six application cards arranged in a 3x2 grid. Each card displays the program name, NAC number, date submitted, amount requested, and a status label. Two orange arrows point from the 'Past' tab to the 'Approved' status labels of the first and second cards, and from the 'Approved' status label of the second card to the 'Not Approved' status label of the third card.

Program Name	NAC Number	Date Submitted	Amount Requested	Status
Test General Program	NAC-030774	05-06-2026	\$6.00	Approved
Test General Program	NAC-030775	05-06-2026	\$2.00	Approved
Test General Program	NAC-030776	05-06-2026	\$10.00	Approved
Test Medical Program	NAC-030806	08-06-2026	\$2.15	Approved
Test Education Program	NAC-030807	08-06-2026	\$4.40	Not Approved
Test Chronic Diseases Program	NAC-030808	08-06-2026	\$3.30	Not Approved

**Past Applications**  
Go to **'Past'** stage to view application history & their final statuses (whether **Approved** or **Not Approved**)

# View Past Applications & Their Status



The screenshot shows a notifications interface with the following elements:

- Mark all as read**: A button at the top left of the notification list.
- Clear Notifications**: A button at the top right of the notification list, next to a trash icon.
- Submitted Application**: A callout box pointing to the first two notification items.
- Approved/ Not Approved Application**: A callout box pointing to the third notification item.

The notification list contains four items:

- Fund Application - Submitted** (33m ago): Your fund request (NAC-031207) has been received & is now under review.
- Fund Application - Submitted** (3d ago): Your fund request (NAC-031200) has been received & is now under review.
- Fund Application - Approved** (3d ago): Your fund request (NAC-031192) has been approved & you will be contacted shortly with the next steps.
- Fund Application - Submitted** (3d ago): Your fund request (NAC-031192) has been received & is now under review.

Alternatively, you can also view application history & their final statuses in the 'Notifications' section.

## STEP 6

# REQUEST FOR CHANGE IN PERSONAL INFORMATION OR BANK DETAILS

# Visit Profile Section

## Personal Information

**My Profile**

**Profile Information** | Bank Information

First Name: Test Ani | Last Name: Jaiswal

Phone: 0403891576 | Email: aniruddha.jaiswal@illuminancesolutions.com.au

Address: 239 Adelaide Terrace

Address 1: Street 1: 239 Adelaide Terrace

Suburb: Perth CBD | City: Perth | State: Western Australia

Postcode: 6000 | Country: Australia

Document only needed when you change your name

+ Upload  
Upload supporting document for name changes

Edit Profile Information

## Bank Information

**My Profile**

Profile Information | **Bank Information**

Upload only needed when you change bank details

Account Name: Test Account- Ani

BSB Number: 909 090 | Account Number: 707070

Up to 6 digits | Up to 9 digits

+ Upload  
Upload all required supporting documents

Edit Bank Information

Click on **'Edit Profile Information'** or **'Edit Bank Information'** depending on the details you want to edit

# Edit Details & Provide Proof (if required)

## Personal Information

**My Profile**

Profile Information | Bank Information

First Name: Test Ani | Last Name: Jaiswal

Phone: 0403891576 | Email: aniruddha.jaiswal@illuminancesolutions.com.au

Address: 239 Adelaide Terrace

Address 1: Street 1: 239 Adelaide Terrace

Suburb: Perth CBD | City: Perth | State: Western Australia

Postcode: 6000 | Country: Australia

Document only needed when you change your name

+ Upload  
Upload supporting document for name changes

Submit

## Bank Information

**My Profile**

Profile Information | Bank Information

Document required for any bank detail change

Account Name: Test Account- Ani

BSB Number: 909 090 | Account Number: 707070

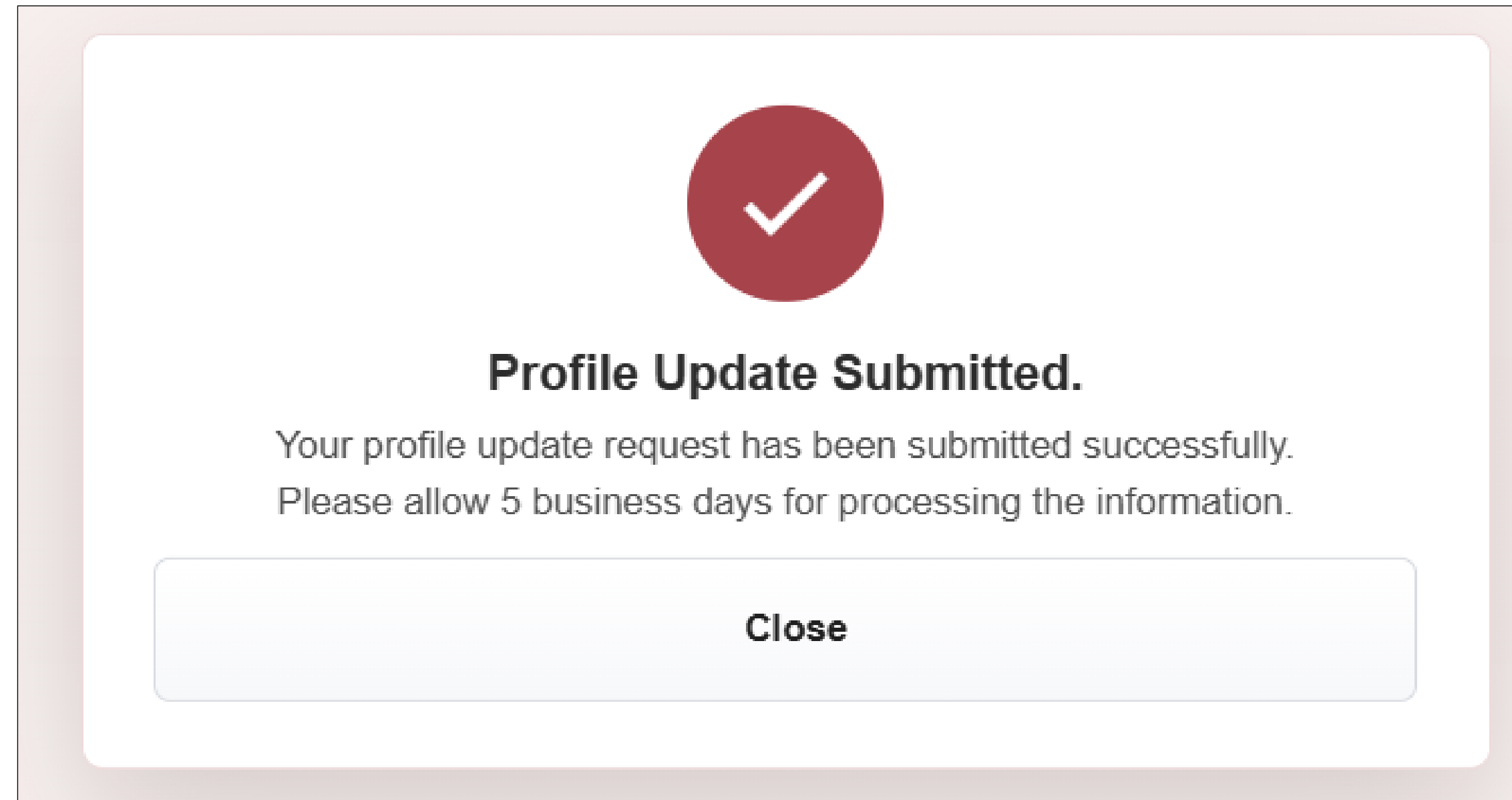
+ Upload  
Upload all required supporting documents

Updated Bank details.png

Submit | X Cancel

Edit the information, upload proof and click **Submit**




# Request Submission Acknowledgement




**Submission Confirmation Screen** - Confirms your information change request has been successfully submitted to **NAC** for review.

# Information Change – Approval Email (Example)

Your Information Change Request Has Been Approved - MICR-001026 [Summarize](#)

 Member Info Update <memberinfoupdates@ngarluma.com.au>  
To:  Aniruddha Jaiswal  [Reply](#) [Reply all](#)

 This sender memberinfoupdates@ngarluma.com.au is from outside your organization.

Dear Test Ani Jaiswal,

Your request to update your personal information and/or bank information (Request ID: **MICR-001026**) has been approved, and the changes have been successfully updated in the system.

You can log in to your Beneficiary Portal to review your updated information.

If you have any questions, please contact the Ngarluma Aboriginal Corporation - Member Services Team.

Regards,  
Ngarluma Aboriginal Corporation - Member Services Team  
[mp@ngarluma.com.au](mailto:mp@ngarluma.com.au)  
Kind Regards  
MSU Admin Team






**Ngarluma Aboriginal Corporation**  
Unit 61/ 5 Sharpe Avenue, Karratha WA 6714  
Phone: 08 9182 1351


**Vision: Keeping our traditions and culture strong as we work towards empowering Ngarluma people**

When your request to change personal or bank information is **Approved**, an **Approval E-mail** is sent to confirm that your requested information changes have been reviewed, approved by an administrator, and successfully updated in the system.

# Information Change – Rejection Email (Example)

Your Information Change Request Has Not Been Approved - MICR-001027 [Summarize](#)

 Member Info Update <memberinfoupdates@ngarluma.com.au>  
To:  Aniruddha Jaiswal   Reply  Reply all

 This sender memberinfoupdates@ngarluma.com.au is from outside your organization.

Dear Test Ani Jaiswal,

Your request to update your personal and/or bank information (Request ID: MICR-001027), has been reviewed but was not approved at this time.

If you would like to know more about the reason for this decision or need to resubmit your request, please contact the Ngarluma Aboriginal Corporation Team for further assistance

Regards,  
Ngarluma Aboriginal Corporation - Member Services Team  
[mp@ngarluma.com.au](mailto:mp@ngarluma.com.au)  
Kind Regards  
MSU Admin Team

**Ngarluma Aboriginal Corporation**  
Unit 61/ 5 Sharpe Avenue, Karratha WA 6714  
Phone: 08 9182 1351

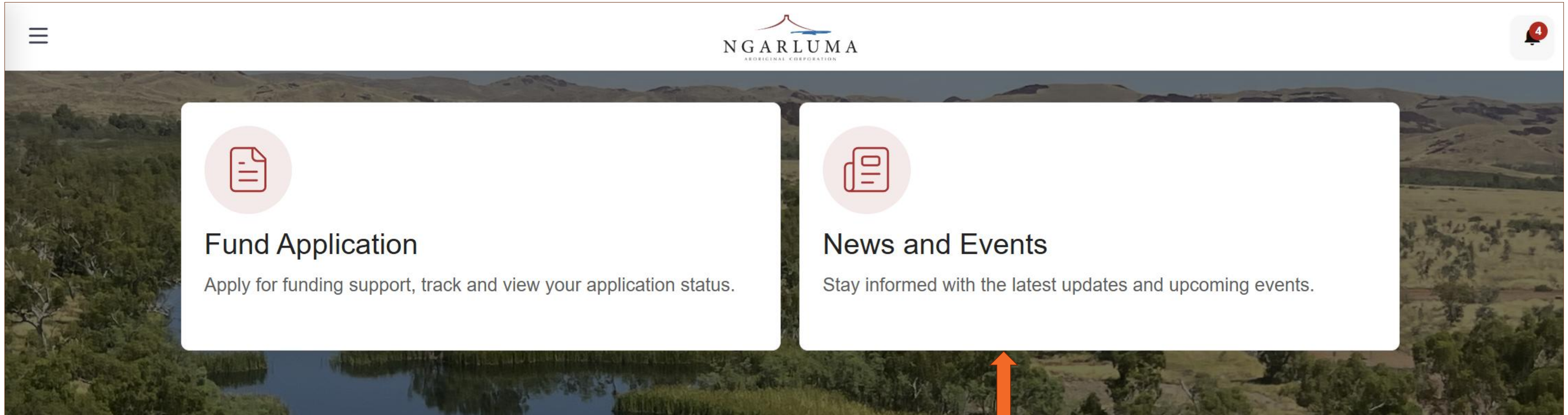
**Vision: Keeping our traditions and culture strong as we work towards empowering Ngarluma people**

When your request to change personal or bank information is **Not Approved**, a **Rejection E-mail** is sent to inform you that your requested information changes have been reviewed but not approved and may require updates or further action before resubmission.

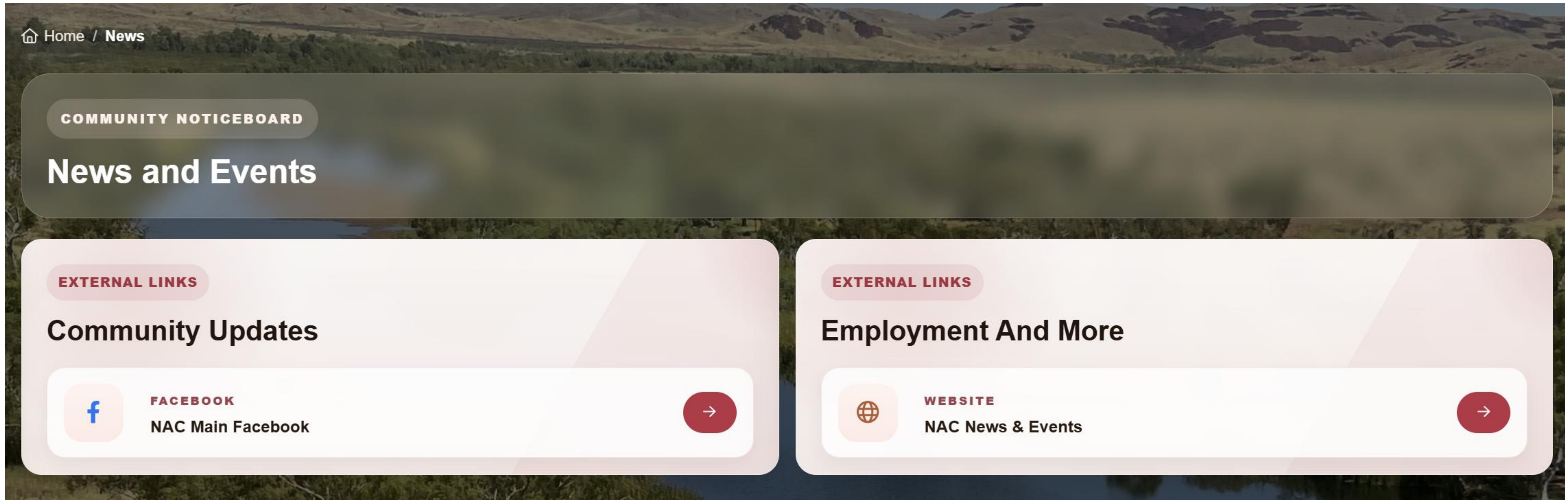
# STEP 7

# NEWS & EVENTS

# News & Events



Click here to access the News & Events hub to stay updated with the latest community announcements, updates, and upcoming events.

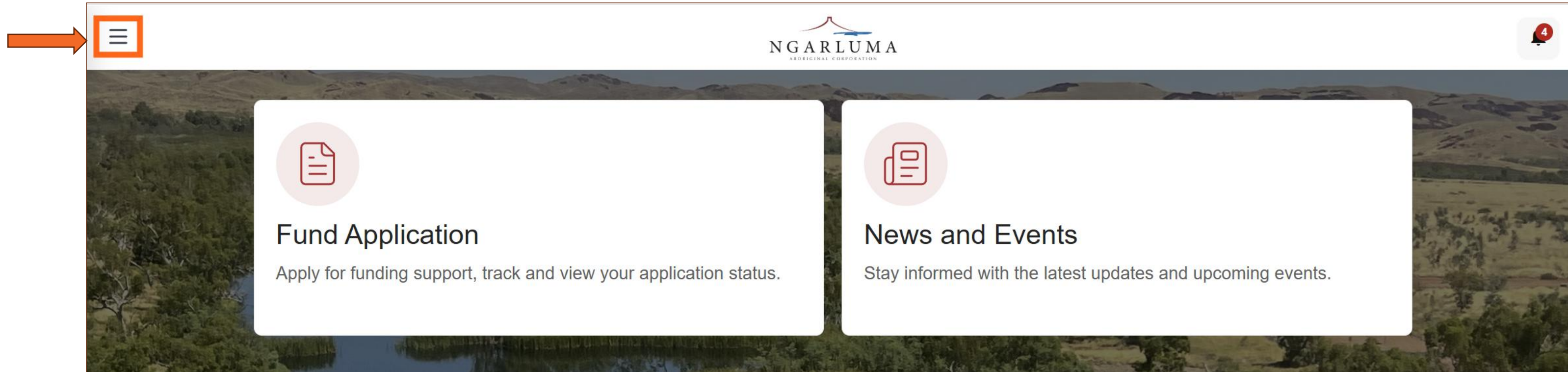


Access updates on NAC's Facebook change, and the NAC's website (**News & Events** section)

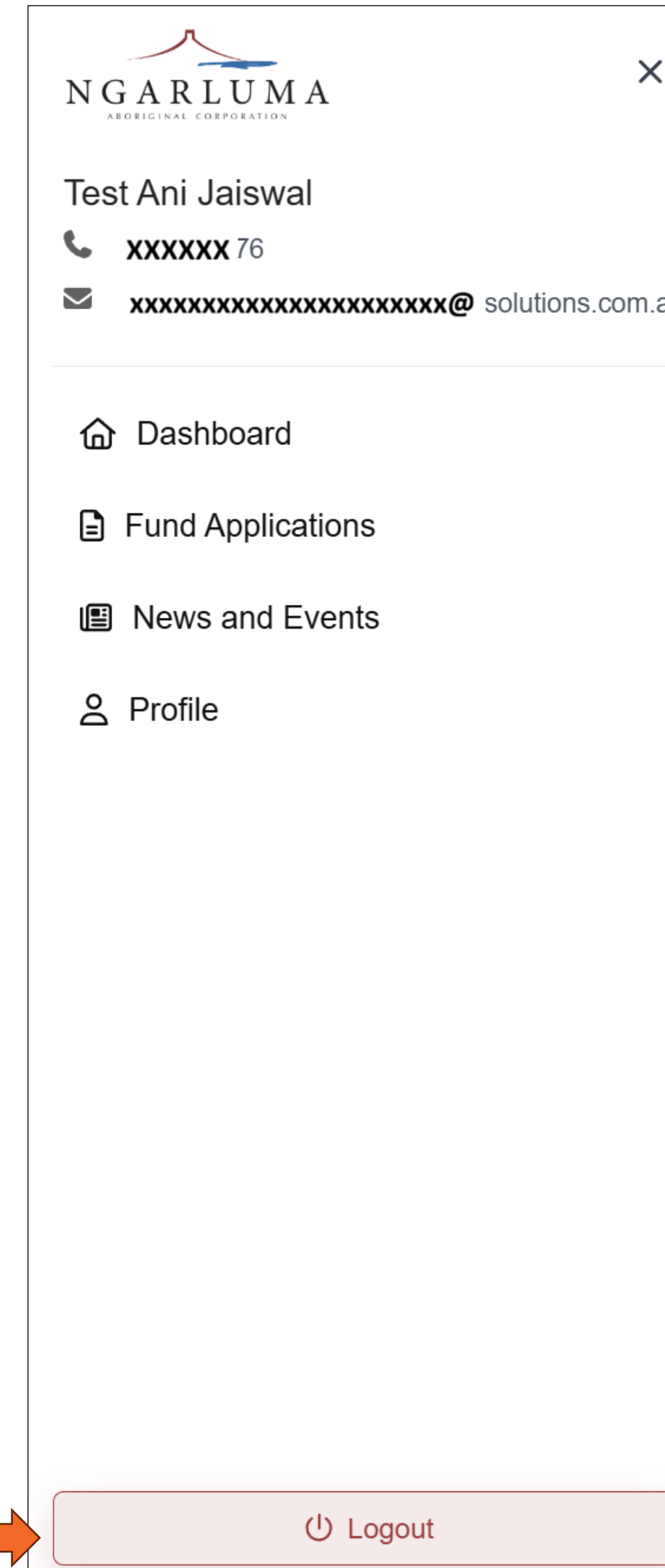
## STEP 8

# LOGGING OUT OF THE MEMBER PORTAL

# Access Left-side menu & Logout



Click on the **menu icon (☰)** in the top-left corner of the screen.



In the panel that opens, scroll down and click on **Logout**.

# End of Guide

