ReddiFund

More than Redundancy

ReddiLink

Portal Employee Handbook

Last Updated: 08 October 2026

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1 Summary

This training guide has been created to help employee portal users get familiarised with the ReddiLink Members Portal (https://members.reddifund.com.au/).

2 Portal Registration

To access our Members Portal, you first need to be registered as a user via Portal Invitation.

2.1 Portal Invitation

If your employer provided us with your e-mail during the registration process, our system would automatically generate two e-mails 1) Welcome Letter, and 2) Portal Invitation.

Simply follow the link within the Portal Invitation e-mail to setup your online access to our Members Portal (*see below Section 2.2 Portal Registration Process*).

However, if no e-mail was supplied, then an SMS would be sent to your mobile, prompting you to give us a call so that a Portal Invitation can be sent to you manually.

To receive a Portal Invitation, please contact our office on (08) 9481 0259 and speak to one of our friendly staff.

Our staff will verify your identification by asking a few security questions, once we have verified all security information, we can then proceed to send out a Portal Invitation to your nominated e-mail address.

2.2 Portal Registration Process

You will have received a system generated e-mail as follows.


PC Paul Carpio
To: Paul Carpio

You have been invited to the ReddiFund Members Portal.

To redeem your invitation, please click HERE

To contact us, please email info

The ReddiFund Team

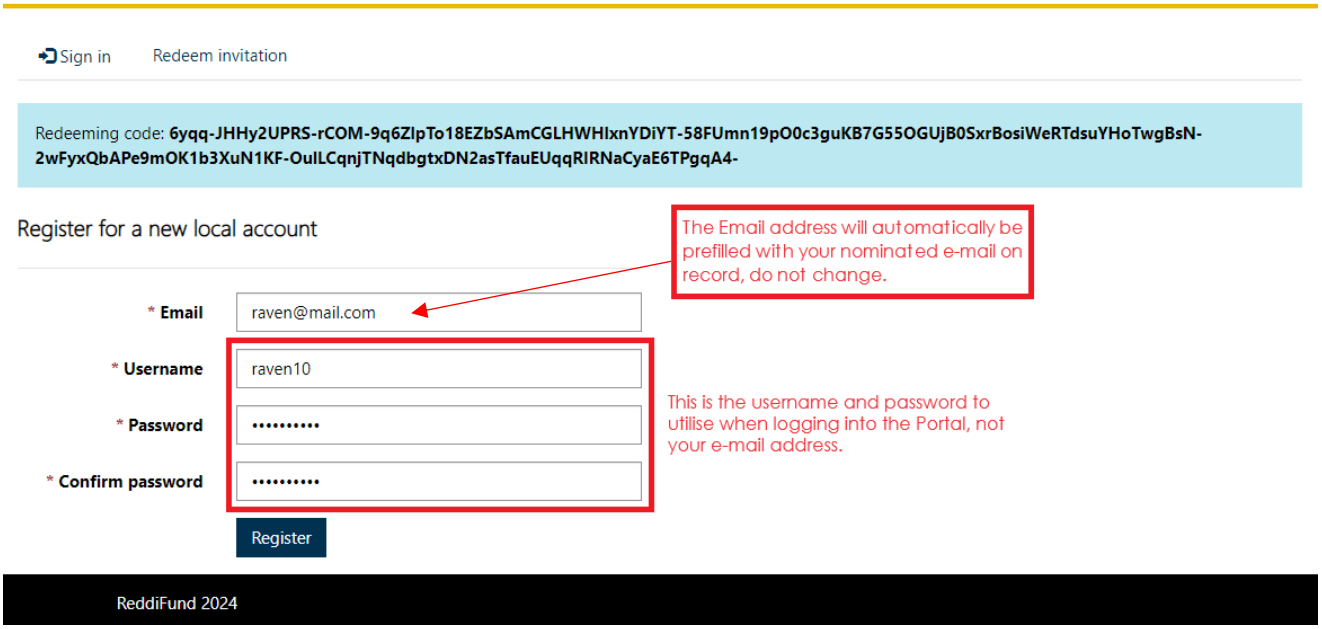
ReddiFund
More than Redundancy

P: 08 9481 0259
E: info@reddifund.com.au
W: www.reddifund.com.au
A: Unit 2, 42-44 Parliament Place, West Perth WA 6005

Click on the “HERE” link to go to the registration page using your default web browser where the Invitation Code will already be prefilled. Click “Register” to proceed.



Fill in the relevant information below then Click “Register” to finalise your Portal Account.



Once done, Click “Register”.

PLEASE NOTE: the “Username” to login into the Portal is not your e-mail address, but instead, what you have specified in registration page for example, the username is “raven10” instead of “raven@mail.com” (see above).

2.3 Two-Factor Authentication (2FA)

At ReddiFund, protecting the security of our members and their information is a high priority. As part of our ongoing commitment to strengthening online security and protecting members from cyber threats, we have implemented **Two-Factor Authentication (2FA)** for access to the ReddiLink Members Portal.

What is Two-Factor Authentication (2FA)?

Two-Factor Authentication provides an additional layer of security when accessing your account. In addition to entering your usual login details, you will be required to enter a unique verification code sent to your registered email address.

What does this mean for me?

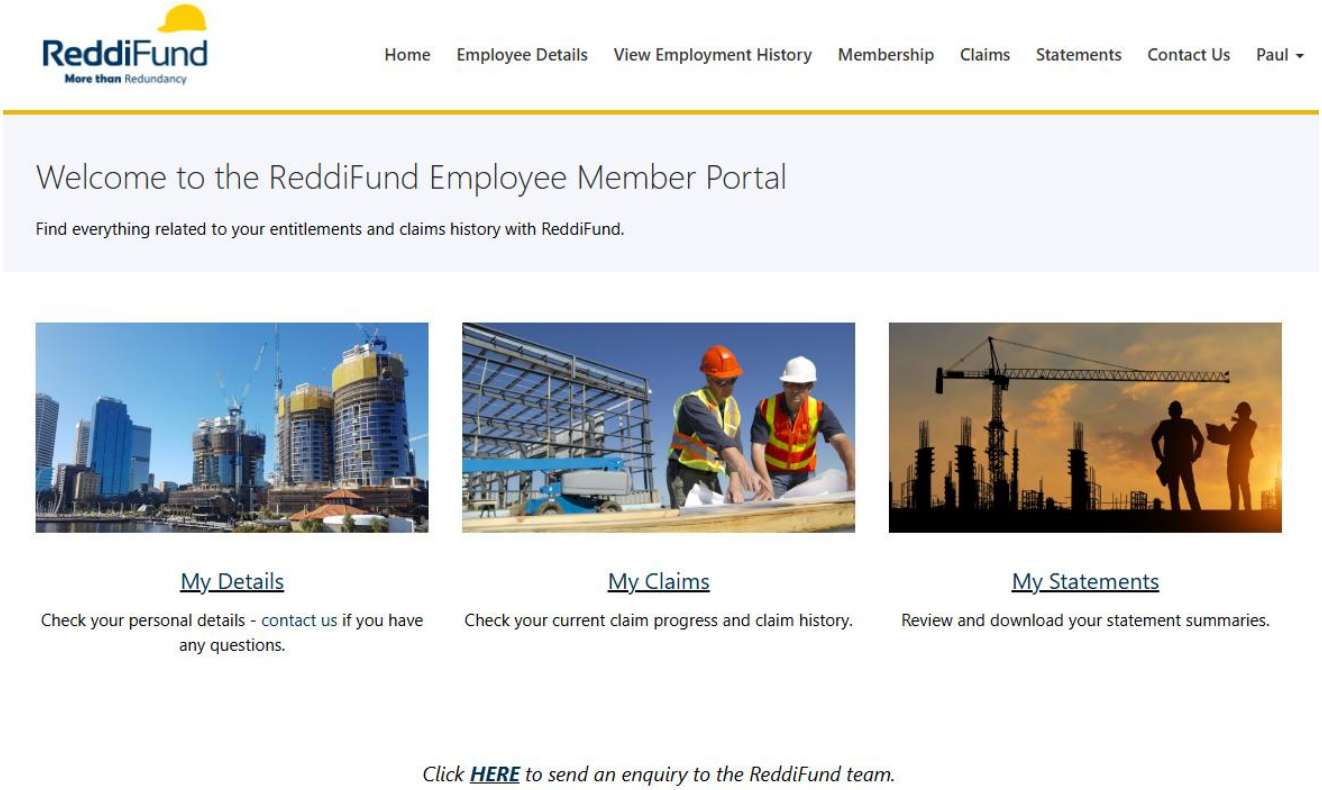
When you log in to the ReddiLink Members Portal, a unique 2FA verification code will be sent to your registered email address.

Simply enter this code when prompted on the login page to securely access your account.

If you have any questions, experience any issues accessing the Members Portal, or need to update your registered email address, please contact us on **(08) 9481 0259** or info@reddifund.com.au.

3 Home Page

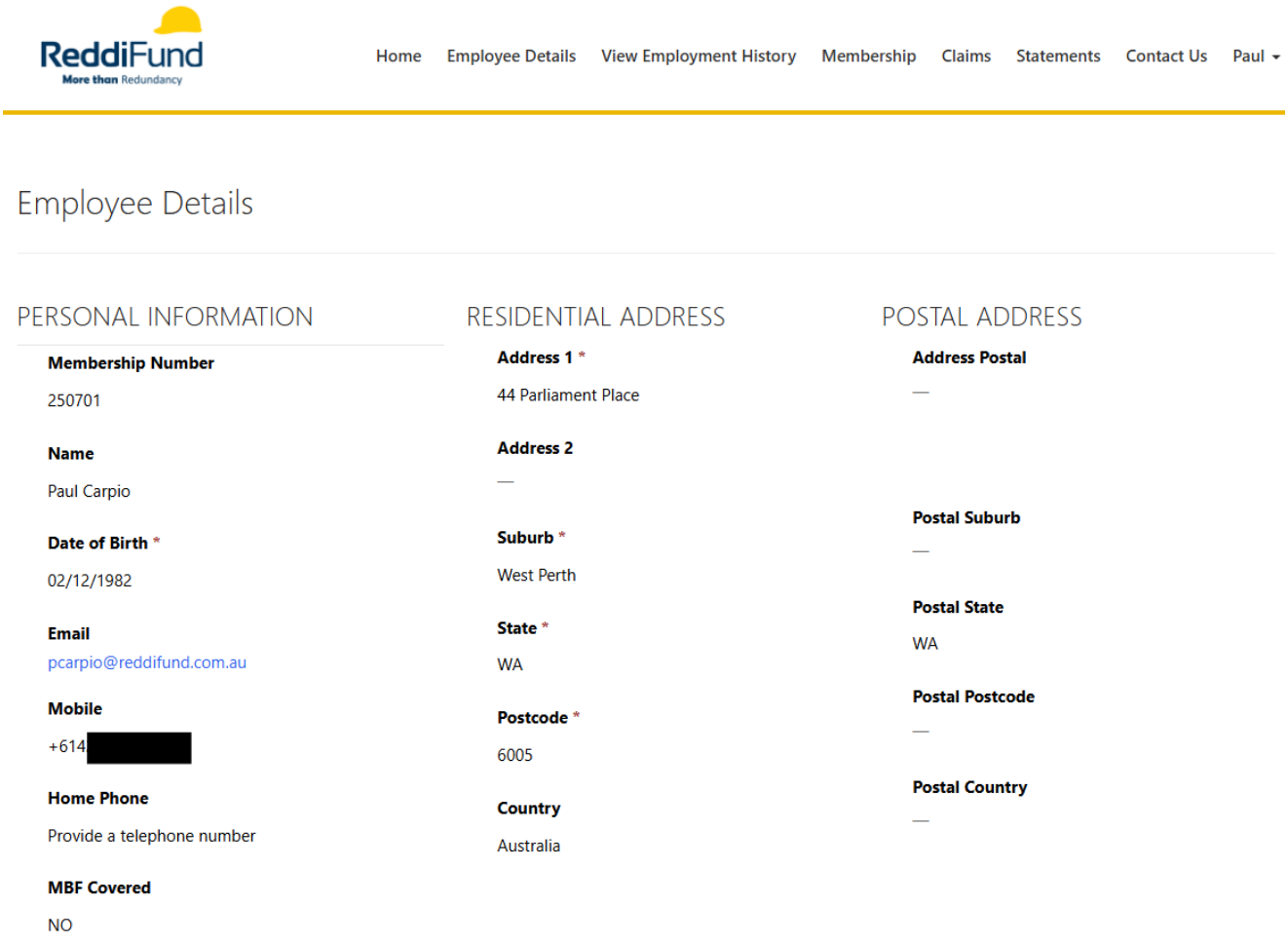
The home or landing page is the starting page of the site and allows the user to navigate to different areas of the portal.



4 Employee Details Tab

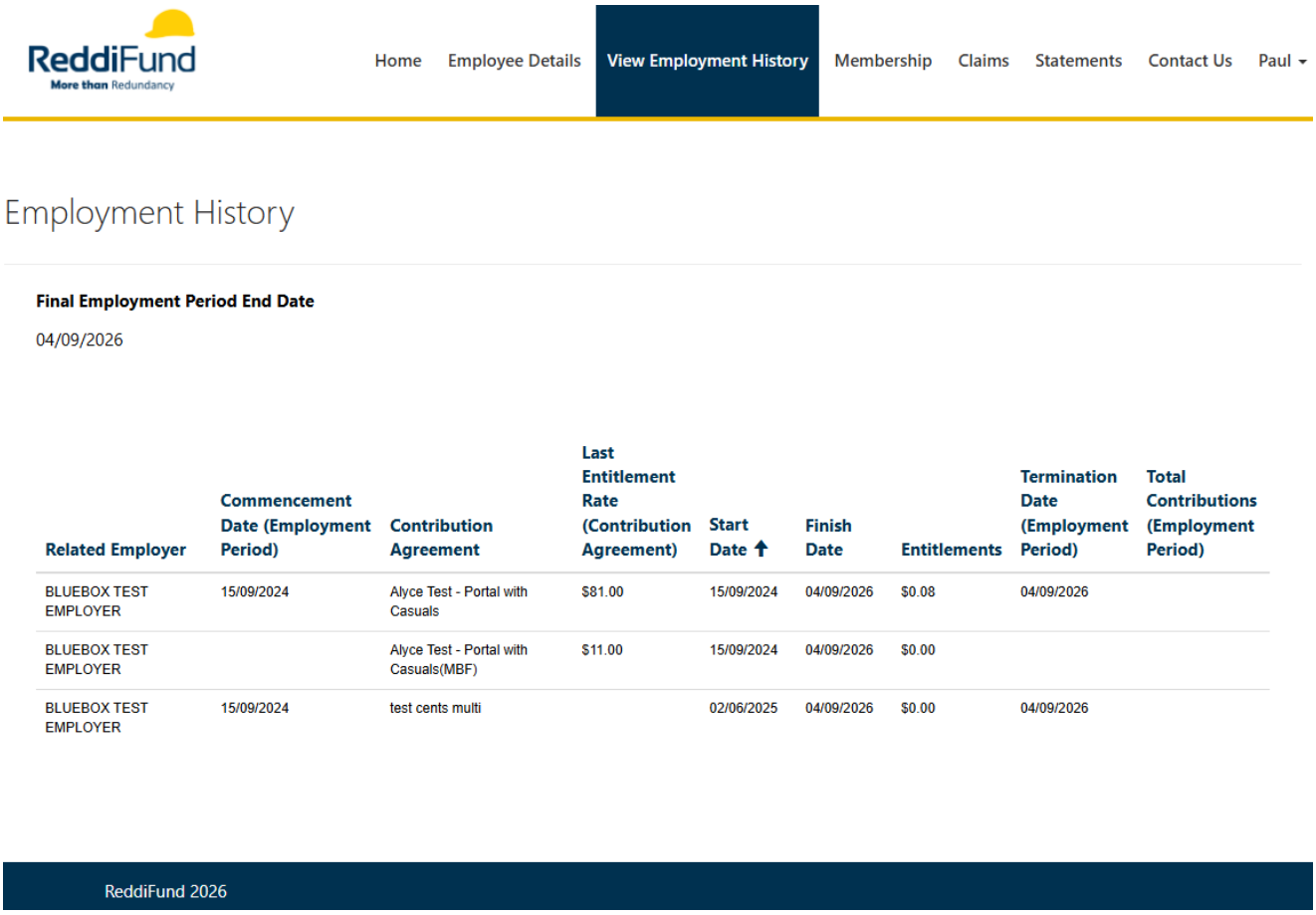
This page provides a summary of various personal information that we have on record in our system.

Should any of the information require updating, you can navigate to the Contact Us Tab and send us a request by providing us with the correct information using the form available within the page.



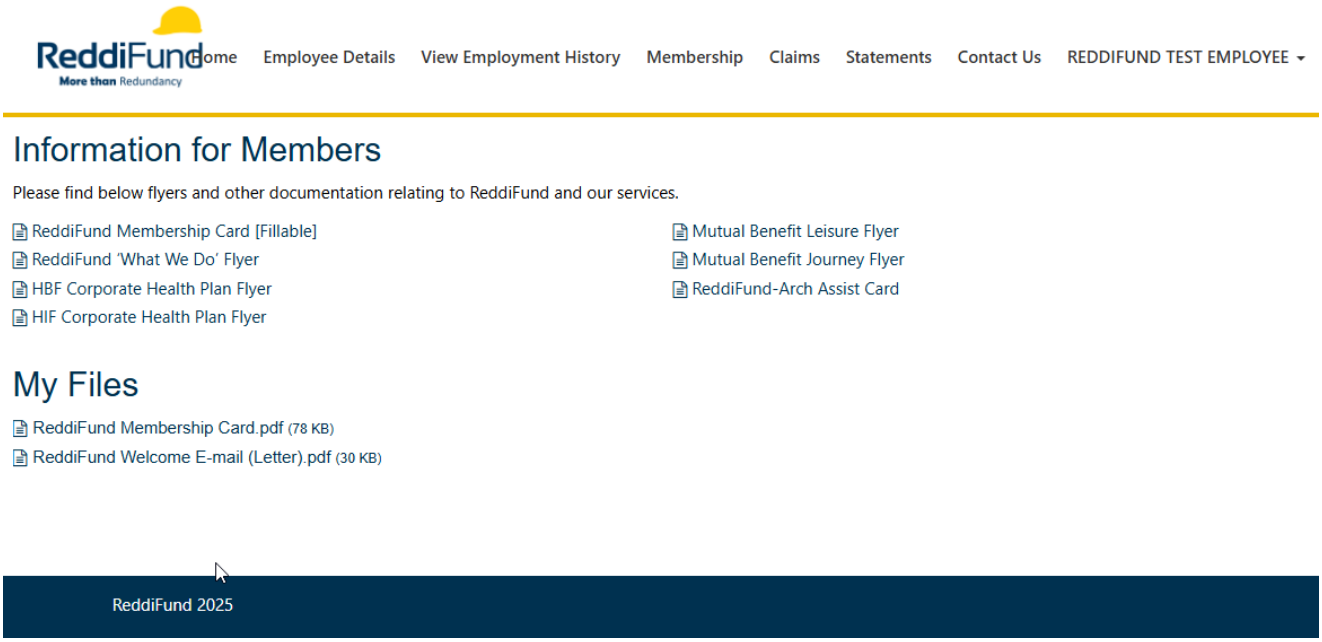
5 Employment History Tab

In this page you will find various information relating to all the Employers that have contributed to your account along with the relevant Start and End Date for each Employers and the amount of entitlement accrued for each period.



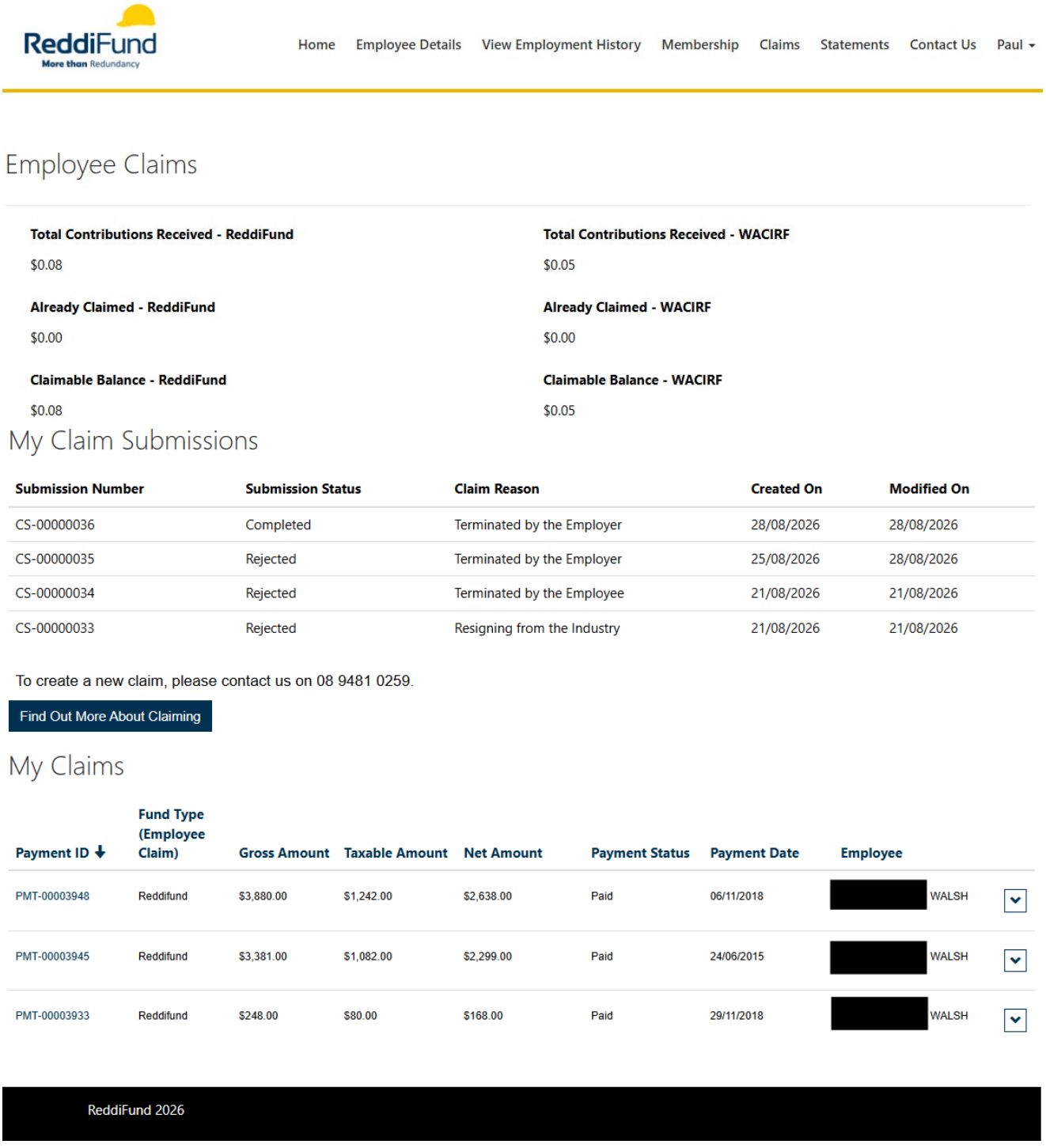
6 Membership Tab

In the Membership page you can find and download your ReddiFund Welcome Letter and Membership Card as well as other useful information in relation to being a ReddiFund Member.



7 Claims Tab

All claim and entitlement balance related information can be found in this page.

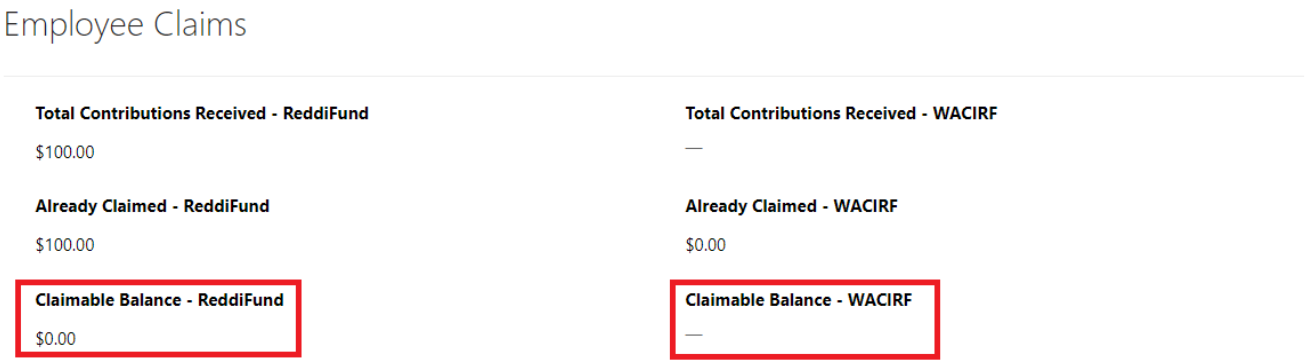


7.1 Claimable Balance

There are two “Claimable Now” balance presented in this page, one is for ReddiFund and the other is for WACIRF.

Unless you have been with ReddiFund (formerly WACIRF) prior to 2004, the likelihood of a Claimable Now balance being available under WACIRF would be nil.

It's also handy to know that the Claimable Now balance is the net of the two amounts above each respective balance ("Total Contributions Received" minus "Already Claimed").



7.2 Online Claim

ReddiFund offers an online claim facility making it easier for members to access their money (eligibility criteria applies).

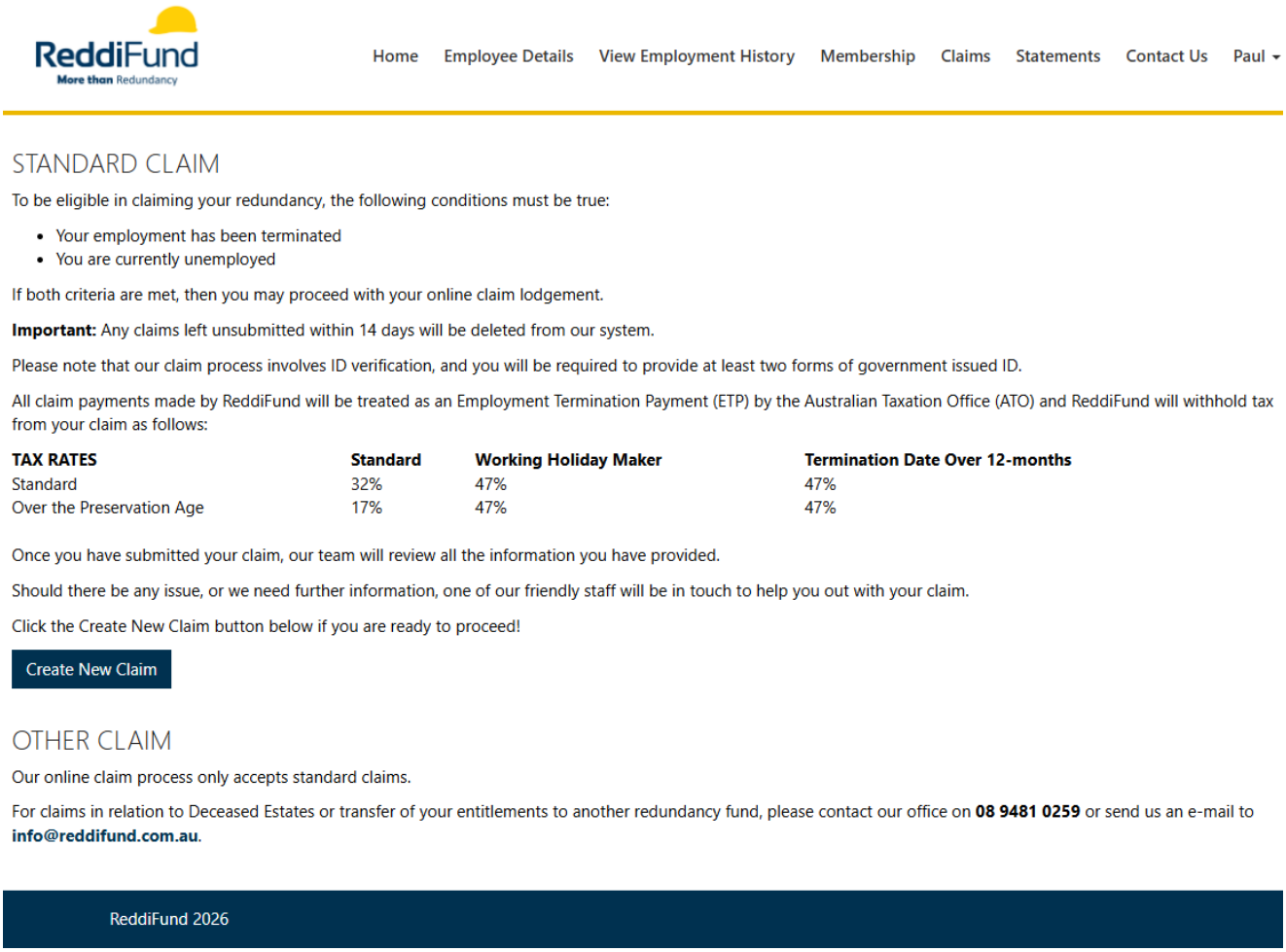
If you have been terminated from your employment and there is an available balance in your ReddiFund account, you will see the following button appear on the page.



Before you commence an online claim, please ensure you have with you two (2) forms of government issued ID (identification) for example, Passport and Driver's Licence. In addition, you will also need your Tax File Number (TFN) and bank details. Below is a summary of government IDs accepted.

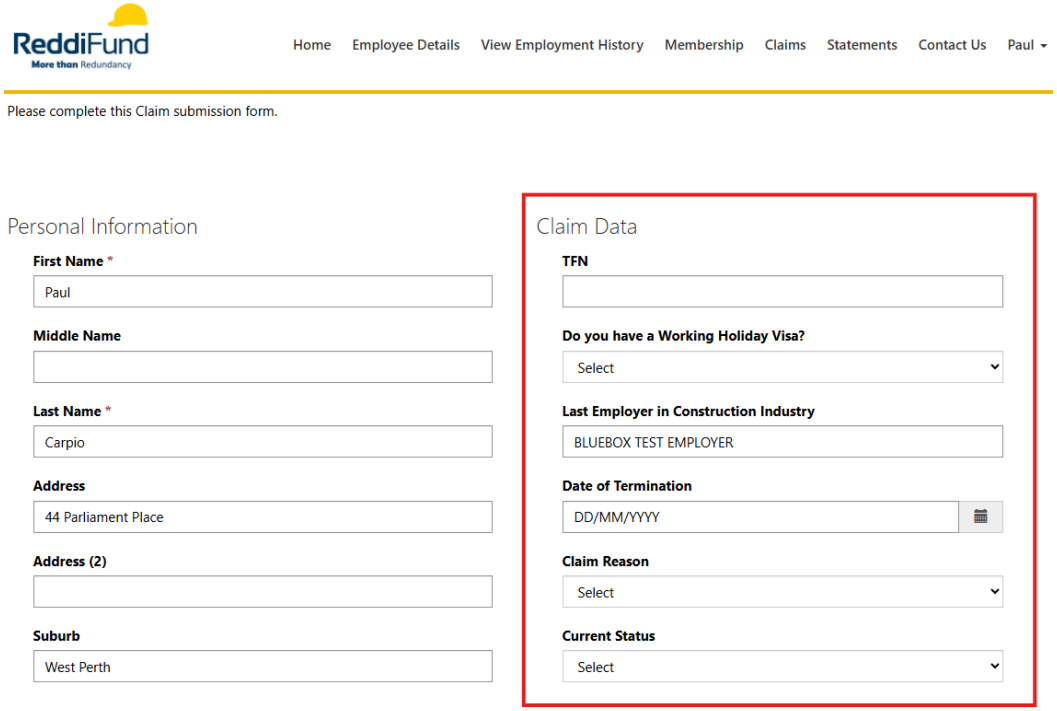
SOURCES	ADDRESS	DOB	FIRST NAME & LAST NAME	GOVT ID
Australian Passport (DVS)		✓	✓	✓
Australian Visa (Foreign Passport) (DVS)		✓	✓	✓
Medicare Card (DVS)		✓	✓	✓
ACT Driver's Licence (DVS)		✓	✓	✓
NSW Driver's Licence (DVS)		✓	✓	✓
QLD Driver's Licence (DVS)		✓	✓	✓
SA Driver's Licence (DVS)		✓	✓	✓
VIC Driver's Licence (DVS)		✓	✓	✓
WA Driver's Licence (DVS)		✓	✓	✓
NT Driver's Licence (DVS)		✓	✓	✓
TAS Driver's Licence (DVS)		✓	✓	✓
Birth Certificate (DVS)		✓	✓	✓
Marriage Certificate (DVS)			✓	✓
Change of Name Certificate (DVS)		✓	✓	✓
Australian Citizenship Certificate (DVS)		✓	✓	✓
ImmiCard (DVS)			✓	✓
Centrelink concession card (DVS)		✓	✓	✓

When ready, you may click 'Find Out More About Claiming' button where you will be taken to the following page that provides further information in relation to your claim lodgement.



To commence your claim lodgement, click 'Create New Claim'.

1. Complete all your personal information.
2. Complete your claim information.



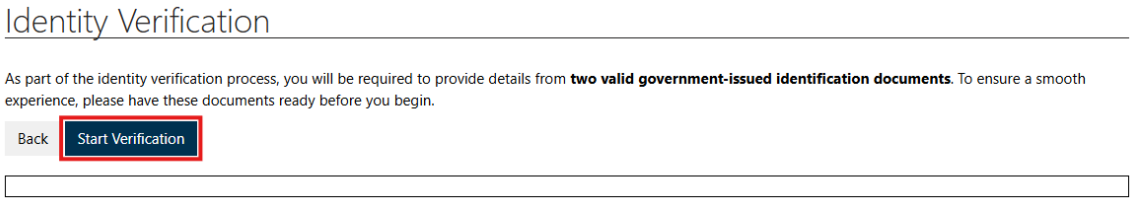
- TFN - your Tax File Number

- Do you have a Working Holiday Visa? - are you on 417 or 462 visa?

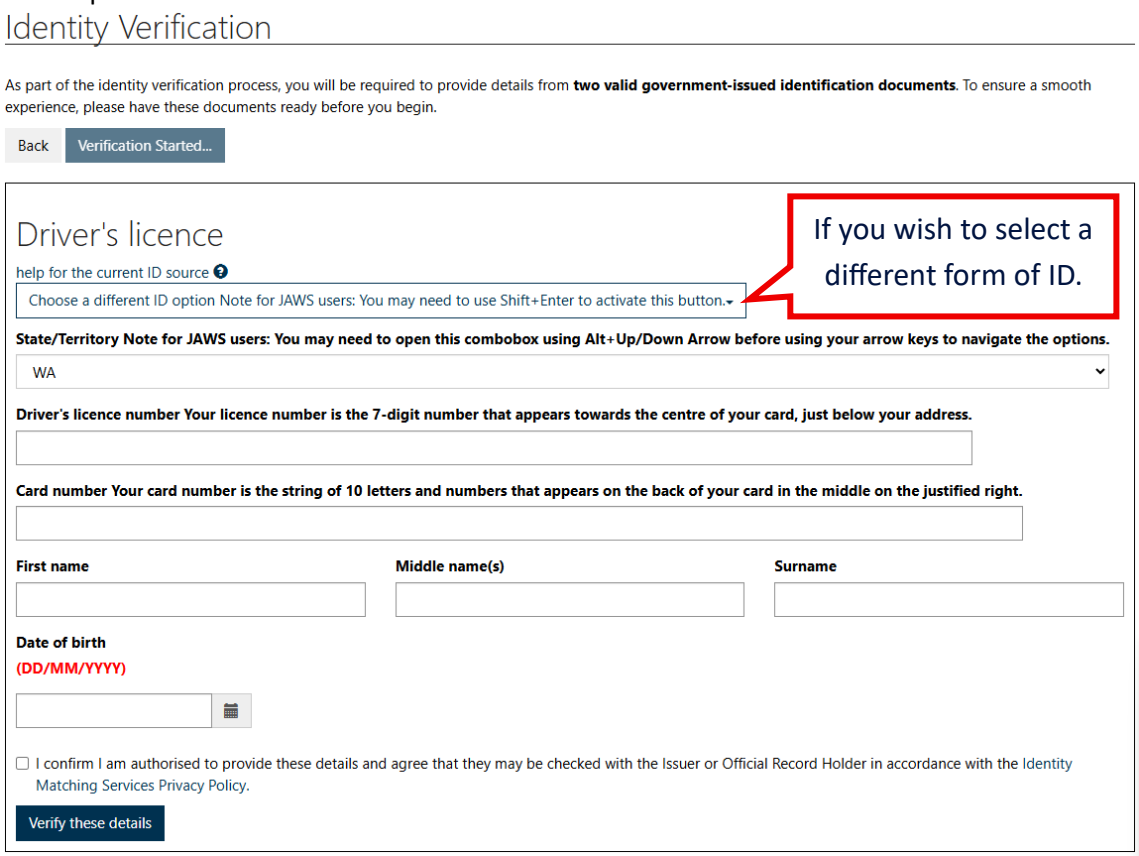
3. Click ‘Save & Continue’ when ready.



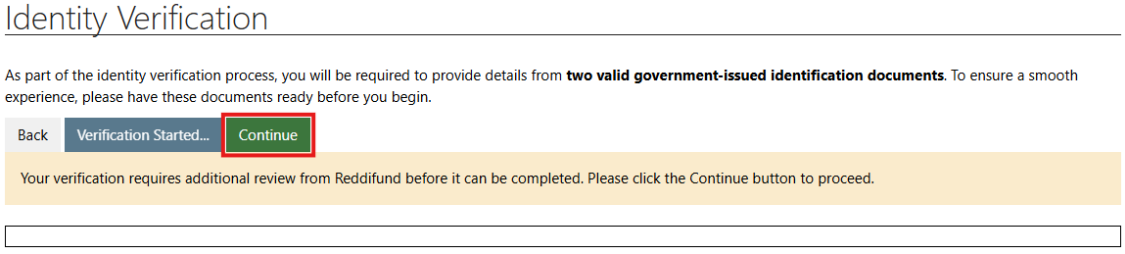
4. Click ‘Start Verification’ to commence verification of your identity.



5. By default, Driver’s Licence is selected as the first ID for verification, you may change this by clicking on the drop-down list.

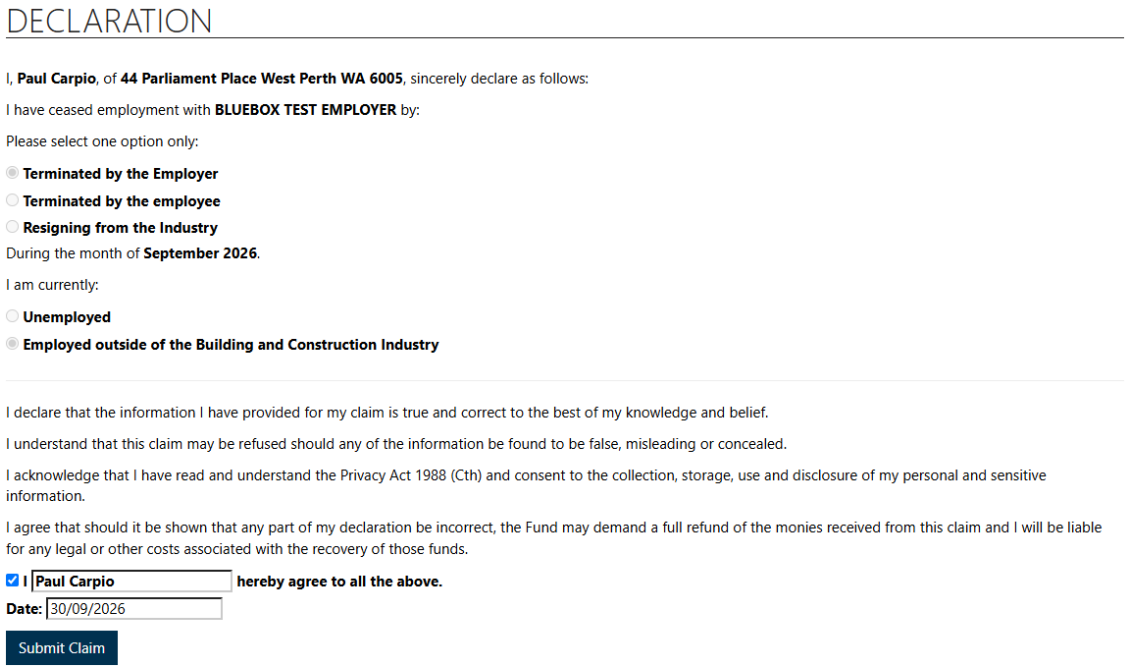


6. Proceed to verify your second form of identification.
7. Occasionally your identification may require additional review from the ReddiFund Team, you may still proceed by clicking ‘Continue’ and you will be taken to the Declaration page.

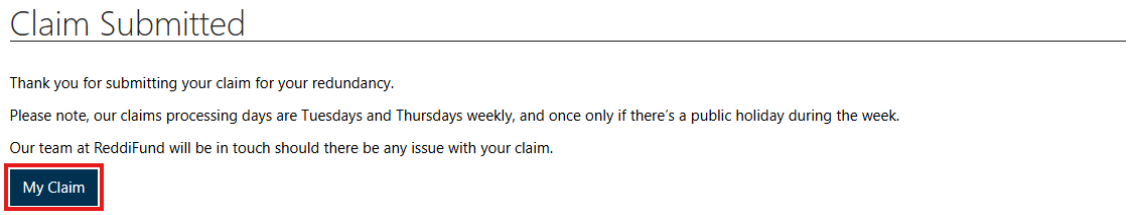


Note: there is a limit of 2 attempts per ID and 3 attempts overall. Should all attempts be exhausted, then further attempts will be denied.

8. Review the information presented and tick the box near the bottom of the page to indicate you agree.



9. Click 'Submit Claim' to finalise your claim.
10. The following page confirms we have received your claim submission, click on 'My Claim' button when ready and you will be taken to the claims summary page.



Note: There may only be one claim submission active at any given time.

7.3 My Claim Submissions

Shows all claims submitted to ReddiFund with their submission status (progress).



Submission status information:

- Draft - new claim submission in progress
- Employee: Pending Verification - ID verification in progress
- Declaration - declaration in progress
- ReddiLink: Pending Verification - claim is being verified by ReddiFund
- Completed - claim is verified and queued for payment
- Rejected - claim has been rejected by ReddiFund

- Locked Out - reached maximum ID verification attempts

NOTE: claims left unsubmitted for 14 days or longer are deleted.

7.4 Pending Claim Submissions

If you had a claim submission that you had to abandon and would like to resume completing, you can do so by clicking the button that appears next to your claim submission.



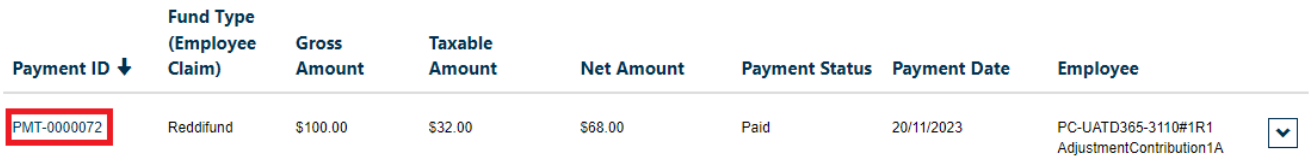
7.5 My Claims

Shows all claims we have received, processed and subsequently paid out to your nominated financial institution.

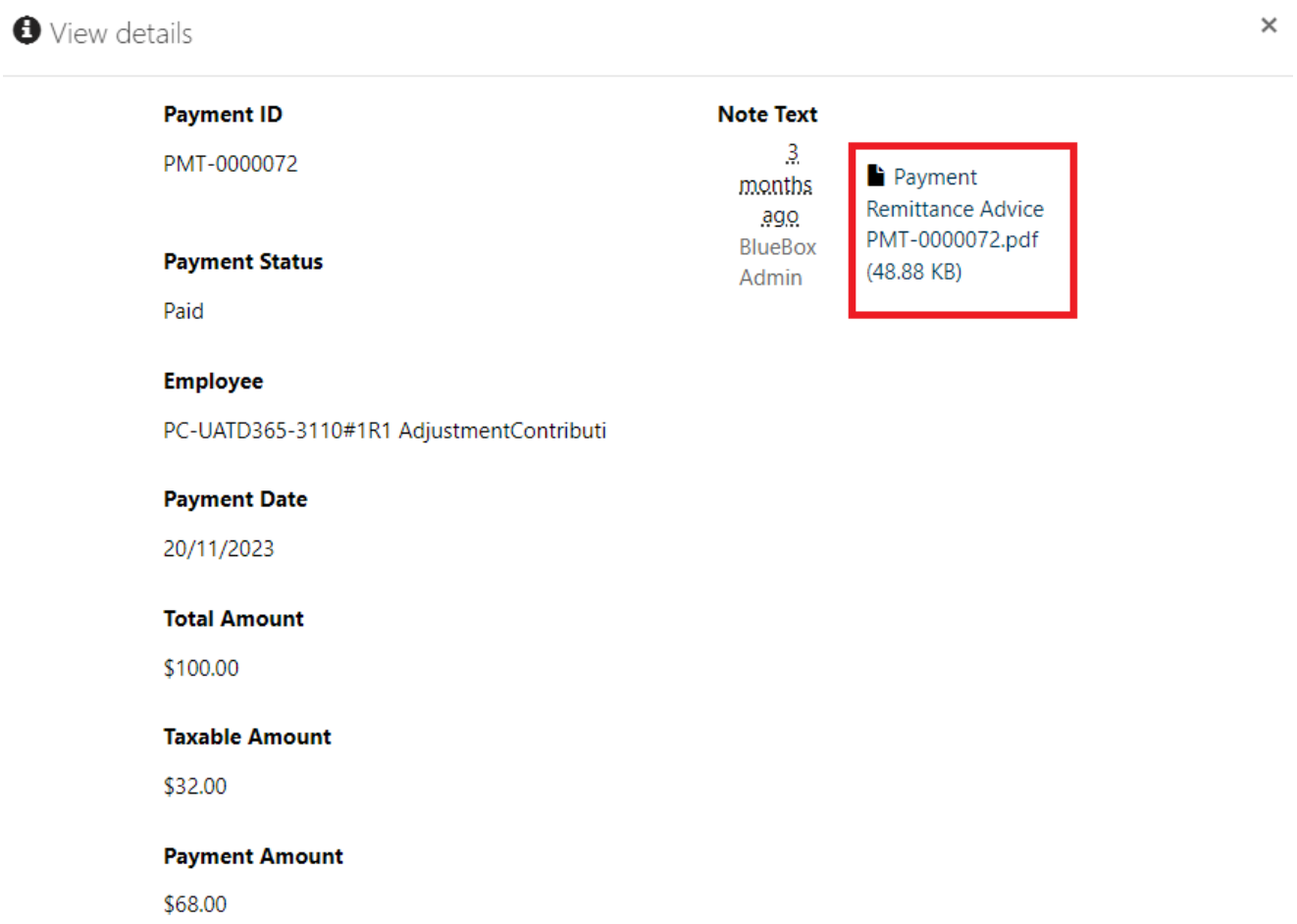


7.6 Payment Remittance Advice

To access your Payment Remittance Advice, please Click on each of the link provided under the "Payment ID" column.



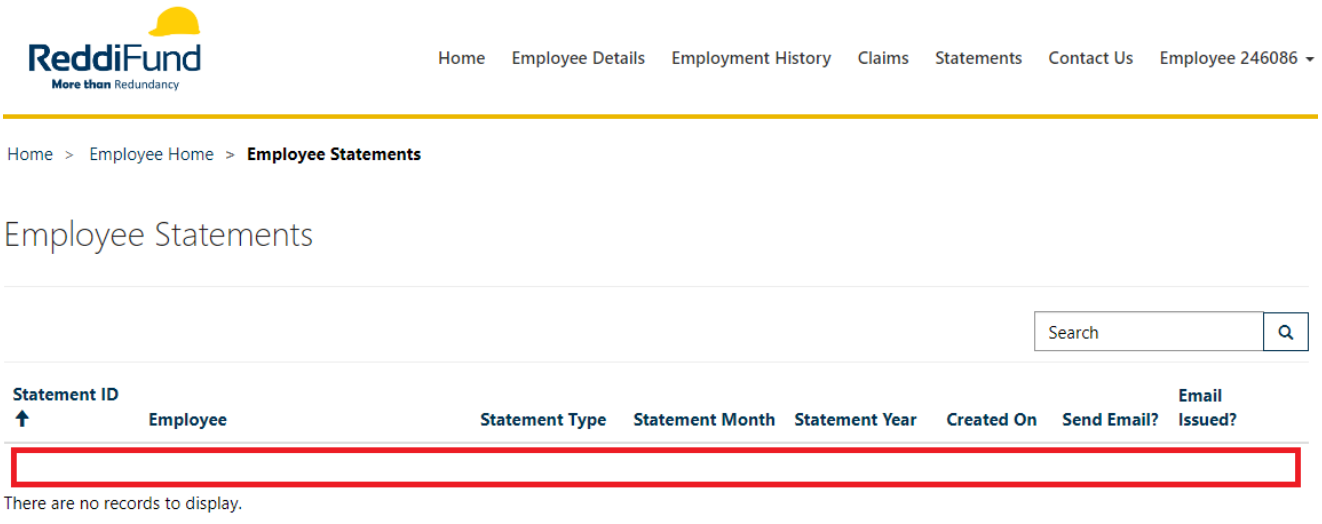
A new window will pop-up where you will then need to Click the link to the Payment Remittance Advice. Please ensure you have a PDF reader to open the file.



8 Statements Tab

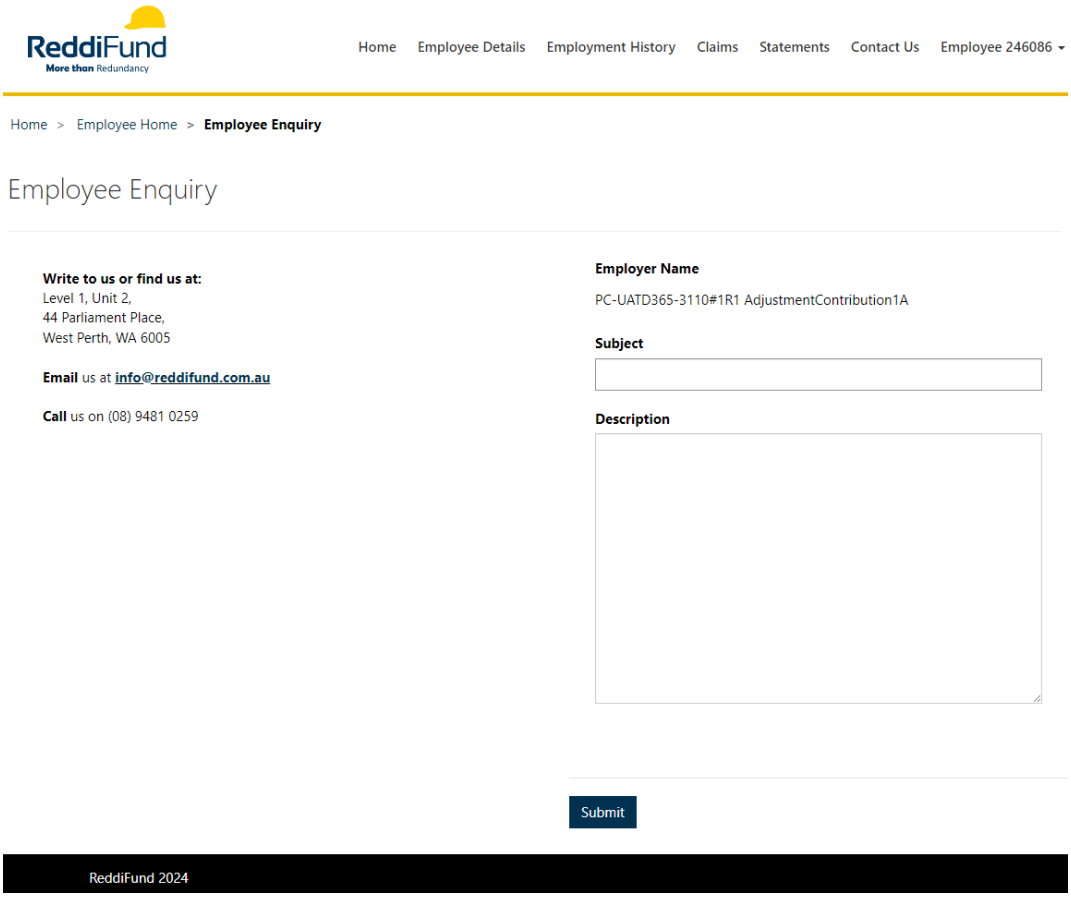
ReddiFund issues Statements to its members twice a year, the first being the Annual Statements issued in July and the second is the Bi-Annual Statements issued in January.

When the Statements become available a notification goes out to our members advising them that they now obtain a copy of the Statement via logging into the Members Portal and going to the relevant section to download them.



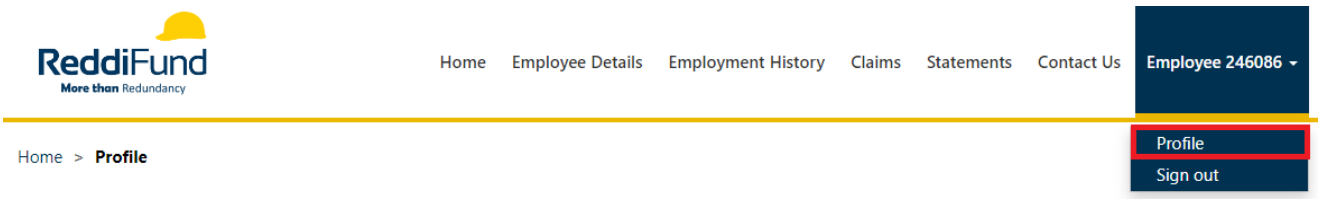
9 Contact Us Tab

Submit a query or request to the ReddiFund Team by completing the form below.



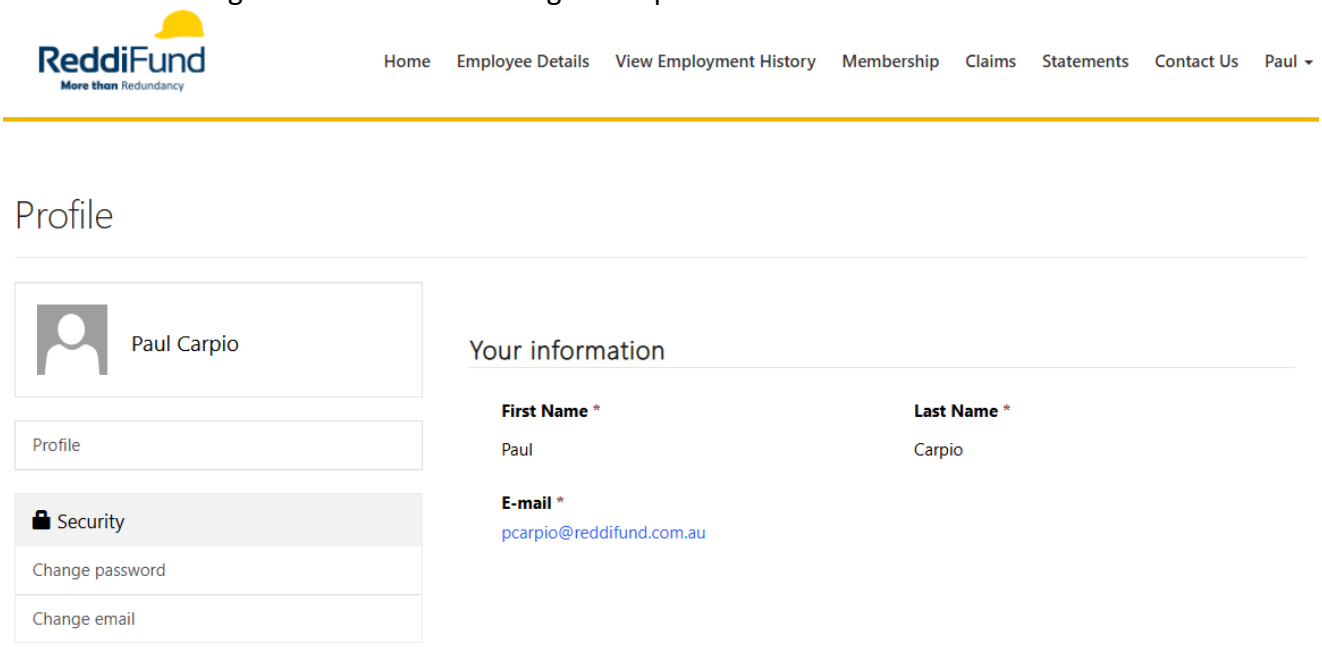
10 My Profile Tab

The My Profile Tab allows you to access and change various details tied to your profile.

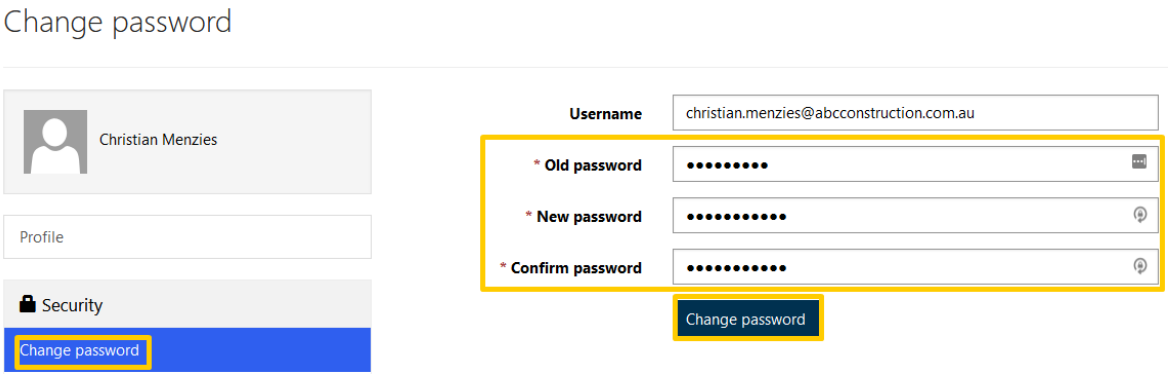


10.1 Change Password

Click on the Change Password link to change their password.

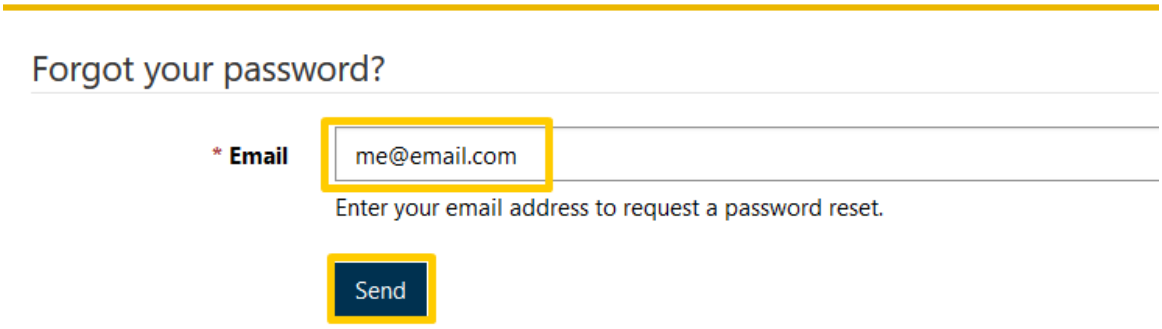


You'll need to add your old password, and then your new password twice to update. The password will apply the next time you log in.

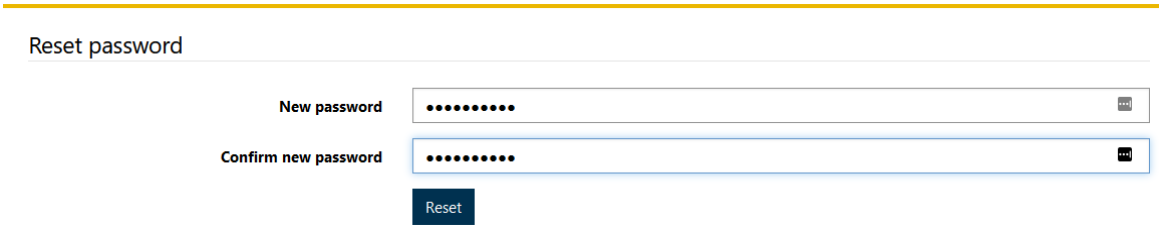


10.2 Password Reset

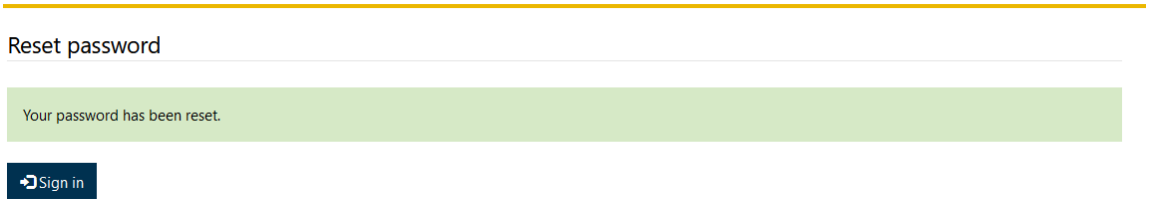
If you happen to forget your password, you can reset it from the log in screen to the portal by Clicking on the "Forgot your password?" button.



An email will be sent to the email address used to create the login account to reset the password. Click on the links embedded in the email to launch the portal reset password page.



Once the Reset button has been clicked the password will be updated, and you should be able to log in.



10.3 Change E-mail

Change your e-mail address by entering the information and Clicking “Change and confirm e-mail”.

