



Inclusion Support Portal – Update

Number 2

The Inclusion Support Portal Update is distributed to Inclusion Support Agencies to provide important news to users of the IS Portal.

1. Access to the IS Portal:

Access requests received since 3 October 2011 for the IS Portal have been forwarded to the administration team. We expect that User Ids and passwords will be forwarded to new users this week.

We are continuing to work to ensure that this process is as responsive as possible.

Please continue to send all access requests from the ISAs and the NISSP to DEEWR using the following procedure:

- Complete the *IS Portal access request* Excel spreadsheet (attached to this email).
- The *IS Portal access request* spreadsheet must be completed for each person requiring access to the IS Portal.
- Email your request to your DEEWR state/territory contract manager.

Note: This process is only for **new** users. We will provide further information on changes or deletions to existing users in an upcoming update.

2. Technical assistance

For technical assistance using the Inclusion Support Portal, ISAs and the NISSP **must** contact:

- The Inclusion Support Portal Helpdesk on 1800 306 182. The Helpdesk is open from 8am to 6pm (Eastern Time), Monday to Friday;
- Email: inclusionsupportportalhelpdesk@deewr.gov.au; or
- Fax to 1300 663 429.

If contacting by telephone, once you have made a queue selection, you can exit the queue at any time by pressing the # key on your phone and leave a voice mail message for your call to be returned – usually within 1 business day.

Note: The above contact details are **only** for the ISAs and NISSPs. Please do not forward these details to child care services.

3. Exemption Supplementary Form (formerly Part B.2 of the Exemption Application form)

The Exemption Supplementary Form will need to be completed when applying for an exemption from the IPSP Guidelines in order to request additional Inclusion Support Subsidy. This form asks for details about the care environment and, once completed, will need to be uploaded and attached to the IS case.

The Exemption Supplementary Form is located in the Literature tab.

4. Parent/guardian consent form

In order to comply with the Information Privacy Principles (IPPs) set out in section 14 of the *Privacy Act 1988*, a parent/guardian consent form must be completed. A 'Permission to share personal information between child care service and parent/guardian' is available under the Literature tab. Services should be made aware that this form is required to be completed by the parent/guardian before completing an ISS application. Once completed, the form must be uploaded and attached to the IS case.

5. SSP and the NISSP Activity Id field

ISA staff are requested to use **KU Children's Services NISSP, Approval Id 1-PH84P0** when completing the NISSP Activity Id field on an SSP record.

IS Cases that were uploaded into the system before 6 October 2011 with the incorrect NISSP Activity Id have been amended.

If you need to change the NISSP Activity Id field:

- Set the IS Case **Status** to varied.
- Select the **KU Children's Services NISSP Approval Id 1-PH84P0** from the pick list.
- Change the record **Status** back to its original status.
- Save the record.

6. Information on the DEEWR website

IS Portal Information is available on the DEEWR website at:

<http://www.deewr.gov.au/Earlychildhood/Programs/ChildCareforServices/SupportFamilyCCS/Pages/InclusionSupportProgram.aspx>.

We are continually updating and developing information for publishing on this site.

7. Budget Based Funded services

Budget Based Funded (BBF) services do not currently have access to the IS Portal and, as such, are unable to apply or claim for ISS online. These services should continue to complete the paper application forms for ISS and email or mail to the NISSP. For periods from 3 October 2011, all BBF services should complete a paper Claim for Payment form and submit to the NISSP on a fortnightly basis, together with attendance records for the fortnight, to enable the NISSP to process the claim payments. The Department is aiming to provide these services access to the IS Portal in the future so that applications and claims for ISS can be made online.

8. Questions and Answers (Q&A)

Many of the questions raised during the Live Meets have been answered through the task cards. Those that were not are answered below.

Please send questions to jpsp@deewr.gov.au, however, if you are experiencing technical difficulties please contact the Inclusion Support Portal Helpdesk for assistance.

1) Q: How is the Client Id created?

A: The Client Id is generated by CCMS as an internal reference. No action is required from ISAs or child care services in this regard.

2) Q: If a section in the application has not been validated in the Application Checklist or is incomplete, will the system allow the case to be submitted?

A: The application will not be able to be submitted until the details in the application are complete.

3) Q: Who is able to view the internal notes section?

A: ISAs can access all tabs, including the details in the approvals tab. The service can view information relating to the IS Case.

4) Q: Can you assign more than one NISSP Officer to a case?

A: Only one NISSP officer can be assigned to an IS Case. However, depending on the permissions available, more than one NISSP officer can be involved in the assessment of an IS case.

5) Q: How is an SSP reviewed and updated?

A: There has been no change to the way the SSP will be reviewed or updated. However, updated SSPs should be uploaded onto the automated SSP record to maintain a history of changes.

6) Q: Not all SSPs are developed in response to ISS. Do these need to be created online or only transferred if ISS is applied for?

A: Only SSPs that indicate a need for ISS should be created online. Information on creating an SSP is in Task Card 1 for ISAs.

7) Q: What is tolerance?

A: Tolerance provides flexibility to claim allocated hours in a subsequent week to make up for absences.

8) Q: Does diagnosis documentation need to be presented with each case renewal?

A: Documentation requirements are the same as for the paper form. Diagnosis information only needs to be presented and uploaded if it changes.

9) Q: Currently, the NISSP contacts services/ISFs for more information. How will this happen under the new arrangement?

A: If there is a minor omission, ISAs or the NISSP should consider contacting the child care service and seeking the required information and authorisation to enter, modify or update the record on the child care service's behalf. They should also consider including a note under the "Notes" tab advising of the date and action taken for future reference.

If there are significant concerns about the information provided, consider contacting the child care service to advise that the Inclusion Support Case is being returned for review. A note should also be included under the notes tab.

10) Q: Where is the information that was in Part B of the ISS application?

A: Part B of the ISS application refers to the profile of the care environment. Information relating to the care environment is recorded under the "Settings and Children" tab.

11) Q: When will ISFs know when an application is ready for endorsement?

A: ISFs can run a query on applications that are ready for endorsement (for hints on how to query, please refer to the table below '9. IS Portal Tips').

12) Q: Can the email address of the service be changed by the ISA or is this pre-populated?

A: The email address for the ISA can be changed by changing the status of the case to "Draft". Task Card 2 provides information on how to edit the services details.

13) Q: Will the notes entered into the case be visible to the child care service, ISF and NISSP?

A: The approvals tab is not visible to child care services, therefore, notes entered under this tab will not be visible to child care services. Notes entered into free text boxes under all other tabs will be visible to all people who access the case.

14) Q: If an ISA selects "not endorsed" prior to submitting to the NISSP, can the service see that the case is not endorsed?

A: Yes, the child care service will be able to see the status of the case.

15) Q: Can the ISF and service log into the IS Case at the same time and enter data?

A: The ISF and child care service can log into the case at the same time.

16) Q: Can any user still add notes to an IS case after it has been approved? E.g. ISAs can put a note to say that the child has changed days but there is no impact on level of ISS needed

A: ISAs are encouraged to add additional information regarding the child's attendance or the child care environment to maintain the history on record.

17) Q: Can ISAs put their letterhead onto the Letter of Introduction?

A: While the letter is generated by the system as a PDF document, ISAs can cut and paste the contents into a new word document.

18) Q: Can all ISFs in an ISA be able to view an SSP record once it has been created?

A: Yes, all ISFs will be able to view SSPs relating to their ISA region.

19) Will there be a set of task cards for services?

A set of task cards for child care services have been prepared and will be available from the DEEWR website.

20) Does the approval letter indicate if documentary evidence is needed for each child for a renewal application?

No additional documentary evidence is required unless the child's situation has changed when an application has been renewed. The ISA and NISSP can view the documentation attached to the original application.

9. IS Portal Tips

IS Portal Tips	
Service Support Plan (SSP) cases	
Unable to locate an SSP	The SSP record status needs to be set to active and saved or the SSP record will not be able to be located in the system to enable the creation of an IS Case.
Managing the character limit in the free text fields	Child care services that are finding that they are unable to provide sufficient information to support their IS Case in the free text fields should be reminded that additional information can be put in a word document and uploaded as an attachment to the IS Case.
Things to remember when inputting data	
Character sensitivity	The portal is character and case sensitive. You will need to be consistent in the names used when creating a case as this will make it easier to locate the case later. Example: If you create a case and key in the room name ie 'Koalas 1 – 3 yrs'. To search for this room you will need to key the name identically (including 'spaces') to be able to locate it. You will not find the service with this room name if you type in Koalas 1-3 years.
Special characters	Avoid using special characters such as &, @, etc. It may be difficult to locate a case with these characters.
'Space' problem. Cannot find a case that you have created?	Some case details have been copied from a document or typed in with a 'space' in front of the characters. Users are reporting that it is difficult to locate the case. The space is likely to be causing this difficulty. Please check that you have not inadvertently included a 'space' before the characters.

Searching and queries	
Query	The Query button will allow you to modify how you search for a record. If you click under any one of the headings: IS Case Type; Status; Start Date; End Date; Room/Carer Name; Service Name; Inclusion Support Facilitator; IS Case Id; SSP Id etc a field will open for you to enter your search details.
Sorting	You can sort records in ascending or descending order by hovering over any of the headings: IS Case Type; Status; Start Date; End Date; Room/Carer Name; Service Name; Inclusion Support Facilitator; IS Case Id; SSP Id etc.
Using a wildcard to filter your search	The IS Portal allows users to filter queries by using the wildcard “*”. For example: You can filter the query for organisation names that contain a group of letters ie “*ing” and your search will list all organisations with ‘ing’ in the name.