



Inclusion Support Portal – Update

Number 3

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

1. Vacation Care

A rolling implementation to transition CCB Approved Vacation Care services to the IS Portal has commenced. From 1 November 2011, Vacation Care services must submit all ISS applications, including variations to existing ISS approvals, online.

Vacation Care services that wish to vary an existing paper based approval must submit a new IS Case, via the IS Portal, that includes all the children with ongoing high support needs within the care environment.

Vacation Care services with an existing paper based approval will continue to claim ISS through the paper system until there is a change in the care environment or the end of the approval is reached. Services can submit fortnightly claims to the NISSP for the December 2011/January 2012 vacation care period.

If Vacation Care services prefer to move to claiming via CCMS, an online application may be submitted, even where there is no change in the care environment.

2. Parent/guardian consent form

In our last update, we alerted you to the need to seek parent/guardian consent before setting up an application for ISS in the IS Portal.

Using the “Parent/Guardian consent to share personal information” form

The “Parent/Guardian consent to share personal information” form must be completed by parents/guardians and attached to the IS Case. To assist with this, the following process has been developed:

- *New applications*

All online applications must have a completed consent form attached to the IS Case.

Applications put into the IS portal without consent forms will be set to “started” and “returned” to the service by the NISSP. The NISSP will notify the service to seek parent/guardian consent.

- *Paper applications received 12-30 September 2011*

Consent forms must be collected by services and scanned and emailed or posted to the NISSP by 28 November 2011. Please include the IS Case Id at the top of the form as this will assist the NISSP in locating the correct case.

Other IS cases


Check that all applications for ISS have the consent form. This includes all current ISS approvals from the previous paper system and all IS Cases that have been submitted to the NISSP for assessment before 31 October 2011. For those cases without the form, parents/guardians must be provided with the form that outlines the purposes for collecting the personal information. Please collect the completed forms by 28 November 2011. The signed consent must then be attached to the IS Case in the IS Portal at the time of a renewal or variation.

3. Payment Types

When creating a new Inclusion Support Case, please ensure that you save the correct Funding Model for that service. A number of services have notified that the Funding Model that has been entered into the IS Case is incorrect and they are unable to claim the appropriate level of ISS funding or capacity payment.

We encourage users to refer to Task Card Number 2 – Creating a new Inclusion Support Case – for ISAs. Task cards are located on the DEEWR web page at <http://www.deewr.gov.au/Earlychildhood/Programs/ChildCareforServices/SupportFamilyCCS/Pages/InclusionSupportProgram.aspx>

The step to select the Funding Model is at Step 7 of Task Card Number 2.

Go to the Funding Model field and click the glyph  to search for the funding model type. Select the appropriate Inclusion Support funding model - ASC; BSC; FDC; IHC; LDC PRIMARY; VAC.

Click the **Save** button to save the record.

4. Task cards

Before you pick up the phone or write an email to the helpdesk, please check the relevant task card to verify that each step needed has been completed.

Our helpdesk has been very busy and your assistance to ensure all steps have been followed would be very much appreciated.

5. Questions and Answers (Q&A)

Please send questions to your state and territory contract managers. However, if you are experiencing technical difficulties, please contact the Inclusion Support Portal Helpdesk for assistance.

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

This response is a clarification of the response provided in IS Portal Update Number 2. The approval letter does not currently indicate if documentary evidence is needed for a renewal application.

Please refer to Section C4.3 of the IPSP guidelines for requirements about documentary evidence.

2) The following questions focus on the Child care service – Task card No. 3 – Setting and Children tab

Step 2:

Q: Is this every educator in the service, including casuals, ISS staff?

A: This step is about the whole service and must provide the total number of educators employed by the child care service, including casuals and additional educators subsidised by the ISS.

Step 6:

Q: The age groups available to choose from in the drop down list does not provide me with the age group I have in the room. What should I do?

A: This step asks for details of the room/care environment for which ISS is being sought. There are no plans to add other age settings to the drop down list. Where the age setting is not listed, please select the age group that most closely matches the age group for the care environment for that IS case.

Step 7:

Q: Do I count all of the "permanent" educators (not ISS funded workers) in that room on any given day? Or, should I count the total educators over a whole week?

A: This step is also about the room/care environment for which ISS is being sought. Please provide the total number of educators over a typical week, including currently subsidised additional educators. This does not include additional educator/s for which the new application is being made.

Step 8:

Q: Do I count the enrolled children in that room over a week or is it any given day?

A: This step is also about the room/care environment for which ISS is being sought. Please provide the number of enrolled children. If the numbers are different for each week, you may include the average number.

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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.

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.

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>.