

Inclusion Support Portal - NISSP FAQs No 1



Children's Services
Since 1895

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Q1 What is the Inclusion Support Portal?

A The new Inclusion Support (IS) Portal is an online Internet system and is part of the DEEWR Child Care Management System (CCMS). It will enable:

- 1) applications for Inclusion Support Subsidy (ISS) to be submitted via the Internet and
- 2) claims for payment to be made through CCMS approved software, used by all CCB approved services, at the same time that they submit attendance records.

Details on how BBF services will apply for and claim ISS will be provided in the near future.

Q2 How will it work?

A Applications

1. As they do now, the service will contact their local ISF about inclusion support and the ISF will work with the service to develop a SSP.
2. If there is a need to apply for ISS the ISF will record high level details about the SSP (e.g. service name and room/carer name) in the IS Portal.
3. If the service wishes to apply for ISS, the ISF will access the IS Portal and create a "shell" ISS application for the service to complete.
4. ISFs will email the service a system generated letter with instructions on how to access IS Portal.
5. The service will log into the IS portal, complete the ISS application online, attach the supporting documentation and submit the application for endorsement and approval. Signed paper applications will no longer be required, or be able to be accepted.
6. The ISA will review the submitted application online and endorse/not endorse the application as they do now.
7. The NISSP will assess the application and issue an approval/non-approval letter with details of the approval. The approval will provide funding start and end dates for the whole care environment. All care environments will have one funding start date, one funding end date and one review date, in relation to the inclusion of all children with ongoing high support needs.
8. Once approved, details of the ISS approval will also be available immediately to services through their CCMS Approved Software.
9. Renewals, changes of care environment and extensions will also be processed on line, however it will be much quicker to re-apply as many of the details will already be in the system from the original application.

Claims

Services will claim for ISS through their CCMS Approved Software at the same time as they submit their attendance data for CCB purposes. The process will be fully automated and services will no longer have to submit paper claims. Successful claims will typically be paid within a few days.

Q3 When will it "Go Live"?

A All service types **except VAC programs in Outside School Hour Care Services** will go live from 3 October 2011. VAC programs in Outside School Hour Care Services will be able to use the new system for the 2011 Christmas holidays.

- ISS Applications will be submitted online from 3 October.
- Services will submit claims for all periods from 3 October 2011 online via their CCMS Approved Software.

Please note: Services may currently see a link to ISS on their CCMS system but this will not be "live" until October.

Q4 Do I need any additional computer programs etc to assist the service to apply for ISS?

A For ISS applications the service and the ISA will need to have computer and internet access but will not need to purchase any additional resources/programs. The IS Portal is a Web solution and is provided free of charge by DEEWR. In an effort to move to a paperless process, services will be encouraged to scan supporting documents and submit them on line with the application.

Q5 Will there be training?

A Services will be receiving ongoing communication via CCMS newsletter etc regarding the new system and will receive online training provided by DEEWR.

DEEWR will provide online training for all ISAs.

The NISSP will aim to keep all ISAs informed of progress with the new system and will be running information sessions in September in addition to the DEEWR training. These will provide information on the process to be used online for different application scenarios plus a Q&A session.

Q6 Will there be ongoing support?

A A variety of support options will be available when the online system is implemented:

- DEEWR CCMS Helpdesk for all technical queries
- Services can also access their CCMS software provider's helpdesk for technical queries concerning claims.
- NISSP - Telephone 1800 824 955 or email issinfo@ku.com.au for program related online application questions.
- NISSP team can take individual phone/email queries as usual and happy to have telecons with regional teams as a follow up to the roadshows.
- NISSP will publish support resources, such as checklists for services and ISAs as needed.

Q7 What are the Transition arrangements?

A Claims for the July-September 2011 quarter must be submitted as usual using the paper forms by 30 November 2011.

Vacation Care Claims

- VAC services will submit their claims for September-October 2011/Break 3 in the usual way using the paper forms by 30 November 2011.
- VAC applications for VAC programs in Outside School Hours Care Services will not "go live" at the same time as other care types to avoid additional claims paperwork. They will be able to be submitted online in time for the **December 2011/January 2012 VAC period**. Claims for this period will also be made online.

ACTIONS REQUIRED JULY 2011

Q8 What do ISAs need to do now in preparation for the online system?

A ISAs can assist by ensuring services complete the updated version of the ISS Application sent to ISAs and available on the website. Please refer services to the application guides for further information. These forms have **three new fields** –

- ✓ the service's CCB Approval ID,
- ✓ the child's CRN (please note: not all children will have a CRN) and
- ✓ the child's CCMS Enrolment ID.

This information must be received on all applications from 1 July 2011.