

# Inclusion Support Portal - NISSP FAQs No 2

## Transition to the ISS online application and claims system

### Arrangements for Approvals and Applications (except Vacation Care Services)



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#### Q9 What is the "transition period"?

A To move the current paper based ISS applications system to the online IS portal, a huge amount of data must be transferred to the online system and all applications currently received by the NISSP must be processed and added to the system prior to October 3 2011.

To assist services, ISAs and the NISSP during the transfer between the current paper based ISS system and the move to the IS portal, special transition arrangements will apply between: **22 August 2011 and 30 October 2011.**

#### Q10 What do I need to do if a service has a renewal application due during the transition period to the online system?

A If a service has an ISS Approval which has an end date between the **22 August and 30 October 2011** they will **automatically** receive an **extension of three months to their current approval.**

No extension form needs to be submitted. No action is required by the service. Extension letters will be provided in the near future.

If you are requested to assist a service with a renewal application and their current approval has an end date between 21 August and 30 October 2011, please advise the service that due to the move to an online application system their current approval will automatically be extended for 3 months.

When the Inclusion Support Portal is available for use assist the service to apply and have their application **completed 4 weeks before the extended funding end date.**

**For example**, an approval which has a funding end date of 4 September 2011 will automatically receive an extension of their approval until 4 December 2011. The service will need to submit a renewal application to the NISSP **via the IS Portal** by 6 November 2011.

**Q11 What will happen when a care environment has more than one current ISS Approval?**

**A** When a care environment currently has **more than one ISS Approval** the NISSP will automatically align the funding review and funding end date of all Approvals within a care environment.

Services will be sent amended Approval letter/s so that **all care environments will have one funding review and funding end date**. These letters replace any existing Approvals for the care environment.

In some cases services will receive an extension to one or more of their Approvals as a result of the aligning of dates.

**For example**, Jack and Jill both attend Hill Child Care Centre in the 3-5 year old room. The Approval which relates to Jack's inclusion has a funding end date of 30 October 2011 and the one relating to Jill's inclusion is 4 March 2012. The new amended Approval for the 3-5 year old room will end on 4 March 2012.

It will be important that the ISA and NISSP work together to monitor whether services with an extended approval still require this level of support during the whole approval period. This issue will be discussed again in future updates.

**Q12 What are the arrangements for new, change of care environment or variation applications during the transition period (excluding Vacation Care Services) applications?**

**A** **From 22 August 2011 to 9 September 2011** the NISSP will not be accepting applications **(for all services exception Vacation Care Services)**. Please advise services not to submit applications during this period as they cannot be processed.

**From the 12 September to 30 September 2011** services can submit a paper based application but the start date for the approval cannot be earlier than 3 October 2011.

**From 3 October 2011** applications can only be made online through the Inclusion Support Portal.

## Transition Arrangements for Vacation Care Services Applications

**Q13 How does a Vacation Care Service apply for the ISS during the transition period?**

**A** The following applies to applications from **Vacation Care Services only**:

Vacation Care Service Approvals will **not** be automatically extended during the transition period. If an Approval ends during the transition period **a paper application must be submitted.**

**September/October 2011 Vacation Care Period –no change** to the current applications process. Paper applications can be accepted throughout the transition period and up to the end of the vacation care period for September/ October 2011 vacation care.

**December 2011/January 2012 Vacation Care Period -** After the September/ October 2011 vacation care period applications can only be made online through the Inclusion Support Portal.

***This advice does not include other services who offer vacation care within their FDC/IHC or LDC service. See Qs 9-13 above.***

# Inclusion Support Portal - NISSP FAQs No 1



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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.
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 roadshows 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](mailto: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 for claims?**

**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** There are two key issues ISAs need to be aware of and action from now onwards to assist with the move to the online system. They are:

1. Ensure services complete the updated version of the ISS Application. Please refer services to the application guides for further information. These forms have **three new fields**. The **first two fields listed must be completed** and the third field, the child's CRN, is optional as not all children will have a CRN:
  - ✓ the service's CCB Approval ID,
  - ✓ the child's CCMS Enrolment ID, and
  - ✓ if available the child's CRN

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

2. The new system will provide funding start and end dates for the whole care environment, just like current home based services ISS approvals. This means that in future all funded 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.

The NISSP will commence providing funding start and end dates for whole care environments from **July 4 2011**. Wherever possible, approvals issued from now onwards will have a funding end date which aligns all current approvals for the care environment.

To assist with this process please support services to provide the following for **all renewal applications**:

- ✓ Include Part C and documentary evidence (unless notification has been received that documentary evidence is not required) for **all children** with ongoing high support needs in the care environment.
- ✓ Provide the previous SSP evaluated and a new SSP for the care environment.