

National Inclusion Support Subsidy Provider

Frequently Asked Questions (FAQs)

September 2009



Children's Services
Since 1895

In partnership with



ISS Claims

Q: When do I have to start using the new claim forms? And where do I find them?

A: Simpler Claim for Payment Forms and Attendance Records have been developed to help streamline the process of making a claim. Separate Attendance Records have been developed for centre based shared care arrangements and home based care based on feedback received by DEEWR and the NISSP.

It is preferable that you start to use the new forms when they are available as they are easier to use, however, to support services we will accept Claims for Payment using both new and old forms until 1/11/2009.

The new forms are available to download from our website www.ku.com.au

Q: When do I have to send in my claim form by?

A: All claims must be received within 60 days of the end of the quarter. To support services in the transition to the revised ISS Guidelines, there will be a transition phase until 1/11/2009.

You must submit all claims for periods up to and including June 2009 by 1/11/2009. This includes any late claims from previous periods. Any claims for these periods received after 1/11/2009 cannot be paid.

Claims for Period	When claims must be received by the NISSP:
All claims for periods up to 30/06/2009	1/11/2009
1/07/2009-30/09/2009	30 /11/2009
1/10/2009-31/12/2009	1/03/ 2010
1/1/2010–31/03/2010	31/05/2010
1/04/2010-30/06/2010	30/08/2010

Q: Who needs to sign the Attendance Record?

A: Centre Based care – the Attendance Record needs to be initialled on a daily basis by the additional ISS funded worker. Any workers funded by the ISS must be in addition to the number of staff already required by licensing or regulatory requirements.

Trainees cannot be employed as the additional worker at the same time that they are completing their required trainee hours.

The completed Attendance Record must then be signed off by the appropriate authorised officer of the service e.g. Service Director, Authorised Supervisor, Owner.

Home Based care – the Attendance Record must be signed by both the carer and the authorising officer from your Scheme.

Q: Can I claim ISS when the eligible child is absent?

A: Yes, up to the following maximum levels (except for public holidays when the service is closed):

Family Day Care – up to 30 days per financial year

Long Day Care, OHSC, Mobile/Flexible/Innovative Services – up to 50 hours per financial year

Vacation Care – up to 80 hours per financial year.

Q: I am a FDC carer and the eligible child/ren arrived late today – can I claim ISS from the time they were supposed to arrive?

A: No. The service can only claim the Capacity Payment for the hours the child was actually in the care environment up to the approved number of

ISS weekly hours, not the number of hours the child/ren was booked into care.

Q: It says in the revised ISS Guidelines that we could be audited – what sort of records do we have to keep?

A: You need to keep records to substantiate your Claim for Payment, for example your staff Attendance Records, showing when the additional worker attended the service and your child Attendance Records, showing when the eligible child attended the service.