



Inclusion Support Subsidy (ISS)

From 3 October 2011, all child care services wishing to apply for Inclusion Support Subsidy (ISS) will be able to use the new DEEWR IS Portal. Information on how to access the IS Portal will be provided to you by your Inclusion Support Agency (ISA). Services that currently receive ISS, with the exception of Out of School Hours Care Vacation Care services, will be able to view current IS Case information and make claims through the CCMS. Services can also use the IS Portal to view existing IS Cases. Instructions on how to do this can be found later in the document. Vacation care will use the current claim method for the September/October school holidays and transition to the new system for the Christmas holidays.

Services should check IS case details to ensure that the information is accurate and consistent with your current paper IS Approval. You should contact the CCMS Helpdesk as soon as possible if discrepancies are found.

Services are also reminded of their obligation to inform their Inclusion Support Agency quickly of any changes to the care environment to ensure there is enough time to prepare a new or vary an IS approval. Inadequate notice may affect your ability to claim ISS.

Transition of existing cases

On the night of Thursday 29 September the details of IS cases already in progress will be loaded onto the CCMS. This will allow services to view information about their IS cases from Friday 30 September. Note that services should continue to use the existing manual processes for Flexible Support Funding (FSF) until further notice.

Bank accounts

ISS payments for existing cases will automatically be made to the same bank account that is used for your Child Care Benefit payments. You will be able to nominate a different bank account when you submit new cases through the new system.

Check the data

From the morning of Friday 30 September you will be able to check that the data has been loaded correctly. It is very important that you check the data that has been loaded to make sure it is correct and complete. Check that you can see that the children you included on your original ISS application are associated with the new IS case. If they are not, you will not be able to claim ISS in respect of that child.

If you find a problem with any of the ISS records, send an email to the CCMS Helpdesk.

If the wrong child's record has been associated with the IS case, give us details of both children – the one loaded incorrectly and the one who should have been loaded but was not. If a child's record is missing that should have been loaded, include the details of the missing record.

Send the details of any discrepancies **by email** to ccmshelpdesk@deewr.gov.au and include "ISS" in the subject line.

Finding the Case ID numbers

You will find the Case ID numbers by querying your enrolments. You will not be able to claim yet because all the cases will be commencing on 3 October 2011.

What to do with the loaded records

For each existing ISS case that has been successfully loaded onto the new system, you need to start reporting attendance details and claim for IS through your software for the week-ending 9 October onwards. Refer to the information given to you by your software provider for details of how to do this.

Final quarter on paper (July-September)

You still need to lodge the usual ISS claim on paper for the July-September quarter. This quarter will include the period 1-2 October, as instructed by the NISSP. If you need any help to finalise your claim for the final quarter, you should contact the NISSP in the usual way. You cannot claim ISS payments for the July-September quarter through the CCMS.

Starting new IS cases

Detailed task cards have been developed to guide you through the process of submitting applications for new IS cases on the Portal.

There are 12 task cards. They have been posted on the secure child care service providers' portal as 12 separate documents. They have also been attached to the email with this fact sheet as a single document.

The topics covered in the task cards are:

- Overview of ISS Portal
- Case Detail
- Service Support Plan
- Setting & Children
- Support Hours
- Attachments
- Contacts
- Notes
- Submission
- Claims
- Approval Process
- Help

Vacation Care services

Remember that if you operate a Vacation care service, you will continue submitting applications and claims on paper for the September/October school holiday period.

Vacation care services will start using the new IS Portal from the start of the summer holidays in December 2011. More information will be sent out about this prior to the start of the summer school holiday period.

IPSP information

If you need more information about the Inclusion and Professional Support Program (IPSP), this can be found on the internet at:

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

/InclusionSupportProgram.aspx#inclusion_support_subsidy

Go to this page or to the NISSP website <http://www.ku.com.au> for information on ISS.

Flexible Support Funding (FSF)

There are no changes to Flexible Support Funding (FSF) at this time. To receive this funding, you will continue to complete a paper claim as per the usual procedure for this payment type. FSF claims cannot be processed through the ISS Portal or the CCMS.

How do I get into the IS Portal?

The online address for the IS Portal will be made available for a new application in a letter from your Inclusion Support Agency (ISA) along with your Case ID Number.

For an existing ISS application you can access the IS Portal to view the details uploaded after 3 October. To access the portal online, please [Ctrl+click here](#).

If this link is unavailable you can type or copy the address below into the address bar of your internet browser. Please note the www. is not required in this circumstance. The https is used instead for security purposes.

<https://fofms.fahcsia.gov.au/iscaseportal>

Please note you will need to use your CCB Approval ID and your Case ID to log into the IS Portal.

Viewing payment information

There are two methods to view ISS payment details. If you are unable to view a payment using one method please try the other method before calling the CCMS Helpdesk for assistance.

- **CCMS Software**

A query of your ISS Case claims will return information such as clearing numbers and dates paid.

- **IS Portal**

Go to the Claims Tab and the same information may be viewed here for the Case ID you have entered.

Remittance advices with payment details will be sent to your usual financial email address.