

## ISS goes online!

From now onwards all CCB approved services can apply for ISS online via the Inclusion Support Portal. All services (except Vacation Care Services) can now also claim ISS via their CCMS Approved software.

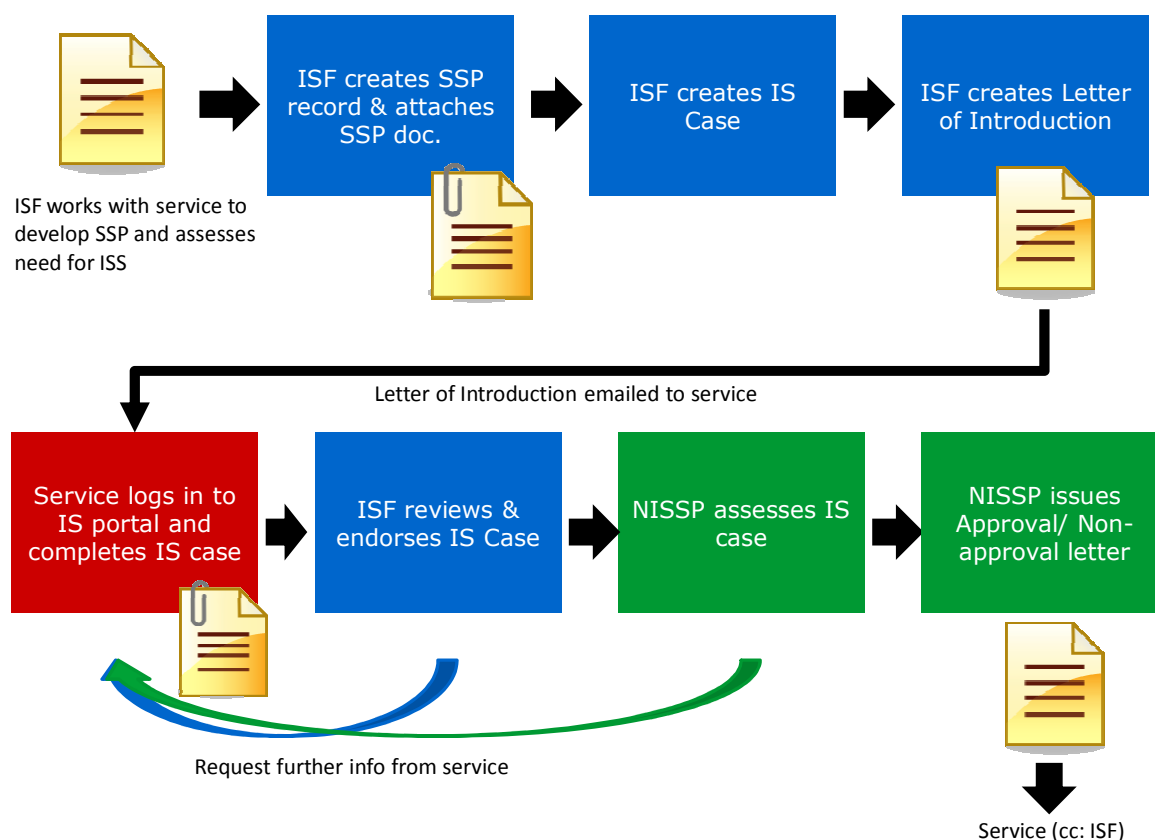
This makes it much easier for you to claim ISS and payments are made to your bank account in the same way as you receive CCB payments.

## Applying for ISS online

You will need to contact your ISA to assess whether ISS is required in your care environment. They will then assist you to complete the online application process.

It is important that you contact your ISA as soon as you begin to plan any change to your care environment which might impact on the level of ISS you require e.g. moving a child from the 0-2 room to the 2-3 room. The application process needs to be started as soon as possible to ensure that the application can be submitted at least 4 weeks prior to when ISS is needed.

An outline of the online process is shown below:



# NISSP Update November 2011

## ISS Claims for Payment

For the period **1 July 2011-2 October 2011** you still need to submit a paper *Claim for Payment* form and associated Attendance Records to the NISSP by **30 November 2011**.

For periods from **3 October 2011** onwards, you need to submit attendance records for the ISS approved children via your CCMS Approved Software which will stimulate payment to your nominated bank account.

## Vacation Care

Vacation Care Services continue to submit claims via the paper process until they apply and receive an approval through the online system.

Vacation Care services can apply online when they next need to submit a new, variation or renewal application. Services can also choose to go online earlier by submitting an application through the IS Portal, with assistance from their ISA.

## Help and Support

Please contact your ISA for assistance to apply for ISS.

DEEWR have provided detailed task cards to guide you through using the system. These can be accessed on the "Literature" tab of the IS Portal as you complete your application.

Support resources including *Top Tips* factsheets and Checklists are available on the NISSP website [www.ku.com.au](http://www.ku.com.au)

For general queries relating to your ISS application or paper claim please contact the NISSP team via email at [issinfo@ku.com.au](mailto:issinfo@ku.com.au) or toll free 1800 824 955.

For technical assistance relating to your online claim for payment please contact your CCMS Software Provider or the CCMS Helpdesk.