

National Inclusion Support Subsidy Provider

Information Session for ISAs
September 2011



In partnership with



Agenda

- ▶ Inclusion Support Portal overview
- ▶ Care environment focus
- ▶ SSPs
- ▶ How to apply for ISS
- ▶ ISS scenarios
- ▶ Top tips
- ▶ Transition arrangements
- ▶ Questions!

The ISS online system

- ▶ Applications for ISS to be made online via the **Inclusion Support Portal**-part of CCMS
- ▶ Claims for ISS to be made at the same time services submit their attendance records for CCB via **CCMS Approved Software**

The ISS online system - benefits

- ▶ Easier process for services to claim ISS
- ▶ Services will receive claim payments every week/fortnight improving their cashflow

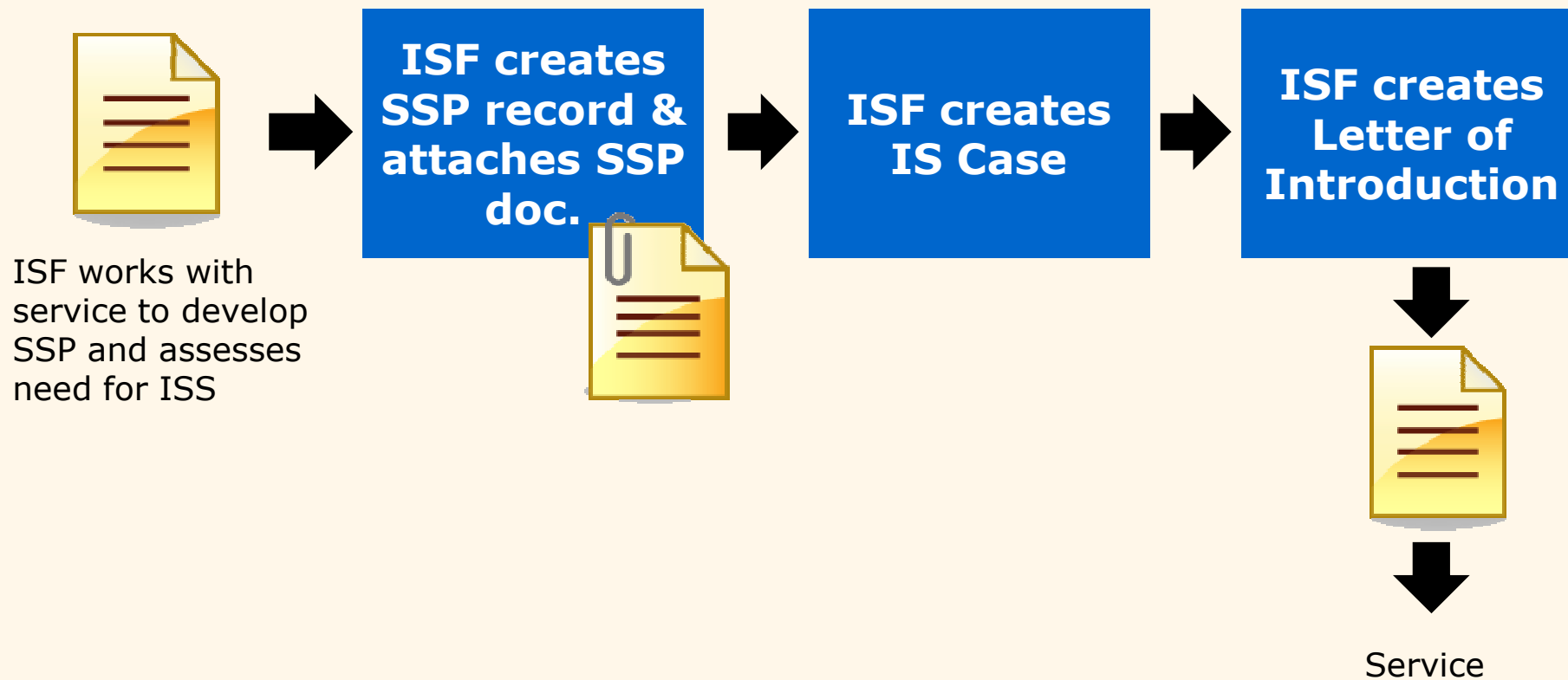
How will the system make applying easier?

- ▶ Pre-populated data such as service & child information
- ▶ For renewals or variations to approvals the previous application can be copied and amended
- ▶ Electronic endorsement by ISF
- ▶ No need to post/email applications

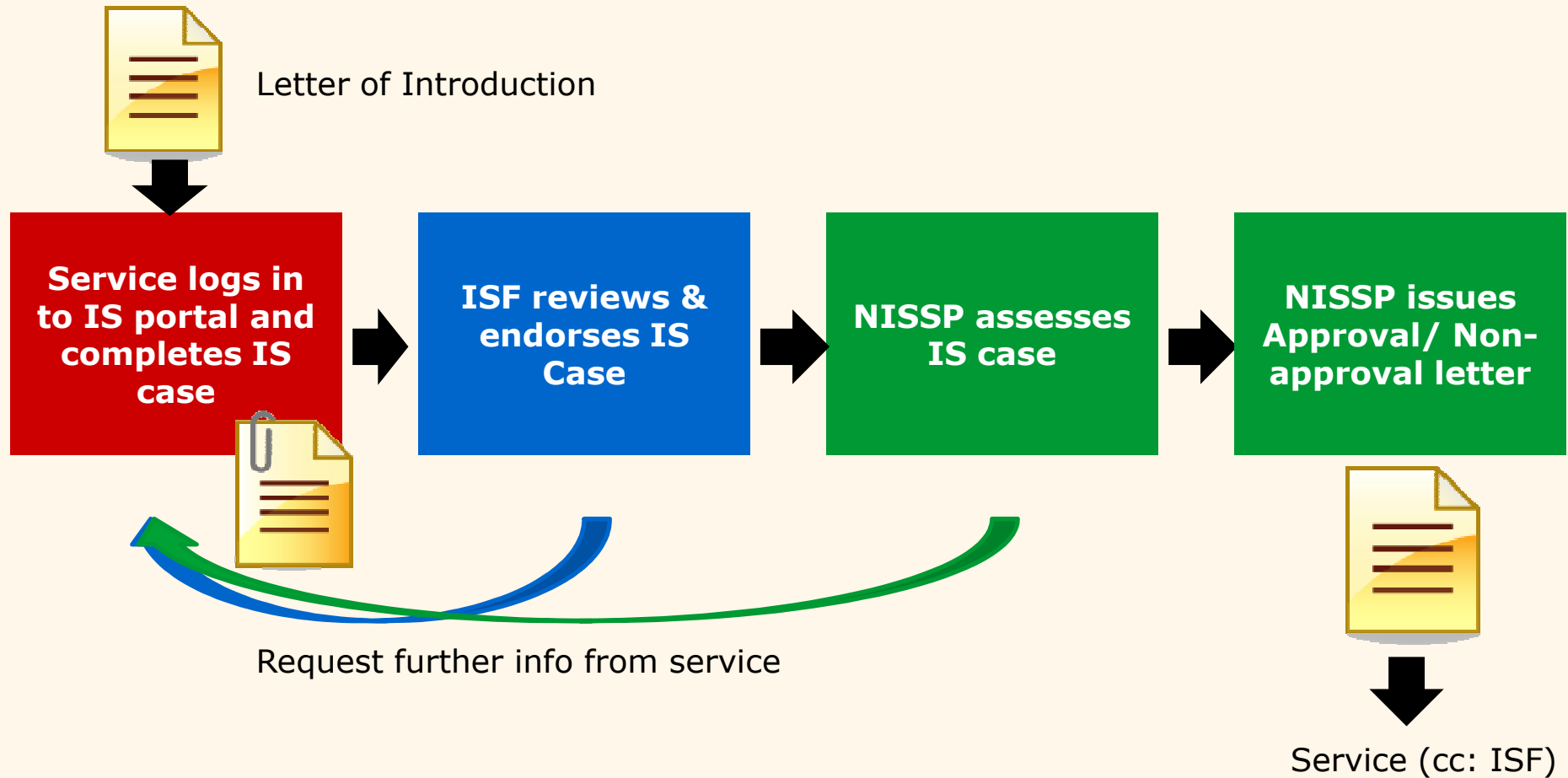
Terminology used in the system

- ▶ IS = Inclusion Support (may relate to more than ISS in the future)
- ▶ “IS Case” not ISS Application
- ▶ Care Environment – also referred to as setting, room & carer
- ▶ Educators – also referred to as staff & carers
- ▶ Non face-to-face- when child is absent but additional educator is present, or in HBS it is a normal booked day but the child is absent

IS portal overview



IS portal overview (2)



Care environment focus

- ▶ All Approvals will be for the care environment
- ▶ Funded care environments will have one start date, one review date and one end date
- ▶ Care environments with more than one current ISS Approval will automatically have the end dates aligned by the NISSP

HOW TO APPLY FOR ISS

1. Create a SSP record



What is a SSP record?

- ▶ Record for the **Care Environment** on the IS portal
- ▶ Each SSP record can have multiple SSP documents attached – creating a history
- ▶ Ensure the date of the each SSP is recorded on the bottom of the SSP

Create a SSP record

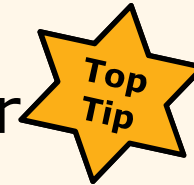
1. ISF to log in & select new
2. Select service from list – easier to select if correct service if you use CCB Approval ID
3. Complete the SSP record fields including:
 - (a) select a **room identifier**, e.g. age group, room name
 - (b) decide on a **care type** & enter it next to the room identifier – year round, school terms , vacation care, e.g. 3-5's Vac Care



Create a SSP record

continued...

- ▶ Select a review date **nine months** from the date the SSP record is created
- ▶ Attach the SSP – SSP can be scanned or attached as word document if necessary
- ▶ Ensure attached SSP is dated
- ▶ Set status to active
- ▶ Separately record SSP ID number





Show:

Service Support Plan:

1-2GANF

Menu |

Status	Service Information	Care Environment Setting
Status: Varied Funding Basis: CCB Approval SSP Id: 1-2GANF Service Type: ASC Approval Id: 1-NEBM	Service Name: Kathleen Richardson Child Care Address: 149 Forest Way, BELROSE, NSW, 2095 Email Address: Contact: ISA Region: 36 QLD: Brisbane	Primary Carer First Name: Primary Carer Last Name: Carer Id: Room: Turtle
ISA Reference	NISSP Reference	Dates
ISA Activity Id: 1-2GJEU ISA Team Leader: F1ISA12 F1ISA12 Inclusion Support Facilitator: F1ISA12 F1ISA12	NISSP Activity Id: 1-2GJAE NISSP Officer: Susan Armile	First Created: 31/01/2011 11:26:27 AM Last Updated: 30/08/2011 09:15:00 PM Next Review:

Attach finalised versions of SSPs for this care environment

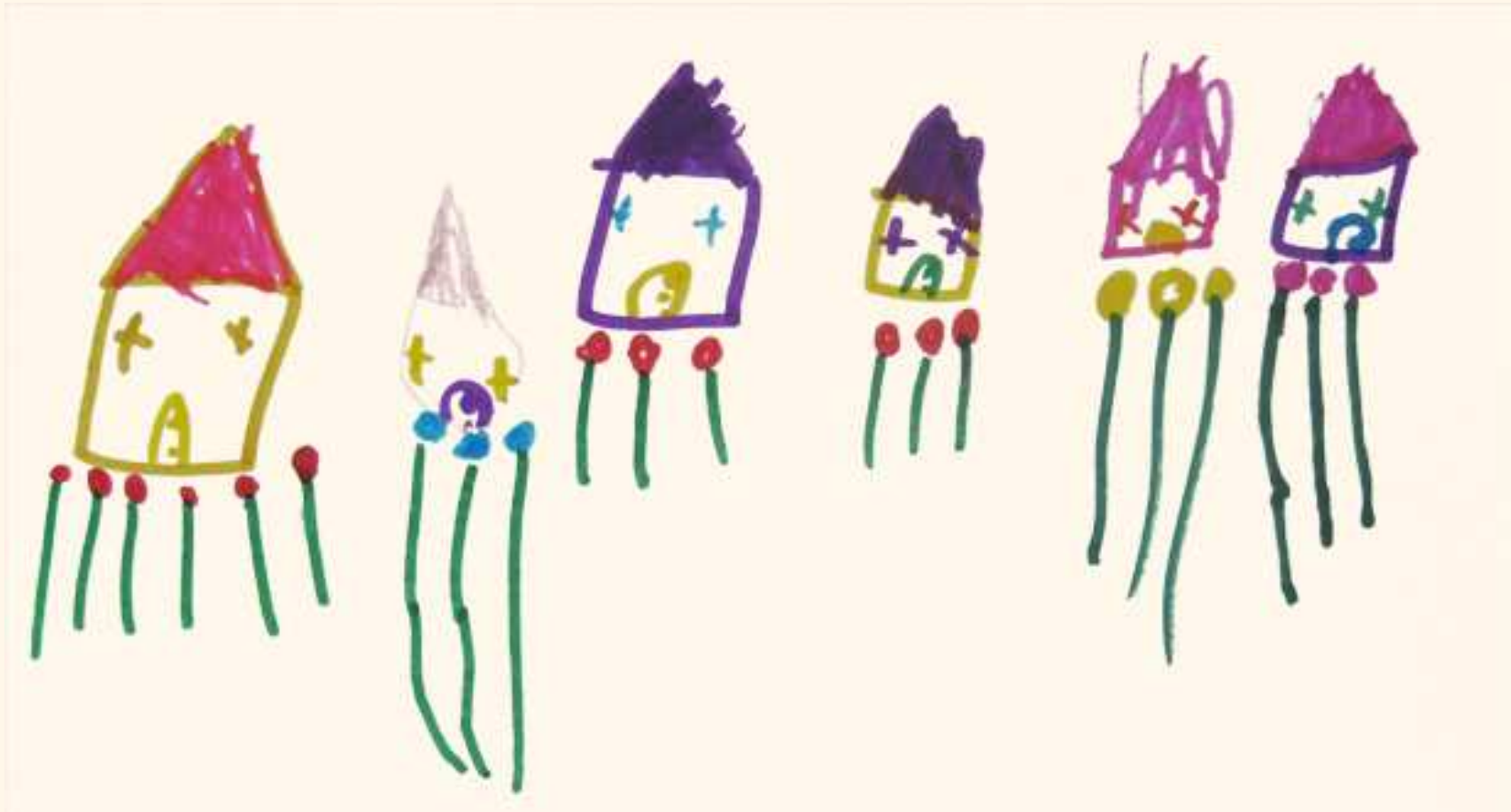
Attachment | Menu |

Document Name	Document Type	Size

Renewal applications for current approvals

- ▶ A basic SSP record will already be in the IS portal (with no SSP document attached)
- ▶ ISFs can change and add details to the SSP record
- ▶ ISF can use queries to search SSP reviews due

SERVICE SUPPORT PLAN



Role of the SSP

- ▶ Assist services to make planned changes to increase their ability to include children with additional needs

- ▶ Identify & access IPSP supports

Refining the SSP

ISA Alliance & the NISSP working on...

- ▶ Establishing common development, use and content of the SSP
- ▶ Consistent training for ISFs and other relevant IPSP staff

SSP Overview

SSP Don't's

- X Focus is on what the service **already does**
- X Focus is the **child**
- X Focus is **not care environment specific**
- X Goals and/or actions are **too broad**

SSP Do's

- ✓ The action plan **promotes change and growth**
- ✓ Is Focused on **staff's needs** to achieve inclusion
- ✓ Is **individualised** to the service & care environment
- ✓ Is **Specific** – gets to the issues

SSP Overview

continued...

SSP Don't's

- X Staff Needs, Team Goals & Action Plan are **not linked**
- X SSP does not **build on the progress** from the last SSP and/or **reflect** the current situation

SSP Do's

- ✓ Includes **Organised & linked** content
- ✓ Evaluation of SSP & review of service issues & staff needs **informs next SSP**

SSP Reminder

- ▶ A complete SSP includes all columns completed including **Part A, Part B and Part C**
- ▶ A complete SSP for the **Care Environment** must be provided for the NISSP to process the ISS application

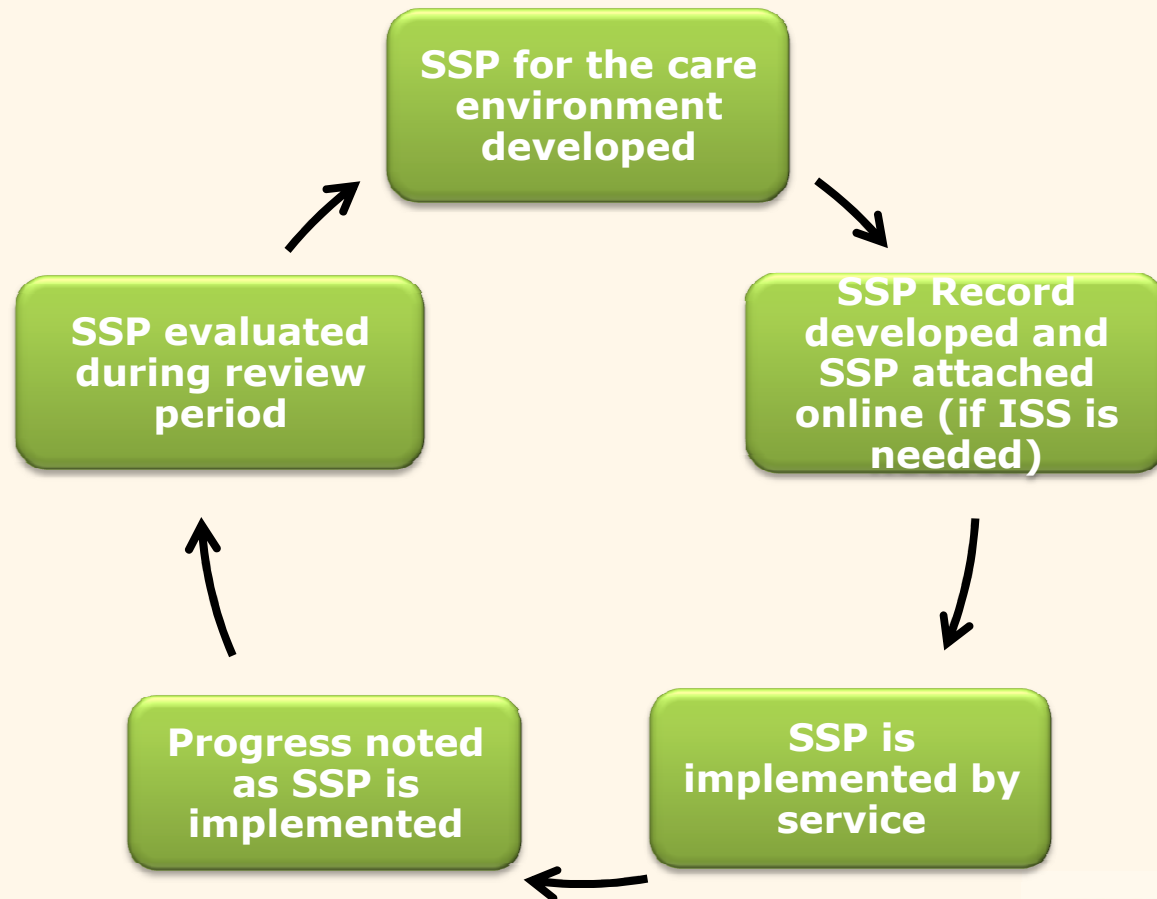
SSPs for renewal applications

A renewal application must include:

- ▶ An **evaluated SSP**, i.e. the progress and future directions column is completed showing how the service implemented their action plan and the outcomes achieved

- ▶ A **new SSP** for the care environment

SSPs and the Online System



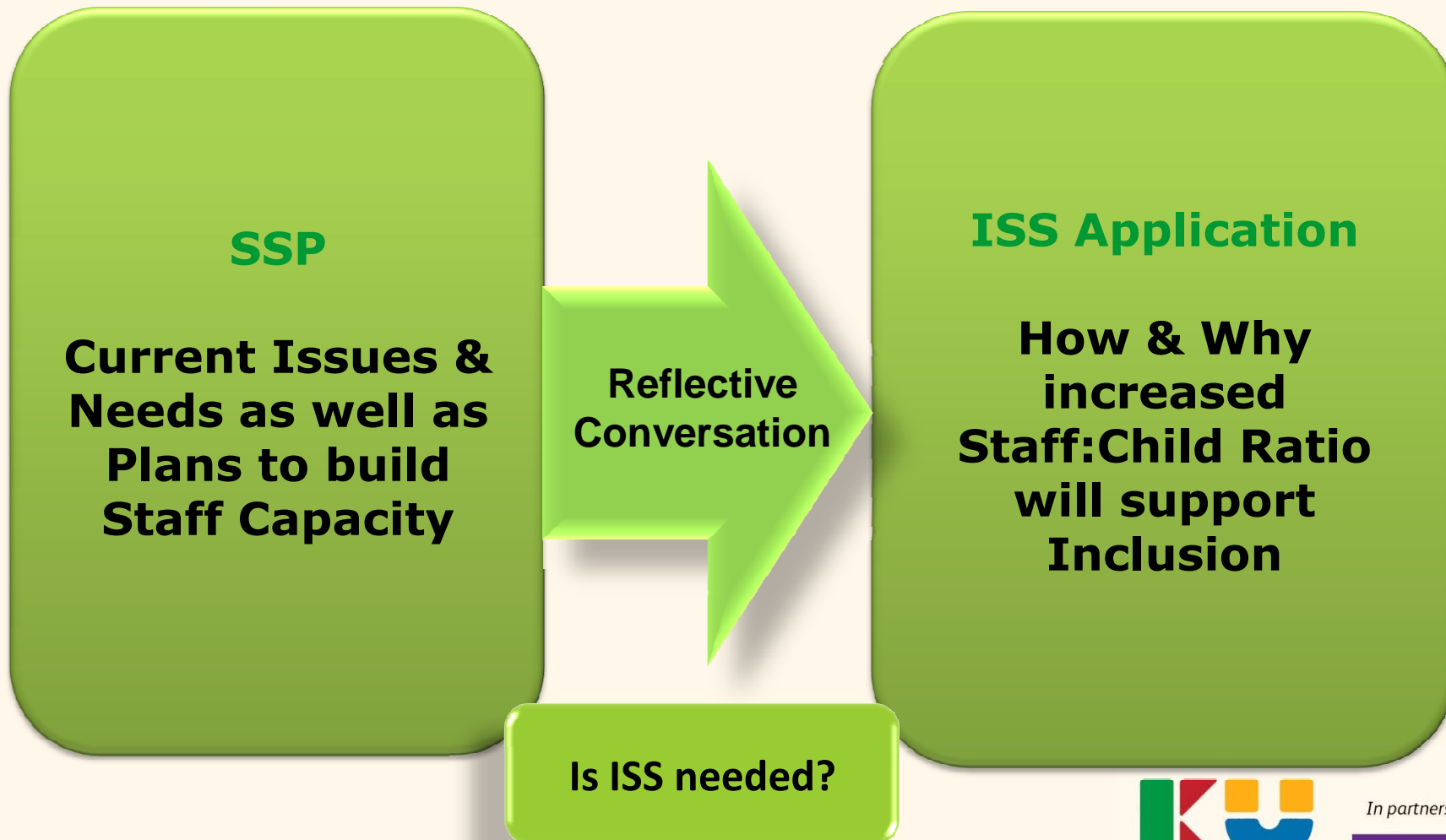
Any questions on SSPs?



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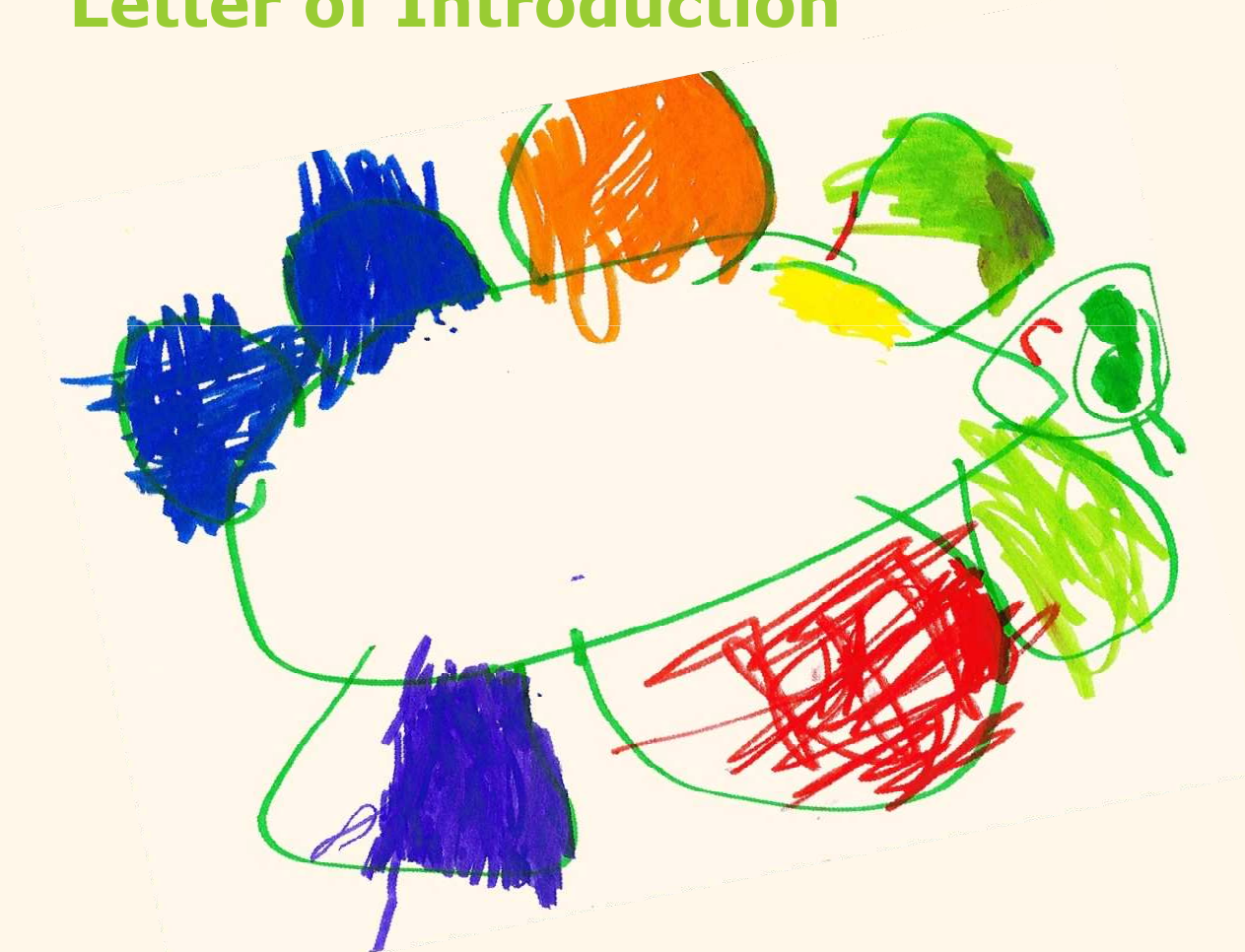


SSP to ISS Application Process



HOW TO APPLY FOR ISS

2. Create an IS case & Inclusion Support Letter of Introduction



Create an IS case

- ▶ IS case= ISS Application for whole care environment not individual child/ren
- ▶ “Shell” application for services to complete details
- ▶ The SSP record must be linked to the IS Case using SSP ID
- ▶ Record Case ID for future reference



“Start date” and “End date”

- ▶ **Start date** is the Monday after the date the IS case is created
- ▶ **End date** is 12 months after the start date
- ▶ This is required by the system
- ▶ This is **NOT** the funding start date and funding end date that the NISSP will give if the application is approved
- ▶ There is **NO backdating** in the IS portal



Naming of Care environment

- ▶ Can only have one IS Case per care environment operating at the same time
- ▶ The Care environment name & care type are saved to the IS Case from SSP record

This means

- ▶ An SSP Record must be created and named for each care environment and care type, e.g. 3-5's Vac Care



Case Detail:

Inclusion Support Case : [Room/Carer Name]

Menu [dropdown] Save Cancel Query

Inclusion Support Case

IS Case Type:* ISS Start Date: 06/06/2011 [calendar] End Date: 12/06/2011 [calendar]
Status:* Started [dropdown] Room/Carer Name: Turtle Service Name:* Kathleen Richardson Chil [dropdown]

Case Detail Setting & Children Support Hours Attachments Contacts Notes Submission Approvals Claims

Provides a summary of the IS Case including reference IDs, claims and absence details.

Case Detail

Menu [dropdown] Save Cancel Query

Application

Purpose of Application: New [dropdown]

Inclusion Support Facilitator: Ryan Anderson [dropdown]

ISA Team Leader: Dave Beckham [dropdown]

Period Weeks: 1

Operational Weeks: [calendar]

Review Date: [calendar]

References

IS Case Id:* 1-39ARW

SSP Id: 1-2GANF

ISA Region: 36 QLD: Brisbane

Approval Id: 1-NEBM

ISA Activity Id: 1-2GJEU

NISSP Activity Id: 1-2GJAE

Prior IS Case Id: [input]

Paid to Date

Total Amount:

Maximum Possible Outlay: \$0.00

Unclaimed: \$0.00

Last Claim Date:

Last Claim Week Ending Date:

Last Attendance Submitted Date:

Last Attendance Week Ending Date:

Period Absences (Hours)

Total Allowed Non Face-To-Face: 0000000:00

Non Face-To-Face Balance: 0000000:00

Last Updated:* 29/07/2011 01:26:28 PM

Create Letter of Introduction

- ▶ ISF generates Letter of Introduction from system
- ▶ Includes instructions for services on how to access system and Case ID
- ▶ ISF saves introduction letter on the IS case as an attachment
- ▶ Email or mail to service



Show:

- IS Letter of Introduction
- Reports
- ACTUATE-----
- IS Letter of Introduction**
- IS Approval Letter
- IS Rejection Letter
- My Reports
- Schedule Report

Saved Queries:

Case Detail:

Inclusion Support Case : [Room/Carer Name]

Menu |

Inclusion Support Case

IS Case Type:* ISS Start Date: 02/01/2012 End Date: 25/11/2012
 Status:* Started Room/Carer Name: Kangas Service Name:* Kathleen Richardson Chil

Provides a summary of the IS Case including reference IDs, claims and absence details

Case Detail

Menu |

Application	References	Paid to Date
Purpose of Application: <input type="button" value="v"/> Inclusion Support Facilitator: Abby Issis <input type="button" value="v"/> ISA Team Leader: Jane Austen <input type="button" value="v"/> Period Weeks: 47 Operational Weeks: <input type="button" value="v"/> Review Date: <input type="button" value="v"/>	IS Case Id:* 1-3J906 SSP Id: 1-3J8UL ISA Region: 36 QLD: Brisbane Approval Id: 1-NEBM ISA Activity Id: 1-2GJEU NISSP Activity Id: 1-2GJAE Prior IS Case Id: <input type="text"/>	Total Amount: Maximum Possible Outlay: \$0.00 Unclaimed: \$0.00 Last Claim Date: Last Claim Week Ending Date: Last Attendance Submitted Date: Last Attendance Week Ending Date:
Period Absences (Hours)		
Total Allowed Non Face-To-Face: 0000000:00	Non Face-To-Face Balance: 0000000:00	Last Updated:* 02/09/2011 08:03:32 PM

HOW TO APPLY FOR ISS

3. Complete IS case online



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The IS Case - Centre Based Services

What needs to be demonstrated

- ▶ The **child** has ongoing high support needs
- ▶ The **service** needs increased staff to child ratios to include the child and all children
- ▶ The **strategies** the service will use to include the child and all children if they had an increased staff to child ratio

The IS Case Key Questions (Top Tips 4)

Question 1 – for Centre Based Care

Refer to help button on the “Setting” screen



- ▶ Describe how an **increased staff:child ratio** will assist your service to more effectively **include child/ren** with ongoing high support needs **with their peers in this care environment**

Question 1 - Centre Based Services

continued...

- ▶ **Outline the strategies staff will use** to support child/ren, including the children with ongoing high support needs, in this care environment to:
 - **participate** in daily program (eg. arrival/departure, indoor/outdoor play, group times)
 - **communicate and interact** positively with staff and other children
 - **meet their health and personal needs** (e.g. toileting/meals/rest)

Points to consider for question 1

continued...

- ▶ Consider **why** an increased staff:child ratio is required?
- ▶ **How** will it make a difference to **how staff work** across the day?
- ▶ Consider the **strategies** staff will use to facilitate participation, interaction and meeting children's personal/health needs in relation to:
 - the child with ongoing high support needs
 - all children

Remember to consider the strategies that may be required at different times of the day.

Question 2 – Centre Based Services

Demonstrating the need for more than one additional educator

To apply for more than one Additional Educator, explain why this level of support is required. You should:

- ▶ **List the specific issues** the children with ongoing high support needs have that require a higher level of support
- ▶ Describe how these issues **impact on staff and/or the care and safety of other children in the care environment**
- ▶ Outline what **aspects of the care environment** impact on the level of support required

Refer to help button



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The IS Case – Home Based Services

What needs to be demonstrated

- ▶ The **child** has ongoing high support needs
- ▶ The **impact** on the educator/carer and care environment when the child is included
- ▶ The **strategies** the educator/carer will use to support the child's inclusion in the care environment

Question 3 – for Home Based Care

Refer to help button on the “Setting” screen



- ▶ Describe the **impact of including the child/ren** with ongoing high support needs into the care environment will have on the Educator. Refer to **factors that change across the day/s and the number of children in the environment,** as this will affect the level of ISS funding allocated at these times

Question 3 – Home Based Services

continued...

Outline the **strategies the Educator will use** to support the child/ren with ongoing high support needs to:

- ▶ **Participate in daily program**
(eg.arrival/departure, indoor/outdoor play,)
- ▶ **Communicate and interact** positively with other children
- ▶ **Meet their health and personal needs**
(e.g.toileting/meals/rest)

Note: For further information refer to the IPSP Guidelines Section C ISS Attachment 1: Impact on the home based care environment.

Points to consider for question 3

continued...

- ▶ Consider the **impact** on the carer & care environment
- ▶ Consider the **strategies** the educator/carer will use to facilitate participation, interaction and meet children's personal/health needs:
 - the child with ongoing high support needs
 - for all children
- ▶ Consider the strategies that may be required at different times of the day and how the other children attending may impact on how the educator/carer works.
- ▶ Refer to Attachment 1

Child Profile – on the children tab

- ▶ **Key Question** - Provide information which may have an **impact on the child's inclusion** in the care environment such as the child's language and cultural background, strengths, interests, needs and family situation

Refer to the help button



Current documentation

- ▶ **Documentary Evidence** attached or provided within the system
- ▶ Eligibility for **some** children with disabilities already accessible in system so no need to provide evidence
- ▶ Service must attach copy of Health Care Card or diagnosis documentation to IS case for **all other** children

What if service has no scanner?

- ▶ Take photograph of Health Care Card (HCC) and attach to IS case
- ▶ ISF can scan and attach documents at any stage prior to submission of application
- ▶ Email or mail to NISSP using ISS Cover Sheet - must include Case ID number

Requesting Support Hours

- **Care Week Profile** – add each child on each day they attend & ISS hours requested
- **Day Summary** – consider the ISS hours requested for the care environment & amend as required
- **All Support Hours** – view the total hours requested



Show:

Reports Saved Queries:

Care Week Profile:

Inclusion Support Case : [Room/Carer Name]

Menu Save Cancel Query

Inclusion Support Case

IS Case Type:* ISS

Start Date: 03/01/2011

End Date: 07/08/2011

Status:* Varied

Room/Carer Name: Turtle

Service Name:* Kathleen Richardson Chil

Case Detail **Setting & Children** **Support Hours** **Attachments** **Contacts** **Notes** **Submission** **Approvals** **Claims**

Provides details of attendance and requested/approved support hours including exemption hours.

Care Week Profile **Day Summary** **All Support Hours**

Care Week Profile

Menu New Edit Query

	Day	Child	Payment Type	Normal In	Normal Out	Hrs Requested	Eligible Child
>	Monday	KURT DEPPE	ISS Regular Hrs	09:00:00 AM	02:00:00 PM	05:00	
>	Tuesday	KURT DEPPE	ISS Regular Hrs	09:00:00 AM	02:00:00 PM	05:00	
>	Monday	HELLEN MLECZYNSKI	ISS Regular Hrs	10:00:00 AM	03:00:00 PM	05:00	
>	Wednesday	HELLEN MLECZYNSKI	ISS Regular Hrs	10:00:00 AM	03:00:00 PM	05:00	
>	Friday	HELLEN MLECZYNSKI	ISS Pupil Free Day Hrs	09:00:00 AM	02:00:00 PM	05:00	
>	Thursday	KURT DEPPE	ISS Pupil Free Day Hrs	09:00:00 AM	02:00:00 PM	05:00	

Total Hours Requested: 0000030:00



Show: Reports Saved Queries:

Inclusion Support Case : [Room/Carer Name]

Menu Save Cancel Query

Inclusion Support Case

IS Case Type:* ISS Start Date: 13/01/2011 End Date: 07/08/2011
Status:* Varied Room/Carer Name: Turtle Service Name:* Kathleen Richardson Chil

Provides details of attendance and requested/approved support hours including exemption hours

Day Summary

Menu Edit Query

Day	Payment Type	IS Children	Earliest Start	Latest Finish	Variable Day	Shared Care	Maximum Carer Hours	Exemption Hours	Comments
Monday	ISS Regular Hrs	2	09:00:00 AM	03:00:00 PM	✓		0000005:00	0000005:00	
Tuesday	ISS Regular Hrs	1	09:00:00 AM	02:00:00 PM			0000005:00		
Wednesday	ISS Regular Hrs	1	10:00:00 AM	03:00:00 PM			0000005:00		
Friday	ISS Pupil Free Day Hrs	1	09:00:00 AM	02:00:00 PM			0000005:00		
Thursday	ISS Pupil Free Day Hrs	1	09:00:00 AM	02:00:00 PM			0000005:00		

Total Hours Requested: 0000030:00 Total Maximum Carer Hours: 0000025:00 Total Exemption Hours: 0000005:00



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All Support Hours:

Inclusion Support Case : [Room/Carer Name]

Menu Save Cancel Query

Inclusion Support Case

IS Case Type:* ISS Start Date: 03/01/2011 End Date: 07/08/2011
Status:* Varied Room/Carer Name: Turtle Service Name:* Kathleen Richardson Chil

Provides details of attendance and requested/approved support hours including exemption hours.

All Support Hours

Menu New Edit Query

	Payment Type	Period Type	Calc. Hours	Variable Week	Hours Override	Amount	Balance
>	ISS Regular Hrs	Week	000015:00	✓		75.00	
>	ISS Regular Hrs	Approval	0000435:00	✓	0000225:00	1,125.00	0000225:00
>	ISS Out of Home Care Hrs	Approval	0000000:00		0000050:00	750.00	0000050:00
>	ISS Pupil Free Day Hrs	Week	0000010:00			0.00	
>	ISS Pupil Free Day Hrs	Approval	0000290:00			0.00	0000290:00

Total Calc Hours: 0000725:00 **Total Hours Override:** 0000275:00 **Total Amount:** 1,875.00
Total Balance: 0000565:00 **Total Hours:** 0000565:00

Requesting Support Hours continued

The need for ISS must be demonstrated for the hours requested.

Remember to assist services to:

- ▶ **Consider Shared Care Arrangement**
- ▶ **Reduce the total number of hours requested** to reflect need in the care environment
- ▶ **Use notes section** to add additional information which may assist

Complete IS case

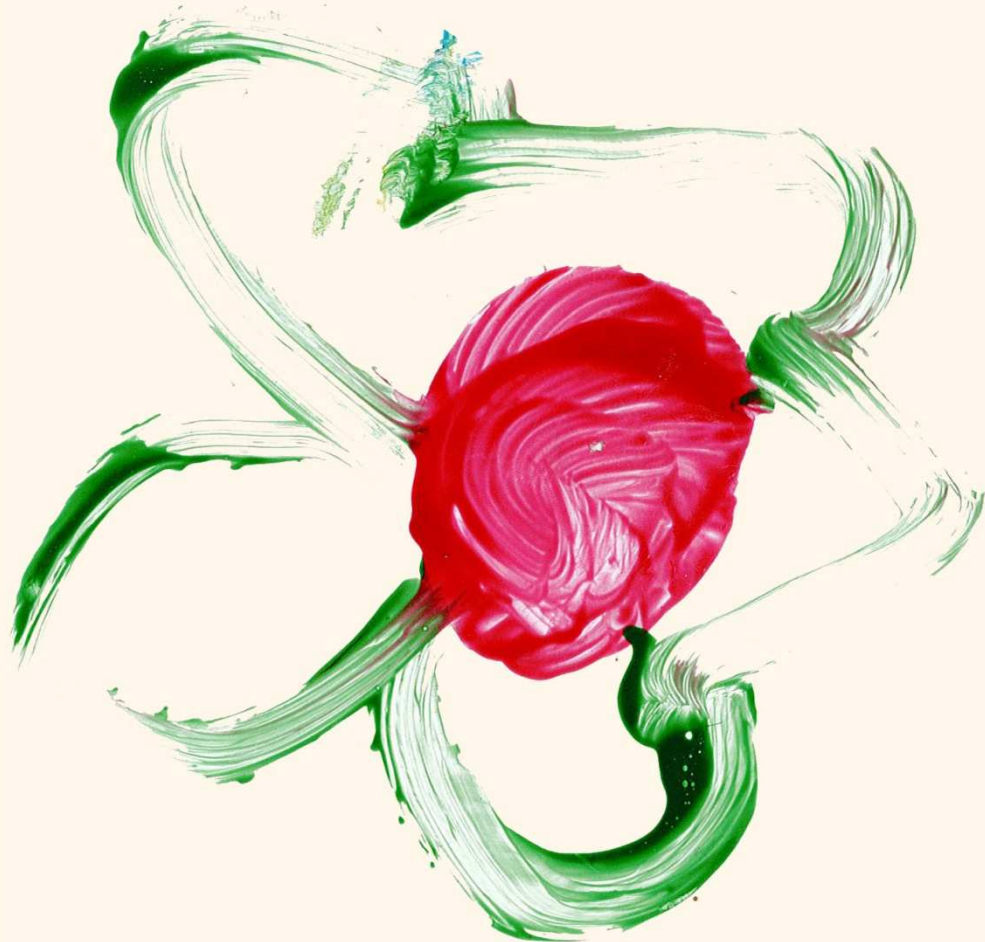
- ▶ **The service** needs to provide the IS Case information required for the NISSP to assess application
- ▶ Incomplete applications “returned” to service for more information (status changed in the system)
- ▶ Incomplete applications when resubmitted will go to back of queue

Use of copy function

- ▶ ISF can **copy** existing IS case in system and just make minor changes to set up the new case
 - limits additional work for ISF and service
- ▶ For variation applications, such as new child entering care environment, and renewal applications

HOW TO APPLY FOR ISS

4. Endorsement and submission of IS Case



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Endorsement of IS case

ISF endorses IS Case if the following applies:

- ▶ The service has **completed** all the questions and **attached** the supporting documentary evidence
- ▶ The service has **demonstrated the need for ISS at the level requested**

If IS Case is not ready for endorsement:

- ▶ Contact service, discuss and provide feedback
- ▶ If needed change application status and ask service to adjust

If ISF does not believe ISS is required or is not required at the level requested:

- ▶ Discuss with the service
- ▶ If agreement cannot be reached select **IS case is not endorsed**. Add comment for NISSP information

Submission of IS Case

- ▶ ISF submits IS Case to NISSP
- ▶ Ability for ISF or service to print IS Case screen summary or screen shots from the system but not print or save as whole document
- ▶ If NISSP has to amend IS case – no record of original remains

Timely Submission

- ▶ All submission of IS cases must be **in advance** - no backdating possible
- ▶ Renewal applications must be submitted **4 weeks** prior the funding end date
- ▶ New and increase applications will be given a start date based on the day it is **processed and approved**

Any questions on IS Case?

- ▶ DEEWR online training provides detail of how to use system

**...so much for the basics...
lets look at the real world.....**



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HOW TO APPLY FOR ISS - SCENARIOS



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Change in days

- ▶ Service will still be able to claim on different day if within approved weekly hours and times
- ▶ Service should contact ISF to discuss if significant differences and impact on need for ISS
- ▶ No impact on need for ISS = no further action is required
- ▶ If an increase is required submit increase application

Variation applications

e.g. New Child joins Care Environment

- ▶ Service copies previous application and adjusts content to include new child/additional days and ISS requested hours etc
- ▶ Start date box must be the next Monday after the end date of the current approval - temporary system glitch (NISSP will amend date to real funding start date if approved)
- ▶ If approved, ISS Approval will be issued with the same end date for the care environment

Change in care environment

- ▶ Service can continue to claim ISS in the new care environment 4 weeks after the change of care environment (if ISS is not required in the previous care environment)
- ▶ Complete an application **4 weeks prior** to the change of care environment to ensure ongoing ISS support
- ▶ IS case & new SSP should reflect the new care environment
- ▶ If approved this will be a new ISS approval for the new care environment

Child undergoing continuous assessment of a disability

- ▶ If service wants to apply for approval for 12 months for children with a disability when a child/ren undergoing continuing assessment also attend the care environment
- ▶ Create SSP record and name as care environment name and UCA (undergoing continuous assessment) e.g. Blue Room UCA
- ▶ If approved, care environment will have two approvals for different lengths of time

Change in ownership

- ▶ DEEWR CCB team will advise service of the need to apply for ISS, if required
- ▶ No need to submit current Change of Ownership Form
- ▶ Service will need to apply for ISS and wait until approval is received prior to submitting CCB attendance records for the period requested

FDC/IHC

- ▶ Complete and attach educator/carer: child ratios
– from NISSP website (Current Part B Question 1 & ISS requested times)



- ▶ Need to demonstrate ISS is required for the hours requested and at the level requested

- ▶ Respite care is not funded through ISS

VAC care

- ▶ Apply prior to vacation care period to enable application to be assessed and approved
- ▶ System can calculate hours required for different ISS requirements across the vacation care period

VAC care in LDC/FDC/IHC

- ▶ Indicate **Vac Care** after the room age group/name in the SSP record
- ▶ ISS approval given for vacation care period

Extension to Approval

- ▶ Can be granted if funding is ending and in less than three months one of the children is:
 - Starting school
 - Moving to a new care environment
- ▶ Copy previous application and make adjustments
- ▶ Request extension in notes section

Decrease in need for ISS

- ▶ Complete decrease form and email/mail to the NISSP

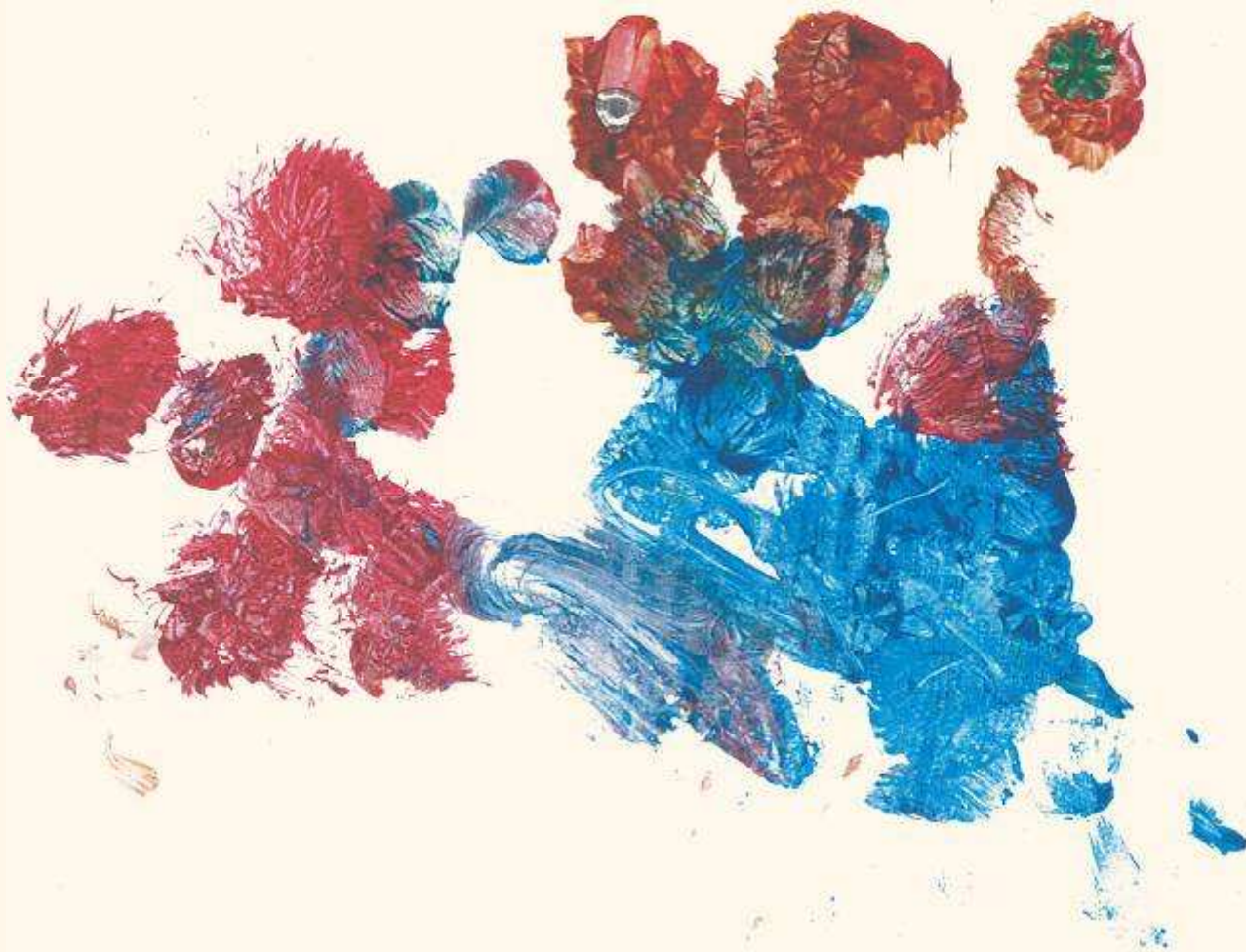
Exemption

- No separate application required.
- Complete and attach additional table to ensure sufficient information is provided - available on NISSP website
- Approved/not approved by DEEWR

Pupil free days

- ▶ Applied for within the application
- ▶ No of hours and days calculated

TOP TIPS



Top Tips

- ▶ Tip sheets
- ▶ Record separately CCB Approval ID, SSP ID & IS case ID
- ▶ Hours requested in xx:xx format
- ▶ Save, save, save
- ▶ Print summary of screens to pdf & save

Other key changes 2011

- ▶ Vac Care in LDC limits
- ▶ Changes to children from refugee & humanitarian intervention definition

HOW TO APPLY FOR ISS

Transition Arrangements



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When will IS portal “Go Live”?

- ▶ 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.
- ▶ Claims for July to September are to be made via the paper based system and submitted by November 30

Transition Arrangements

- ▶ Renewals due **August 22 to October 30** – automatic 3 month extension
- ▶ Alignment of end dates for currently approved care environments
- ▶ **12 to 30 September** paper applications accepted (start dates 3 Oct+)
- ▶ **3 October** –online applications only (except VAC)

Special Arrangements for Vac Care

- ▶ Applications for **September-October** vacation care period -current paper based forms
- ▶ Paper claims for **September-October 2011** by 30 November 2011
- ▶ Claims and applications for **December 2011/January 2012 VAC period** will be made online

TRAINING & SUPPORT



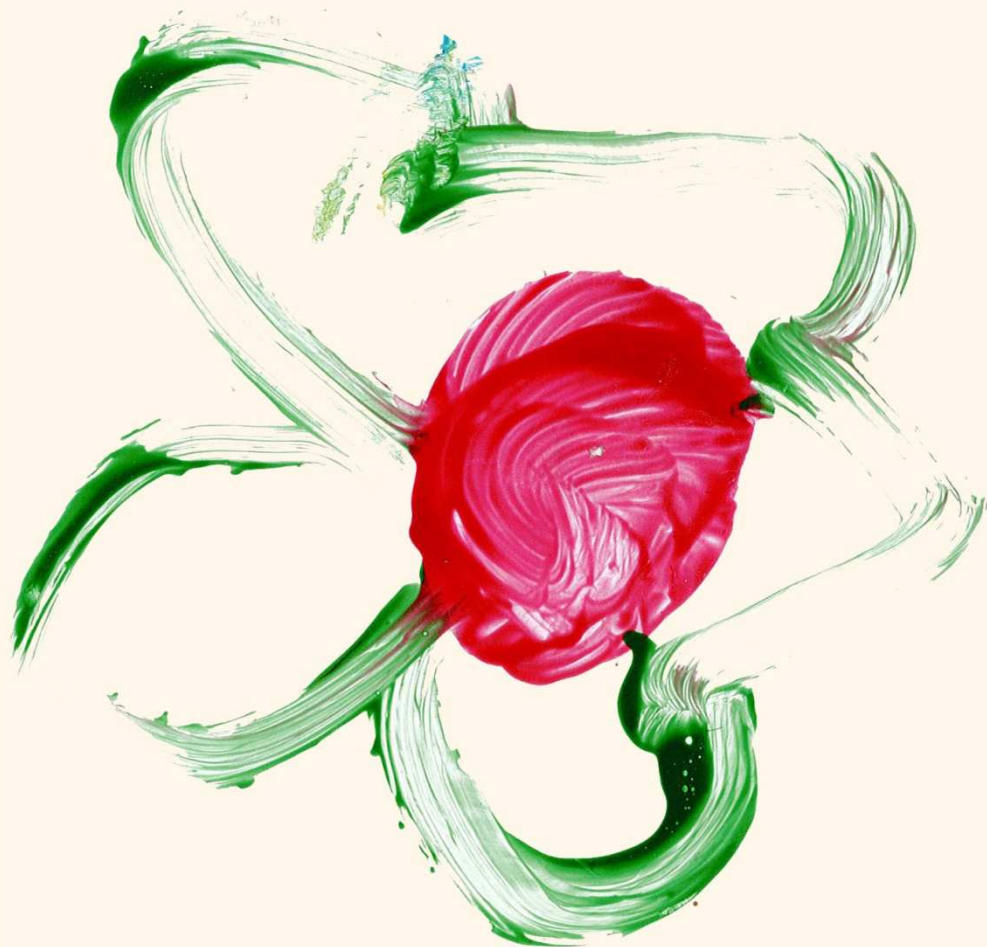
Training

- ▶ Access DEEWR online training – live meet or video of live meet
- ▶ Training system available to “play with” – use task cards

Ongoing Support Available

- ▶ DEEWR CCMS Helpdesk -technical queries
- ▶ Services use CCMS software provider's helpdesk for technical queries concerning claims
- ▶ NISSP program related online application questions – ISS info box & 1800 no
- ▶ NISSP telecons with regional teams as requested & development of other resources

Q&A



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