



Inclusion Support Subsidy (ISS)

Before you start to read the summary below, you need to know these abbreviations:

IS	Inclusion Support	ISA	Inclusion Support Agency
ISS	Inclusion Support Subsidy	NISSP	National ISS Provider
ISF	Inclusion Support Facilitator	SSP	Service Support Plan

ISS online applications

This is how the online **application** process will work:

- The ISF will create an SSP record on the IS Portal.
- The ISF will create an IS Case (previously an ISS application) on the IS Portal.
- The ISF will email or post a letter to the service. The letter provides the website address for the Inclusion Support Portal as well as the IS Case Id number.
- You will log in to the IS portal using your CCB Approval Id and your Case Id number to complete the details of the IS Case.
- You will be able to upload any supporting documentation and submit the application online to the ISA.
- The ISA will review the completed application online and if they support the claim, will complete the ISA Endorsement to say they agree. The ISA will electronically submit the application to the NISSP for assessment.
- The NISSP will assess the application online and send you a letter advising whether the application was successful or unsuccessful.

See over the page for a flow chart showing the application process and a glossary of terms for easy reference.

ISS claims

Once the application has been approved, the details from the IS Case will flow through to the CCMS. **To claim ISS payments**, all you need to do is submit attendance records for the children on the application flagged as ISS sessions. This will stimulate payment to your nominated bank account.

Detailed instructions

A suite of task cards will be provided to help guide you through every step of the new process for submitting your applications for ISS. The task cards are scheduled for release on 23 September, giving you a week to familiarise yourself with the new process before it starts on 3 October.

Help arrangements

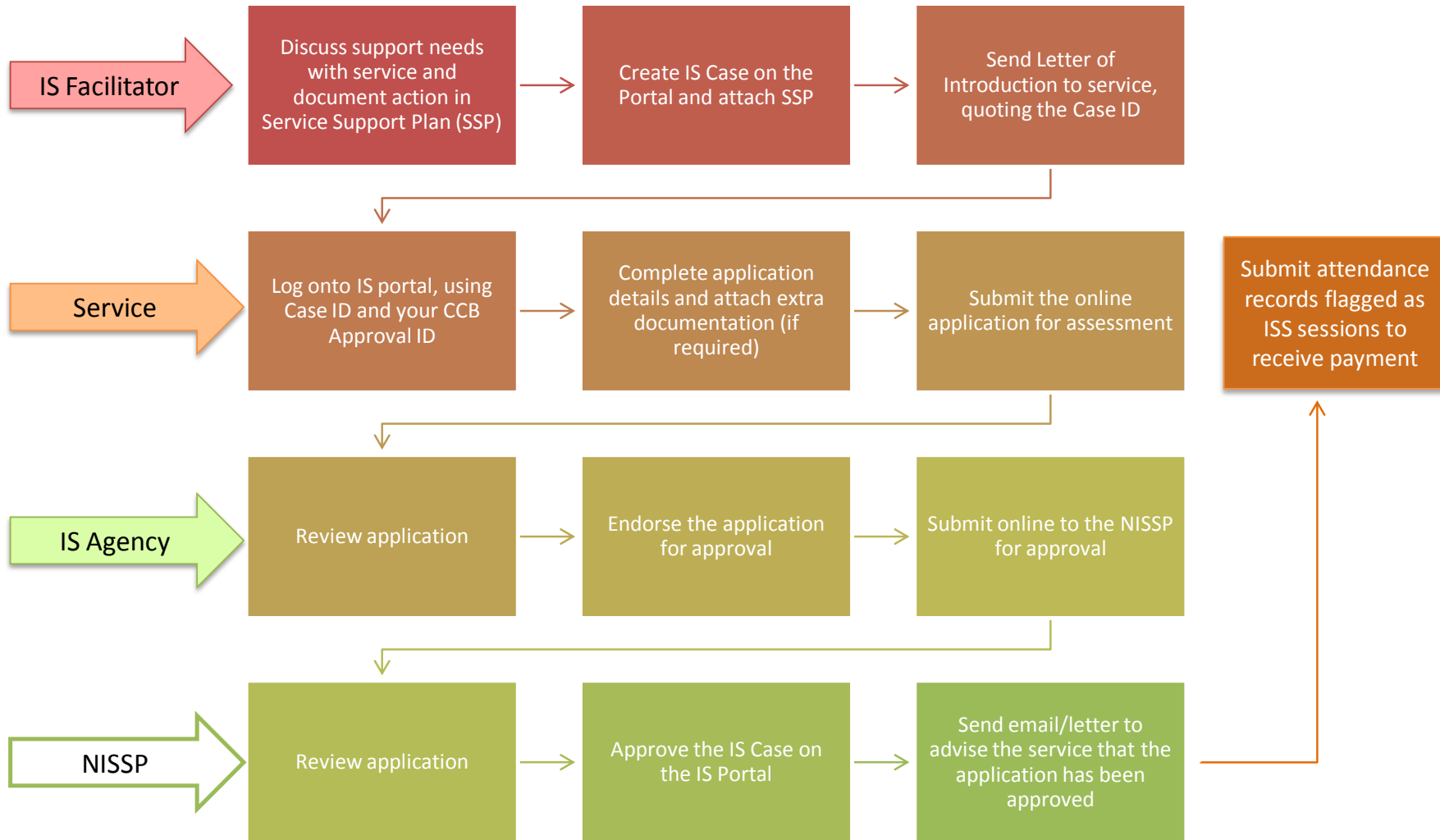
The IS Portal will have a help function built into it, called i-Help. This will be the first place to look for information about the data you need to enter about your IS Cases.

The Inclusion Support Facilitator will continue to help you identify your Inclusion Support needs and will create a Service Support Plan with you.

If you have any problems submitting attendance reports for records with ISS flagged, check your software provider's user guide and any other instructions they have issued about ISS.

You can call the CCMS Helpdesk on 1300 667 276 with problems that arise with ISS-flagged attendance records.

Overview of Successful ISS Application & Claim



Glossary

ISS

Inclusion Support Subsidy

A payment to help eligible services to improve their capacity to include children with ongoing high support needs in quality child care.

ISA

Inclusion Support Agency

An organisation providing support to services so they can care for children with additional needs. There are 67 regionally based ISAs.

ISF

Inclusion Support Facilitator

The person contracted by an ISA to give practical advice and support at a local level to child care services. ISFs help services to create a quality care environment for all children.

SSP

Service Support Plan

A plan of action to build the service's capacity to provide inclusive practices, including requirements for additional funding, resources or equipment.

NISSP

National Inclusion Support Subsidy Provider

The national body contracted by DEEWR to administer ISS throughout Australia (KU Children's Services).

IS Case

The electronic record of the application and ongoing claims for payment of ISS.

IS Portal

A secure website set up for services, ISAs and the NISSP to create, assess and determine electronic applications for ISS.

High support needs

Children with diagnosed disability
Children who are undergoing continuing assessment of disability
Children from a refugee or humanitarian intervention background

Letter of Introduction

This letter advises a service that an IS Case has been created and gives instructions for completing the ISS application. The letter is created by the IS Portal and may be sent by email or printed out and sent by post.