



Australian Government

**Department of Families, Community Services
and Indigenous Affairs**

Inclusion Support Subsidy **Guidelines**

Version No.11
6 March 2007

Foreword

The Australian Government is committed to supporting child care services to provide quality care for all children.

As part of the Inclusion and Professional Support Program (IPSP), the Inclusion Support Subsidy (ISS) plays a key role in supporting eligible child care services to include children with ongoing high support needs in quality care.

The introduction of the ISS has a number of benefits for families and children using child care including:

- assistance for child care services that is linked to building capacity to include all children
- equitable access to assistance across service types
- flexibility in use of funding
- streamlined application and payment processes.

Table of contents

Foreword.....	2
Table of contents	3
1 Preface.....	5
2 Overview.....	5
2.1 The Inclusion and Professional Support Program	5
2.1.1 IPSP Service Delivery Model.....	6
2.1.2 Professional Support	6
2.1.3 Inclusion Support.....	7
2.1.4 Other forms of assistance.....	8
3 Inclusion Support Subsidy	9
3.1 What the Inclusion Support Subsidy can be used for	9
3.1.1 Non-approved Purposes.....	9
3.2 Eligibility.....	11
3.2.1 Eligible Children	11
3.2.2 Eligible Child Care Services	11
3.2.3 Non-eligible Child Care Services.....	11
3.2.4 Services Receiving Special Needs Subsidy Scheme or Disabled Supplementary Services payment	12
3.2.5 Capped Allocation	12
3.2.6 Exemption from Guidelines	13
3.3 How to apply for the Inclusion Support Subsidy	13
3.3.1 Development of a Service Support Plan.....	13
3.3.2 ISS Application Form.....	13
3.3.3 Documentary Evidence	14
3.3.4 ISS Assessment and Approval	14
3.3.5 ISS Re-application.....	15
3.4 ISS Review	15
3.4.1 A child with ongoing high support needs enters or leaves the care environment and/or child care service	16
3.4.2 A service changes owner and/or operator	16
3.5 Inclusion Support Subsidy Funding	17
3.5.1 Inclusion Support Subsidy Limits.....	17
3.5.2 ISS Support by Child Care Service Type.....	18
3.5.3 Two Tier Capacity Payment for Family Day Care.....	19
3.5.4 Two Tier Subsidy for In Home Care	19
3.5.5 Short-term/irregular utilisation	20
3.5.6 Flexible care arrangements	20
3.5.7 Specialist Equipment.....	20
3.6 ISS Claims.....	20
3.6.1 Claims Processing.....	21
3.6.2 Absences from care.....	21
4 Responsibilities and accountabilities under the ISS.....	21
4.1 Role of child care services.....	21
4.1.1 Conditions relating to staff employed with the ISS	22
4.2 Role of Inclusion Support Facilitators in relation to Inclusion Support Subsidy	23

4.3	Role of Inclusion Support Agencies as Inclusion Support Subsidy Providers	24
4.4	Role of Parents/Guardian	24
5	<i>Role of FaCSIA</i>	25
6	<i>ISS Provider Performance Management and Evaluation</i>	25
6.1	Objectives	25
6.2	Reporting requirements	26
6.2.1	Quarterly Reports	26
6.2.2	Annual Financial Statements and Final Acquittal report	26
6.2.3	Report format	26
7	<i>Requirements under the ISS Funding Agreement</i>	27
7.1	Insurance requirements	27
8	<i>Privacy and confidentiality</i>	27
8.1	Privacy and confidentiality	27
8.2	Freedom of Information	27
8.3	Security of Information	28
8.3.1	Inclusion Support Agency as Inclusion Support Subsidy Provider 28	
8.3.2	The Department	28
9	<i>Complaints</i>	28
9.1	Complaints - Service provider	28
9.2	Complaints – client/customer	29
9.2.1	Problem solving with FaCSIA	29
10	<i>Contact Information</i>	29
11	<i>Appendices</i>	32
	Appendix 1 - Assisted Inclusion Readiness Plan	32
	Appendix 2 - Service Support Plan	33
	Appendix 3 - Flexible Support Funding	34
	Appendix 4 - Bicultural Support	36
	Appendix 5 – Impact on Carer: Assessment Guide	40
	Appendix 6 - Inclusion Support Subsidy funding for Specialist Equipment	42
	Appendix 7 – National Privacy Principles	45
	<i>Glossary</i>	48

1 Preface

These Guidelines are to be used for the administration of the Inclusion Support Subsidy and provide operational information to Inclusion Support Facilitators, Inclusion Support Agencies and eligible child care services.

The Department of Families, Community Services and Indigenous Affairs (FaCSIA) reserves the right to amend these Guidelines, from time to time, by whatever means it may determine at its absolute discretion and will provide reasonable notice of these amendments.

2 Overview

2.1 The Inclusion and Professional Support Program

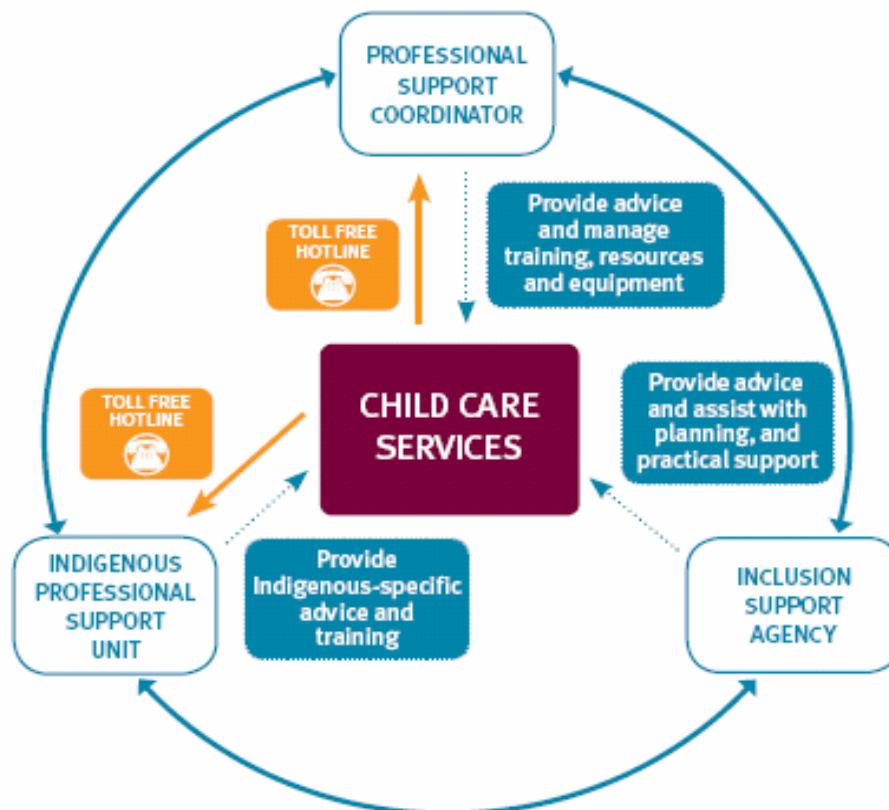
Inclusion Support Subsidy (ISS) funding is a contribution towards the costs associated with including a child or children with ongoing high support needs in child care and is a part of the Australian Government's Inclusion and Professional Support Program (IPSP).

The IPSP aims to promote and maintain high quality care and inclusion for all children.

Through the IPSP:

- a Professional Support Coordinator (PSC) in each state and territory provides advice and manages the delivery of training, resources and equipment to eligible child care services
- Indigenous Professional Support Units (IPSUs) provide advice and training to Indigenous-run child care services
- sixty-seven regionally-based Inclusion Support Agencies (ISAs) assist child care services to build their knowledge and capacity to include children with additional needs.

2.1.1 IPSP Service Delivery Model



2.1.2 Professional Support

The Professional Support Program is a responsive and nationally coordinated approach to supporting the child care sector. Through state and territory based Professional Support Coordinators (PSCs) and Indigenous Professional Support Units (IPSUs), the Program ensures that all Australian Government approved child care services, regardless of their geographic location, have access to quality professional support that is appropriate to their needs.

A PSC in each state and territory is the first point of contact for eligible child care services requiring professional support. IPSUs deliver professional support to Indigenous-run child care services.

The PSCs and IPSUs manage a range of specialist service providers to provide advice, support, training and resources to child care services in their state or territory.

The supports and services PSCs and IPSUs provide to child care services include:

- telephone support and advice

- resource materials
- flexible training options
- referral to appropriate agencies for further advice and information.

In addition, IPSUs advise PSCs about culturally appropriate support to staff that care for Indigenous children in eligible mainstream child care services and on the professional support needs of Indigenous staff in mainstream services.

2.1.3 Inclusion Support

The Inclusion Support Program assists child care services to include children with additional needs in quality child care. Under the Program, sixty-seven Inclusion Support Agencies operate on a regional basis to coordinate the assistance provided by networks of skilled Inclusion Support Facilitators (ISFs) to work at a local level with child care services.

ISFs assist child care services to build their skill base and capacity to include children with additional needs by:

- helping services to develop Assisted Inclusion Readiness Plans (AIRPs) (see [Appendix 1](#)), which identify ways in which services can build their capacity to include all children in quality care
- helping services to develop Service Support Plans (SSPs) (see [Appendix 2](#)), which identify the extra supports needed for a particular care environment to include all children and may identify a need for ISS funding
- referring services to other child care professionals, such as professional support service providers, community groups, and other child care professionals.

The target groups for inclusion support are:

- children from culturally and linguistically diverse (CALD) backgrounds, including refugee children
- children with ongoing high support needs, including children with a disability
- Aboriginal and Torres Strait Islander children.

2.1.4 Other forms of assistance

Child care services can also access:

- Flexible Support Funding – support provided to eligible child care services to build capacity to include a child with additional needs by employing additional staff to increase the staff to child ratio for a time limited period (See [Appendix 3](#))
- Bicultural Support – time limited specialist support to assist a child care service to build their capacity to include children from culturally and linguistically diverse backgrounds (CALD), refugee children, or Indigenous children (See [Appendix 4](#)).

3 Inclusion Support Subsidy

3.1 *What the Inclusion Support Subsidy can be used for*

The Inclusion Support Subsidy (ISS) is a contribution towards the costs associated with including a child or children with ongoing high support needs in child care and may be used for the following purposes:

- engaging an additional worker to increase the staff to child ratio when a child or children with ongoing high support needs are in care (note: Family Day Care and In Home Care services are not eligible for an additional carer in the home setting)
- engaging relief staff while carers attend training or professional support relating to the inclusion of a child or children with ongoing high support needs
- as a **Capacity Payment to Family Day Care** carers in recognition of the additional care and attention required by a child or children with ongoing high support needs in their care and the impact of this on the carer
- as an **Additional Payment to In Home Care** carers in recognition of the additional care and attention required by a child or children with ongoing high support needs in their care and the impact of this on the carer
- to engage an additional worker to accompany a **Family Day Care** or **In Home Care** carer caring for a child or children with ongoing high support needs on out-of-home excursions or other special activities, for example family day care playgroups or vacation care excursions.

3.1.1 *Non-approved Purposes*

Inclusion Support Subsidy support cannot be used for the following purposes:

- specific assistance to the child to access non-mainstream child care, such as externally based early intervention programs, external one-to-one counselling, speech therapy, physiotherapy programs, therapeutic equipment (hearing aids, wheelchairs), medication and medical/nursing assistance
- to engage relief staff while carers attend training relating to the provision of medical/nursing assistance
- support services (not related to child care) for the family or the child care service, including transport for the child
- fitting of specialist equipment and/or training staff on the fitting of equipment

- settlement services for immigrants
- building modifications to the child care environment
- assistance for which funding is the responsibility of a state or territory Government or other body
- assistance to increase staffing levels in order to meet licensing requirements
- to fund staff to undertake medical/nursing assistance and procedures.

3.1.1.1 Medical/Nursing Assistance

“Medical/nursing assistance” is defined as anything that is not covered by general first aid procedures and thus requires specific training. ISS funding **cannot** be used to train or employ a carer to provide medical/nursing assistance or to engage relief staff while carers attend such training. It is the responsibility of child care services to ensure that an appropriately qualified person carries out these procedures.

Below is a sample list of medical/nursing assistance and procedures for which ISS funding cannot be used:

- catheterisation
- administration of insulin and monitoring of glucose levels
- tracheostomy suction and replacement
- administration of medication or feeding through a gastrostomy button and checking for blockages/displacement
- tube feeding
- administering rectal suppositories, Valium etc
- oxygen administration and monitoring
- oral suctioning
- stomal therapy.

Please note: This list is not intended to be exhaustive. Further clarification about excluded procedures should be sought through the relevant State/Territory Office of the Department (see [10](#)).

3.2 Eligibility

3.2.1 Eligible Children

The Inclusion Support Subsidy (ISS) may be available to eligible child care services (see [3.2.2](#)) to assist them to include a child or children with a demonstrated ongoing need for a high level of support while in the child care environment.

Children with demonstrated high ongoing support needs may include:

- children with a diagnosed physical, sensory, neurological or intellectual disability, or a learning impairment
- children that are undergoing continuing assessment of a disability
- refugee children who demonstrate behaviours symptomatic with having experienced or having been subject to torture or trauma in their country of origin or during their refugee experience.

ISS applications must include documentary evidence of the child's diagnosed disability, continuing assessment of a disability or refugee status (see [3.3.3](#)).

Please note: Some children with a diagnosed disability may not require ongoing assistance in order to be included in the care environment. For example, a child might only require environmental modifications to be included in a care environment.

3.2.2 Eligible Child Care Services

Child care services that are eligible to access Inclusion Support Subsidy are:

- Australian Government approved child care services, including both private and community centre based long day care, outside school hours care including vacation care, family day care, occasional care, and In Home care
- Australian Government funded non-mainstream child care services (non-Child Care Benefit) such as flexible/innovative services, Multifunctional Aboriginal Children's Services (MACS), non-mainstream outside school hours care, non-formula funded occasional care (100 per cent Australian Government funded) and mobile child care services.

Please note: Eligibility for the ISS does not mean an automatic entitlement to payment.

3.2.3 Non-eligible Child Care Services

The following services are not eligible to access Inclusion Support Subsidy support:

- registered care services
- JET crèches
- Indigenous Playgroups
- State or territory government funded occasional care (including the neighbourhood model), preschools (including preschool sessions offered in Long Day Care), and early intervention programs.

3.2.4 Services Receiving Special Needs Subsidy Scheme or Disabled Supplementary Services payment

Services that received Special Needs Subsidy Scheme (SNSS) or Disabled Supplementary Services (DSUPS) support prior to 1 July 2006 will continue to receive the same level of support, subject to continued eligibility, until:

- the service submits a new application for support to include a child with ongoing high support needs
- the annual SNSS/DSUPS review
- an event (as described in [3.4](#)) triggers a review.

After 1 July 2006 all services applying for or reviewing support to include a child with ongoing high support needs will be assessed under the Inclusion Support Subsidy (ISS) Guidelines.

In Home Care carers accessing DSUPS support for a particular child prior to 1 July 2006 will receive the same level of support until that child leaves the care environment or is no longer eligible for support.

Please note: During the transition from SNSS/DSUPS to ISS, support is provided *either* through ISS or SNSS/DSUPS. The ISS and SNSS/DSUPS are not payable at the same time for the same care environment. Once a care environment is assessed and supported under ISS, the service cannot return to SNSS/DSUPS support for that care environment.

3.2.5 Capped Allocation

The Inclusion Support Subsidy (ISS) is limited to annual capped allocations available under the Australian Government Child Care Support Program. Eligibility for the ISS does not mean an automatic entitlement to payment.

The child care service must notify the local Inclusion Support Agency (ISA) if the required level of ISS support changes or is no longer required. The ISA is responsible for monitoring the use of ISS and ensuring that the ISS is targeted appropriately to assist children with ongoing high support needs to be included in eligible child care services.

Where an ISS waitlist is in place in an ISA region, new ISS Application and Variations to ISS applications are assessed in order of receipt by the ISA

when funds become available. The Department may grant exemptions in exceptional circumstances, for example, where a child is deemed to be “at risk”.

3.2.6 Exemption from Guidelines

Where the Guidelines are not met, but it can be demonstrated that the needs and circumstances of the child care service are exceptional, an exemption may be granted. The purpose of such an exemption is to utilise funding in a way that is more responsive to the particular identified need or circumstance of the service.

Details of the exceptional circumstances must be included in the Service Support Plan (SSP) (see [3.3.1](#)) and included on the Inclusion Support Subsidy Application Form (see [3.3.2](#)) given to the ISA. The ISA will then seek approval from the Department by completing a Request for Exemption Form and forwarding it to the Department for assessment. Exceptional circumstances will be considered on a case-by-case basis and are subject to approval by the Department. The Department will advise the ISA of the outcomes of the Exemption Application.

3.3 How to apply for the Inclusion Support Subsidy

3.3.1 Development of a Service Support Plan

To apply for ISS for a care environment, an eligible child care service must develop a Service Support Plan (SSP) (see [Appendix 2](#)) for that environment in consultation with an Inclusion Support Facilitator (ISF).

In the development of the SSP, the service examines the care environment - physical layout, equipment, resources and the capacity of staff to include children with ongoing high support needs.

The SSP identifies:

- changes required to the care environment to include a child or children with ongoing high support needs
- additional training or supports needed for staff to include a child or children with ongoing high support needs
- the level and range of supports required by the service to include all children, including children with ongoing high support needs.

3.3.2 ISS Application Form

If a Service Support Plan (SSP) identifies the need for Inclusion Support Subsidy (ISS) assistance, the service completes an ISS Application Form,

which must be endorsed by the Inclusion Support Facilitator (ISF). If appropriate, the ISF will assist the service to complete the application.

The completed ISS Application Form is then submitted to the Inclusion Support Agency with the SSP.

3.3.3 Documentary Evidence

Where the Service Support Plan (SSP) identifies that Inclusion Support Subsidy support is needed to include a child or children with a disability, undergoing continuing assessment of a disability or a refugee child who has experienced trauma or torture, the service must supply documentary evidence of the child's refugee status and/or diagnosed disability or continuous assessment of a disability.

Evidence for a diagnosed disability may include:

- Centrelink documentation stating a parent's or guardian's eligibility for Carers Allowance with respect to the child
- the child's Health Care Card stating the disability code (CD)
- a qualified medical practitioner's confirmation of a diagnosis
- the results of an assessment by a registered psychologist.

Evidence for a child undergoing continuous assessment for a disability may include:

- an appointment letter for an assessment by a medical practitioner
- supporting documentation or diagnostic report signed by a qualified medical practitioner or registered psychologist.

Evidence for a refugee child demonstrating behaviours symptomatic with having experienced trauma and torture includes:

- documentary evidence of the child's refugee status, including visa codes 200, 201, 203, and 204
- the results of an assessment by a qualified medical practitioner or registered psychologist.

Documentary evidence provided with the application must be current (within 12 months), except where a child's disability is assessed as permanent and not expected to improve. In these cases, documentary evidence of the disability is provided only once (at the first application).

3.3.4 ISS Assessment and Approval

The Inclusion Support Agency (ISA) assesses the application against the eligibility requirements indicated in the ISS Guidelines and notifies the service of the outcome of the application.

If the ISS application is approved, the ISA will inform the service of:

- the approved level of funding
- the approved number of hours
- purposes for which funding is approved
- the start and end date of the ISS funding period
- the date that the Service Support Plan and Inclusion Support Subsidy application will be reviewed.

3.3.5 ISS Re-application

The Inclusion Support Subsidy (ISS) can be approved for up to six months from the start date for eligible children undergoing continuous assessment and up to 12 months for all other eligible children. Services that require further ISS support after the end of the approved funding period must reapply for ISS.

To reapply for ISS, the service updates the Service Support Plan (SSP) in consultation with an Inclusion Support Facilitator (ISF), involving:

- a review of the previous SSP and care environment
- evaluation of whether ongoing ISS support is required
- evaluation of whether there is a change in the level of support needed.

The service then completes a new ISS Application Form, which must be endorsed by the ISF, and submits the completed Form and updated SSP to the Inclusion Support Agency for assessment.

Please note: Delays in the assessment of an ISS Application may postpone the starting date of the new approved funding period, resulting in a period where no ISS support is received.

Services reapplying for ISS can minimise delays by commencing their re-application:

- at least one month prior to the end of the approved funding period for children undergoing continuous assessment
- at least three months prior to the end of the application period for all other eligible children.

3.4 ISS Review

In addition to the review and re-application required at the end of the approved funding period, other events will trigger a review of the Service Support Plan (SSP) including:

- a child's needs change, impacting on nominated days of attendance, the number of hours approved; flexible care arrangements; or the physical environment
- a child with ongoing high support needs enters or leaves the service and/or care environment (see [3.4.1](#))
- a significant change to the care environment
- service closure
- the service changes ownership (see [3.4.2](#))
- exceptional circumstances (see [3.2.6](#)).

Where a review of the SSP indicates that the required level of Inclusion Support Subsidy support has increased, the service will complete a Variation to the ISS Application Form, to be submitted to and approved by the Inclusion Support Agency.

Please Note: Variations to the ISS Application Form will carry the same end date as the original approved application.

3.4.1 A child with ongoing high Support needs enters or leaves the care environment and/or child care service

When a child with ongoing high support needs transfers to another care environment and/or child care service, the new service will need to contact the Inclusion Support Agency to develop a new or review an existing Service Support Plan.

Where a child with ongoing high support needs enters the service or care environment, the service may not be eligible for Inclusion Support Subsidy (ISS) assistance to include that child, even where the child's previous service or care environment received ISS assistance to include that child. The level of ISS required is determined by the service's capacity to include children with ongoing high support needs. For example, there is already a pool of hours in the service or care environment sufficient to include a new child with ongoing high support needs.

3.4.2 A service changes owner and/or operator

Where a child care service changes owner and/or operator, the service is required to submit a **new** Inclusion Support Subsidy (ISS) application. It is the responsibility of the new owner and/or operator to initiate the new ISS application as soon as practicable for the relevant Inclusion Support Agency (ISA). As a precursor, new owner/operators should lodge a notification of intent to transfer ISS funding with the ISA within one month of formal notification by the Department of Families, Community Services and Indigenous Affairs (FaCSIA) that the service has Child Care Benefit (CCB) approval. If there are significant changes in staffing, the new service will need

to review and update the Assisted Inclusion Readiness Plan (AIRP) and the Service Support Plan developed with the previous owner.

ISS funding may be approved and payment of ISS may be claimed by the child care service following notification by the child care service to the ISA of the new arrangements.

Retrospective claims for ISS prior to such notification to the ISA will not be made based solely on the owner/operator's decision to employ additional staff during the period of sale/change in ownership.

3.5 Inclusion Support Subsidy Funding

3.5.1 Inclusion Support Subsidy Limits

3.5.1.1 State or territory licensing requirements

Workers funded by the Inclusion Support Subsidy (ISS) funding **cannot** be used to meet state or territory licensing or regulatory requirements. Any workers funded by the ISS must be in addition to number of staff required by licensing or regulatory requirements.

3.5.1.2 Increasing staff levels

Services may be eligible for the Inclusion Support Subsidy (ISS) as a contribution towards engaging an additional worker to assist in the inclusion of a child or children with ongoing high support needs in the child care environment.

The limits on ISS support for the purpose of engaging an additional worker are that:

- the funding provided by the ISS is limited to a flat hourly rate, which is determined by the Minister for Families, Community Services and Indigenous Affairs and is indexed annually
- the number of hours that may potentially be provided by ISS are limited, where the limit varies depending on the service type (see [3.5.2](#))
- the number of hours required by the service is identified in the Service Support Plan and ISS Application Form.

Please note: Where the number of hours initially approved in the ISS Application needs to be increased, the service must submit a Variation to the ISS Application to the Inclusion Support Agency for approval.

3.5.1.3 Training/planning

Services may be eligible for the Inclusion Support Subsidy as a contribution towards engaging relief staff while carers attend specialist training or planning in relation to including a child or children with ongoing high support needs.

The limits on ISS support for training or planning purposes are that:

- there is an annual limit of 15 hours for each approved child, which includes a maximum of five hours for each approved child for planning purposes
- the training must relate specifically to the inclusion of the identified child or children with ongoing high support needs
- the training must assist the service to build its capacity to include a child or children with ongoing high support needs
- the planning must relate specifically to the inclusion of a child or children with ongoing high support needs, and cannot be used for 'weekly programming' purposes.

3.5.2 ISS support by child care service type

Care Type	Subsidy Limit (indexed annually)
Family Day Care	<ul style="list-style-type: none"> • \$15.04 per hour for a relief carer while carers attend training for each eligible child up to a maximum of 15 hours per approved child • \$15.04 per hour for an extra staff member for out-of-home excursions for each eligible child up to a maximum of 5 hours per week for 52 weeks per year • Capacity Payment of either \$4 or \$8 per hour per care environment up to a maximum of 50 hours per week, 52 weeks per year.
Long Day Care, including Vacation Care programs provided through a LDC Centre	<ul style="list-style-type: none"> • \$15.04 per hour for an additional carer up to a maximum of 5 hours per day, 5 days per week, 52 weeks per year (12 weeks per year for VC in LDC) • \$15.04 per hour for carer relief for training up to a maximum of 15 hours per approved child.
Flexible / Innovative Services, MACS	<ul style="list-style-type: none"> • \$15.04 per hour for an additional carer up to a maximum of 5 hours per day, 5 days per week, 52 weeks per year • \$15.04 per hour for carer relief for training up to a maximum of 15 hours per approved child.
Outside of School Hours, including non-mainstream OSHC	<ul style="list-style-type: none"> • \$15.04 per hour for an additional carer up to a maximum of 5 hours per day, 5 days per week, 42 weeks per year • \$15.04 for an additional carer up to a maximum of 8 hours per day, 6 days per year (for the purpose of pupil free days only) • \$15.04 per hour for carer relief for training up to a maximum of 15 hours per approved child.
Vacation Care	<ul style="list-style-type: none"> • \$15.04 per hour for an additional carer up to a maximum of 8 hours per day, 5 days per week, 12 weeks per year • \$15.04 for an additional carer up to a maximum of 8

	<p>hours per day, 6 days per year (for the purpose of pupil free days only)</p> <ul style="list-style-type: none"> • \$15.04 per hour for carer relief for training up to a maximum of 15 hours per approved child.
Occasional Care, including non-formula funded OCC	<ul style="list-style-type: none"> • \$15.04 per hour for an additional carer up to a maximum of 5 hours per day, 5 days per week, 52 weeks per year • \$15.04 per hour for carer relief for training up to a maximum of 15 hours per approved child.
Mobile Services	<ul style="list-style-type: none"> • \$15.04 per hour for an additional carer up to a maximum of 5 hours per day, 5 days per week, 52 weeks per year • \$15.04 per hour for carer relief for training up to a maximum of 15 hours per approved child.
In Home Care	<ul style="list-style-type: none"> • \$15.04 per hour for a relief carer while carers attend training for each eligible child up to a maximum of 15 hours per approved child • \$15.04 per hour for an extra staff member for out-of-home excursions for each eligible child up to a maximum of 5 hours per week for 52 weeks per year • Additional Payment of either \$4 or \$8 per hour per care environment up to a maximum of 50 hours per week, 52 weeks per year.

3.5.3 Two Tier Capacity Payment for Family Day Care

Family Day Care (FDC) carers caring for an eligible child or children may be approved for \$4 per hour per care environment where the impact of caring for the child or children has a mild impact on the carer. Carers may be eligible for this payment even where they are caring for the full complement of children under state and territory regulations.

FDC carers may be eligible for a payment of \$8 per hour per care environment where it is determined that the child or children being cared for has a significant impact on the carer's capacity to include that child in the care environment, resulting in the carer needing to carry less than the full complement of children.

See [Appendix 5](#) for a guide to aid determination of the relevant Tier.

3.5.4 Two Tier Subsidy for In Home Care

In Home Care (IHC) carers caring for an eligible child or children may be approved for \$4 per hour per care environment where the impact of caring for the child or children has a mild impact on the carer.

IHC carers may be eligible for a payment of \$8 per hour per care environment where it is determined that the child or children being cared for has a significant impact on the carer's capacity to include that child in the care environment.

See [Appendix 5](#) for a guide to aid determination of the relevant Tier.

3.5.5 Short-term/irregular utilisation

Services may need to utilise Flexible Support Funding (see [Appendix 3](#)) or Bicultural Support (see [Appendix 4](#)) for short-term care and for children with ongoing high support needs who do not attend on a regular basis.

3.5.6 Flexible care arrangements

Where more than one child with ongoing high support needs is in attendance, opportunities to adopt a flexible approach to the use of Inclusion Support Subsidy must be explored by the service and the Inclusion Support Facilitator as part of developing the Service Support Plan.

3.5.7 Specialist Equipment

Where a Service Support Plan and Inclusion Support Subsidy Application identifies a need for specialist equipment or resources to build the capacity of the service to include a child, the service may be eligible to access the required equipment, free of charge, through the Specialist Equipment Pool in each state/territory (see [Appendix 6](#) for further information).

Please note: **In Home Care** services are not eligible to access the Specialist Equipment Pool.

3.6 ISS Claims

Inclusion Support Subsidy (ISS) support is paid by the Inclusion Support Agency directly to the child care service or the sponsoring service for Family Day Care and In Home Care carers.

The child care service makes a claim for ISS payment for the actual hours additional worker/s were employed while the child was receiving care at the service, up to the approved ISS hours.

The first payment is made following:

- written approval of the ISS application by the ISA
- formal acceptance by the service of the subsidy and conditions of funding

- receipt of the first claim for payment for approved level of hours on the actual days the child has been in attendance, up to the level of hours per week set out in the written approval.

ISS payments will only be made for support provided after the approval date.

3.6.1 Claims processing

The child care service submits claims in arrears for Inclusion Support Subsidy (ISS) support. Claims are submitted within 30 days of the end of the period for which ISS is claimed. An Attendance Record must be submitted with the Claim for Payment Form. Additionally, where claims for training are made, these should be accompanied by evidence of both expenditure and attendance at the training.

The claim and payment cycle are linked to Child Care Benefit (CCB) quarters, school terms or school vacation periods that are applicable to the child care service type.

An Inclusion Support Agency may have capacity for approval of a variation in claim schedule where there is evidence of financial hardship of a service due to waiting for payment. The ISS will consider “financial hardship” on a case-by-case basis.

3.6.2 Absences from care

The Inclusion Support Subsidy (ISS) will provide funding to cover absences from care for up to 10 days per calendar year.

Please note: One day refers to the amount of hours the child would normally attend the child care service within a 24 hour period.

Where an eligible ISS child is absent from care, **Family Day Care (FDC)** carers may still claim the ISS to cover these absences for up to 30 days per year, in line with the maximum number of Allowable Absences for which CCB can be paid.

4 Responsibilities and accountabilities under the ISS

4.1 Role of child care services

The completed and signed Inclusion Support Subsidy (ISS) Application Form will form the agreement between the child care service and the Inclusion Support Agency (ISA). The child care service is responsible for providing the best possible care for all children, including those with ongoing high support needs, by undertaking inclusive and capacity building practices such as

participation in the development of the Assisted Inclusion Readiness Plan (AIRP) and the Service Support Plans (SSPs). The AIRP should demonstrate a commitment by the child care service to inclusive practice and to staff professional development.

The child care service is responsible for:

- obtaining parent/guardian permission to provide the Inclusion Support Facilitator (ISF) and ISA with personal information regarding their child for the purposes of completing a SSP or ISS Application
- developing the SSP and AIRP with assistance from the ISF
- implementing and actioning the SSP and AIRP
- lodging the ISS Application and accompanying SSP with the ISA
- lodging the claim for payment and attendance record at the end of the claim period
- completing an annual review and submitting an ISS Re-application Form
- employing child care staff consistent with applicable industrial laws
- financial management and accountability of ISS funds and program delivery
- providing all reporting requirements to the ISA
- utilising any ISS funds in accordance with the ISS Guidelines and for the purposes approved
- participation in the SSP review process
- notifying the ISA of any changes to circumstances, including a reduction in hours of support required or when the child leaves the service.

See [Appendix 6](#) for the child care services' Roles and Responsibilities with respect to Specialist Equipment.

4.1.1 Conditions relating to staff employed with the ISS

Where the service receives Inclusion Support Subsidy (ISS) support to employ additional staff, the service is responsible for:

- complying with the requirements of the relevant state/territory legislation, regulatory requirements and Awards for child care staff or applicable Federal Industrial Relations Laws and its requirements and considering these requirements when employing additional staff
- ensuring that the number of ISS funded carers in a service at any one time is limited to no more than 10 percent of the service's approved child care places.

For the time ISS funded staff work with the child care service named in the conditions of funding agreement, they are an employee of that service. In the case of Family Day Care (FDC) and In Home Care (IHC) the sponsoring service is responsible for employing additional staff.

When a child is absent from the service the ISS funded staff member employed under ISS should receive appropriate notice in line with award provisions. If employed as a casual staff, stand down provisions apply. The ISS may not be claimed for public holidays where services are closed and the child is not attending care.

4.2 Role of Inclusion Support Facilitators in relation to Inclusion Support Subsidy

The role of the Inclusion Support Facilitator (ISF) is to support the implementation of inclusive practices. The role of the ISF is essential to the effectiveness of the Inclusion Support Subsidy (ISS) through:

- assisting services to develop Service Support Plans and the Assisted Inclusion Readiness Plan
- assisting services to complete the review of SSP to identify whether the service needs ISS assistance
- promoting an awareness of, and responsiveness to, the identified priority groups within child care services
- assisting services with the preparation of Applications, Reviews and Re-Applications for the ISS.

In addition ISFs will be to assist child care services to:

- develop, implement and sustain flexible inclusive practices
- link with relevant community groups, services and organisations to support a child with high needs in a child care service
- work in partnership with families and support networks
- identify professional development needs and opportunities in conjunction with the Professional Support Coordinator (PSC)
- engage in ongoing and reflective quality improvement practices for inclusion.

See [Appendix 6](#) for the ISF Roles and Responsibilities with respect to Specialist Equipment.

4.3 Role of Inclusion Support Agencies as Inclusion Support Subsidy Providers

Inclusion Support Agencies (ISAs) are responsible for managing and coordinating access to quality inclusion support that is relevant, appropriate and timely for all eligible child care services within the ISA region.

Through management of Inclusion Support Facilitators (ISFs) ISAs are responsible for monitoring review and re-application dates, responding to requests for reviews and to participating in these reviews.

From 1 July 2006, ISAs are responsible for the assessment and transition of SNSS approved children to Inclusion Support Subsidy (ISS) funding through the development of Service Support Plans and the ISS Application Forms that are submitted to the ISA.

It is the responsibility of the ISA, as the ISS Provider, to:

- assess ISS Applications and accompanying SSPs
- notify the child care service of the outcome of the assessment
- arrange payment of approved ISS claims
- monitor the use of ISS funding
- ensure that the ISS is being targeted appropriately across all child care types within the region to assist child care services to include children with ongoing high support needs.

See [Appendix 6](#) for the ISS providers' Roles and Responsibilities with respect to Specialist Equipment.

ISAs are also responsible for the management and administration of a regional allocation of Flexible Support Funding that can be accessed by child care services to employ additional staff for a time limited period to assist inclusion of a child with ongoing high support needs.

4.4 Role of Parents/Guardian

Parents and Guardians are expected to:

- provide any relevant information requested about the child's current and ongoing support needs to the child care service
- provide the child care service with any information regarding a change to the child's support requirements
- assist child care services in any review, application or re-application process
- accurately complete attendance records.

5 Role of FaCSIA

The State/Territory and National Office will be responsible for:

- providing Inclusion Support Agencies (ISAs) with regular, updated information on eligible child care services in their region
- consulting with and providing information and advice to the ISA on issues affecting the Inclusion Support Subsidy program
- conducting quality assurance audits of the ISAs with regard to ISS Applications, payment in arrears of ISS Claims, and the monitoring of ISS funding in the ISA regions
- making ISS payments to the ISAs and ensuring quarterly acquittals, accountability and reporting requirements are met
- reporting on the programme by state and territory
- ensuring all state/territory accountability and reporting requirements are met
- managing the transition of Special Needs Subsidy Scheme (SNSS) and Disabled Supplementary Services (DSUPS) to ISS
- maintaining program Guidelines
- providing direction on all policy issues relating to ISS
- reporting on the program at national level including statistical information
- monitoring the effectiveness and efficiency of the Program on a national basis including undertaking evaluations from time to time
- ensuring the funding allocation is targeted effectively and equitably across states and territories
- ensuring a nationally consistent approach to the program is maintained.

6 ISS Provider Performance Management and Evaluation

6.1 Objectives

The objectives of the Inclusion Support Agency (ISA) as Inclusion Support Subsidy (ISS) Provider are:

- to administer the ISS and application process
- assess ISS applications in line with eligibility requirements indicated in the ISS Guidelines and by FaCSIA
- ensure that ISS funding commitments remain within the allocated funding as stipulated by FaCSIA

- ensure equitable access to ISS assistance is maintained across all eligible child care service types in the region
- monitor the use of funding and report on ISS utilisation by child care services in accordance with approved funding.

6.2 Reporting requirements

Reporting provisions are outlined in the Funding Agreement and include but are not limited to:

- Quarterly Reports
- Annual Financial Statements
- Audited Financial Acquittal Reports.

6.2.1 Quarterly Reports

Quarterly reports provide a summary of how the Inclusion Support Agency (ISA) has managed the allocated funding in relation to the Inclusion Support Subsidy (ISS) Provider Objectives (see [6.1](#)) and in relation to the Key Performance Indicators indicated in the ISS Funding Agreement.

Quarterly reports provide FaCSIA with information about

- the number of processed ISS applications in relation to service types, eligibility categories and approval status
- total value of funding that has been claimed, committed and expended
- details of any issues/complaints and steps undertaken to manage them.

6.2.2 Annual Financial Statements and Final Acquittal report

Annual Financial Statements and the Final Acquittal Report provide FaCSIA with information about how the allocated funding was expended and whether the funding was expended in accordance with the Inclusion Support Subsidy (ISS) Guidelines and ISS Funding Agreement.

The Inclusion Support Agency must ensure that all reports relating to the expenditure of funding are audited by an Approved Auditor.

6.2.3 Report format

The Inclusion Support Agency must produce all reports in English, in both hard copy and electronic form, and in a form acceptable to the Department. If the FaCSIA Departmental Officer does not consider the form or content of a

report to be adequate for the Department's purposes, the Funding Recipient may be required to submit a revised report.

The revised report must be completed to the satisfaction of the Department and is due within 30 days of a written notice from the Department. However, where practical, the FaCSIA Departmental Officer will consider the Funding Recipient's existing reporting systems in determining the acceptable form of the reports.

7 Requirements under the ISS Funding Agreement

7.1 Insurance requirements

The Inclusion Support Agency (ISA), as Inclusion Support Subsidy (ISS) Provider, is required to have the following insurance:

- Public Liability insurance for not less than \$10 million for each and every claim
- Worker's Compensation as required by law
- Compulsory Third Party and comprehensive insurance for all motor vehicles acquired with ISS Provider funding
- Professional Indemnity for not less than \$5 million per claim, and in the aggregate, in a year.

8 Privacy and confidentiality

8.1 Privacy and confidentiality

The Child Care Support Program requires services and their employees/sub-contractors to adopt the National Privacy Principles (NPPs) as per Schedule 3 of the Privacy Act.

A summary of the National Privacy Principles is attached to the Guidelines at [Appendix 7](#). This summary will give you a general idea of your obligations. For a more complete picture, the guidelines are available on the Privacy Commissioner's web site www.privacy.gov.au/act/npps.

8.2 Freedom of Information

The *Freedom of Information Act 1982* (the FOI Act) gives the public the right to access information in the possession of the Department with certain limited exceptions. Information collected or held by the Department may be made available on request, unless exempted under the relevant provision of the Act

or under specific legislation that provides for the confidentiality of that information.

The Department has a statutory obligation to observe the FOI Act and must help all applicants make a valid application under the Act. The Department will observe strict time frames when acknowledging and responding to requests made for access to documents under the FOI Act. Any application for access to documents under the FOI Act must be made by letter or statement, or (where available) by completing a form.

8.3 Security of Information

8.3.1 Inclusion Support Agency as Inclusion Support Subsidy Provider

The Inclusion Support Agency (ISA) is required to store records relating to management of the Inclusion Support Subsidy (ISS) in a secure place and dispose of them in an appropriate manner. The ISA should retain a copy of all reports; records or account books in original form for at least five years following the expiring or termination of the ISS Funding Agreement.

8.3.2 The Department

The Department is required to maintain all records (hard copy and electronic) in accordance with the *Archives Act 1983* and the Department's Records and Document Management Policy and Guidelines.

9 Complaints

9.1 Complaints - Service provider

The Department has a formal complaints service and the Service Provider can lodge a complaint by telephoning 1300 653 227.

A complaint is defined as:

“Any expression of dissatisfaction with a product or service offered or provided” [Australian Standard AS4269-1995]

The Department has a 'Complaints Recording System' to capture complaints to the Department about any of its services or those delivered by funded service providers.

For the purposes of the Department's Complaints Recording System, a 'complaint' does not include:

- Ministerial correspondence
- Freedom of Information requests

- Complaints made to service providers, as these will be covered their own complaints mechanisms required under Funding Agreements.

If the ISA is dissatisfied at any time with our handling of their complaint, they can also contact the Commonwealth Ombudsman at www.ombudsman.gov.au.

9.2 Complaints – client/customer

The Inclusion Support Agency (ISA), as Inclusion Support Subsidy (ISS) Provider, must have an established complaints-handling mechanism to register and manage complaints about the management of ISS support.

Before an official written complaint is lodged, the parties involved in the dispute should attempt to settle the matter themselves.

The ISA should have procedures for the management of complaints which:

- identifies steps that can be taken to investigate the complaint
- provides timely feedback to clients on complaints
- redirects complaints to FaCSIA where appropriate
- ensures that issues arising from complaints are documented by management and used to improve service delivery.

9.2.1 Problem solving with FaCSIA

Where the Inclusion Support Agency is unable to resolve the matter they should contact FaCSIA for guidance in resolving the issue.

10 Contact Information

For further information about the Inclusion Support Subsidy please contact the relevant state/territory Office (STO) of the Department.

Australian Capital Territory

Level 1 Juliana House, Bowes Street
CANBERRA ACT 2601

GPO Box 7788
CANBERRA ACT 2601

Ph: 1300 653 227 (local call cost only)
Fax: (02) 6244 7978

New South Wales

Level 5, 1 Oxford Street
SYDNEY NSW 2001

GPO Box 9820
SYDNEY NSW 2001

Ph: 1300 653 227 (local call cost only)
Fax: (02) 8255 1060

Northern Territory

Level 2, Bureau of Meteorology Building
Ground Floor
Bureau of Meteorology Building
17 Scaturchio Street
CASUARINA NT 0810

GPO Box 9820
DARWIN NT 0801

Ph: 1300 653 227 (local call cost only)
Fax: (08) 8920 8999

Queensland

Level 5, 200 Adelaide Street
BRISBANE QLD 4001

GPO Box 9820
BRISBANE QLD 4001

Ph: 1300 653 227 (local call cost only)
Fax: (07) 3005 6099

South Australia

Level 10, 55 Currie Street
Adelaide SA 5000

GPO Box 9820
Adelaide SA 5001

Ph: 1300 653 227 (local call cost only)
Fax: (08) 8400 2197

Tasmania

Level 3, 21 Kirksway Place
Battery Point TAS 7004

GPO Box 9820
Hobart TAS 7001

Ph: 1300 653 227 (local call cost only)
Fax: (03) 6211 9304

Victoria

Level 3, Casselden Place
2 Lonsdale Street (cnr Spring Street)
MELBOURNE VIC 3000

GPO Box 9820
MELBOURNE VIC 3001

Ph: 1300 653 227 (local call cost only)
Fax: (03) 8626 1161

Western Australia

Level 12, Central Park
152-158 Georges Terrace
PERTH WA 6000

GPO Box 9820
PERTH WA 6848

Ph: 1300 653 227 (local call cost only)
Fax: (08) 9229 1597

11 Appendices

Appendix 1 - Assisted Inclusion Readiness Plan

An onsite session at a child care service with a regionally based Inclusion Support Facilitator (ISF) to discuss opportunities and identify practical approaches to assist with the provision of a quality inclusive child care environment for all children, including those with ongoing high support needs. During the session the service and ISF will develop an Assisted Inclusion Readiness Plan (AIRP).

This plan will be recognised as evidence against Principles of the Accreditation and Quality Assurance process. This service will be provided to the child care service free of charge.

The child care service can contact their local Inclusion Support Agency (ISA) or the Professional Support Coordinator (PSC) to request a planning session. Alternatively, ISAs or ISFs may contact the child care service directly to offer this service.

During the session the ISF will consult with the service coordinator or Director plus relevant staff to assist the services to identify and build on their current capacity to provide for the ongoing inclusion of all children in the context of quality child care service provision.

This process will support the identification and documentation of needs, current capacity, strengths and additional resourcing/capacity building opportunities. It will support the development of an action plan that supports continuous review and improvement of policies, procedures and daily practice to assist with the provision of environments that are respectful and responsive to the needs of all children.

This process is underpinned by recognition of research undertaken for the Australian Government that reveals that inclusive child care settings have the following characteristics:

- a) They work in partnership with families and their extended networks;
- b) They build on the strengths of the child care community (child, family, staff and community);
- c) They use flexible programming approaches that are responsive to individual needs;
- d) They respect and respond to families' cultural values, needs and circumstances;
- e) They provide welcoming and engaging environments that are responsive to all children and their families; and
- f) They create links through networking with other relevant services and supports.

Appendix 2 - Service Support Plan

Service Support Plans (SSPs) are developed by the child care service in consultation with the Inclusion Support Facilitator (ISF), in response to an identified need. The SSP may be used to help identify how a particular child with additional needs or group of children will be supported in the service. A child care service may have more than one SSP to reflect the various care environments within the service. The SSP may require input by external health or education professionals.

The development of a SSP is based on the use of reflective questioning and uses the following steps:

- identify the client's/service's need through the use of reflective questioning:
 - the key to reflective questioning is the focus on identification of the service's needs in relation to gaining knowledge and skills that will support them to provide a quality child care environment that supports access and participation of all children in their care
 - the SSP template provides some prompts and attempts to reflect the principles articulated in the ISF role;
- discuss the aim and identify an agreed goal of this process
- support reflection, recognition and respectful acknowledgment of the steps the service has already implemented
- support the recognition and use of inherent skills
- enable discussion and identification of the range of resources (both internal and external) that are available to support the service to utilise and build on their current capacity to address their need and meet their goal/s
- facilitate identification of a plan of action that will support the service to access these resources to meet their goal/s.

A review of this action plan is also critical to support the service and the ISF to reflect on the learning outcomes of this process.

Appendix 3 - Flexible Support Funding

Note: For more information, please see the Flexible Support Funding Guidelines in the Inclusion Support Agency (ISA) Guidelines.

Flexible Support Funding (FSF) is time limited support provided to eligible child care services to build their capacity to include a child with high ongoing support needs. The funding is used to engage an additional worker to increase the staff to child ratio above licensing requirements for a time limited period. A Service Support Plan (SSP) will assess the need for FSF and the amount of FSF required.

Flexible support funding may be appropriately used to:

- assist a service to include a child with high ongoing support needs in circumstances where it is unclear whether ISS is required on an ongoing basis
- allow some release time for permanent staff to settle a child with high ongoing support needs into the child care environment, eg a refugee child, a child who is transferring to a new care environment, or a child who is transferring to a new type of care service (for example, from long day care to outside school hours care)
- provide permanent staff with an additional worker so that a child with high ongoing support needs who attends on an irregular basis can participate in out of home excursions or other special activities, e.g. playgroups or vacation care excursions
- assist a service include a child with high ongoing support needs in circumstances where care may be irregular and an application for ISS may not be appropriate e.g. in occasional care, MACS, flexible/innovative services or mobile services
- assist in circumstances where ISS has already been approved but an emergency situation has resulted in the child requiring additional hours of care for a time-limited period.

Please note: For Family Day Care (FDC) and In Home Care (IHC), FSF can only be used to employ an additional worker to enable a child with high ongoing support needs to participate in out of home excursions. FSF cannot be used to employ an additional worker within the FDC/IHC care environment.

The following child care services may be eligible for Flexible Support Funding:

- Australian Government Approved Child Care Services, including both private and community centre based long day care, outside school hours care including vacation care, family day care, occasional care and in home care.
- Australian Government funded non-mainstream child care services (non-Child Care Benefit) such as flexible/innovative services, Multifunctional Aboriginal Children's Services (MACS), non-mainstream

outside school hours care, non-formula funded occasional care (100 per cent Australian Government funded) and mobile child care services.

Applying for Flexible Support Funding

The process a child care service should use in accessing support is to contact their local Inclusion Support Agency (ISA). An Inclusion Support Facilitator (ISF) will visit the service to assist it develop a SSP. The SSP will assess the capacity of the service to include the child and determine whether additional support is needed. The SSP should include information about the care environment, staffing capacity and the level and range of supports needed in relation to each child with additional needs. If the SSP identifies the need for FSF, the ISF will assist the service to complete a FSF application form. The SSP must accompany the application form for FSF.

The ISA will assess applications in line with nationally consistent FSF guidelines and eligibility criteria. Once an FSF application has been approved, the child care service can proceed with the employment of an additional worker.

The service will be required to submit a FSF claim to the local ISA within 4 weeks of the support end date. The claim for FSF must be for the actual hours the additional staff was employed, up to the approved FSF hours. Only expenses incurred following the approval by the ISA may be claimed through FSF. Claims for retrospective funding will not be accepted.

ISAs are responsible for completing FSF approvals and processing claims in timely manner to ensure funding is delivered in a responsive way.

Services will be able to access up to \$15.04 per hour in Flexible Support to contribute to the cost of an additional staff member. The funding limits depend on the service type as follows:

Service Type	Funding Limit (indexed annually)
All eligible service types (excluding Vacation Care, Family Day Care and In Home Care)	Services are eligible for a \$15.04 per hour contribution with a daily cap of 5 hours for a maximum of 20 days (or 100 hours) per year in respect of each eligible child enrolled.
Vacation Care	Services are eligible for a \$15.04 per hour contribution with a daily cap of 8 hours for a maximum of 10 days (or 80 hours) per year in respect of each eligible child enrolled.
Family Day Care and In Home Care	Services are eligible for a \$15.04 per hour contribution with a daily cap of 5 hours for a maximum of 5 weeks (or 100 hours) per year in respect of each eligible child enrolled.

Appendix 4 - Bicultural Support

Note: For further information, please see Item 4.2.9 Bicultural Support in the Professional Support Coordinator (PSC) Guidelines.

Bicultural support is time limited specialist support to assist a child care service to build their capacity to include children from culturally and linguistically diverse backgrounds (CALD), refugee children, or Indigenous children. This support will generally apply when a CALD, Indigenous, or refugee child is enrolling at the child care service or soon after the child has started in child care.

Types of bicultural support

Bicultural support includes:

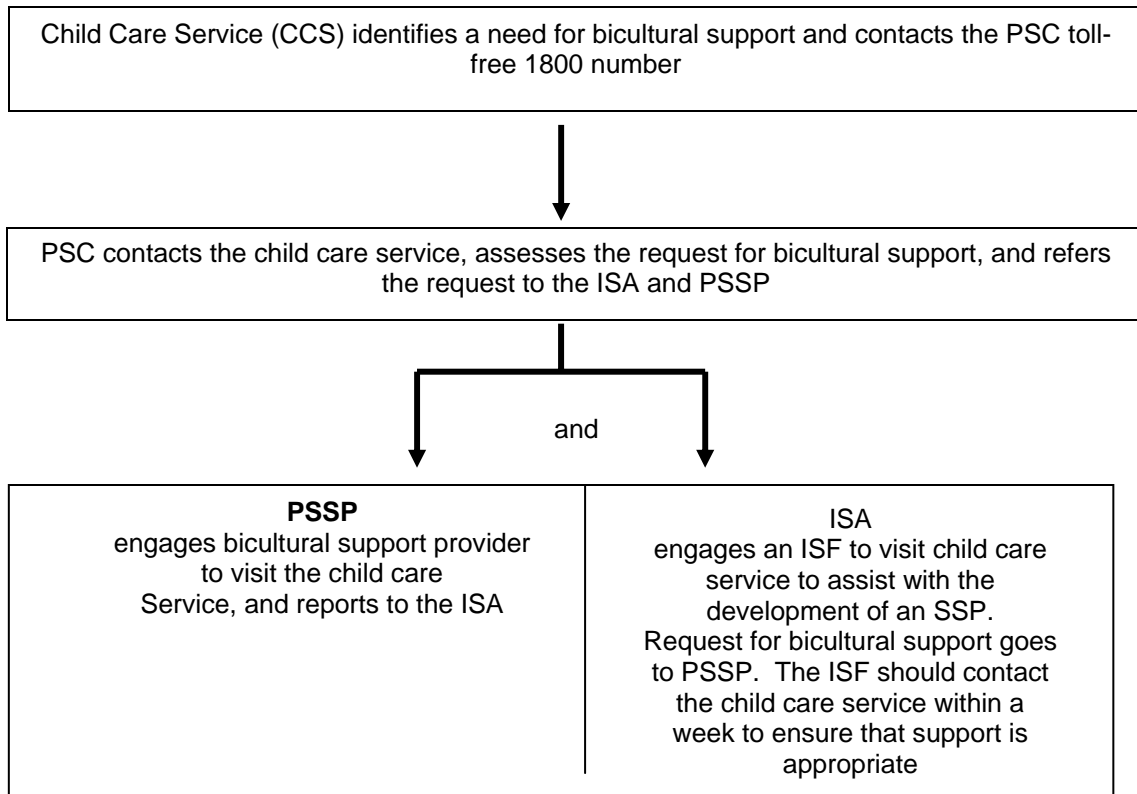
- assisting child care staff to communicate with culturally diverse families and children (for example: interpreting meetings between parents and service staff, verbal translation of enrolment documents and providing child care staff with key words and phrases that can be used to communicate with the child)
- assisting the child care service to understand the particular backgrounds, cultural experiences and child rearing practices of the children and families
- providing child care service staff with an understanding of relevant cultural issues and supporting their implementation of culturally appropriate practices and an anti- bias curriculum
- referring child care staff to professional development, inclusion support and resources available through the PSC and ISAs
- providing child care staff with information about relevant community resources and services to support the inclusion of culturally diverse children and families
- providing bicultural advice and support to Inclusion Support Facilitators as requested.

Bicultural support does **not** include:

- providing regular interpreting and translating assistance for families or child care services
- supervising a child or group of children (for example, to meet staff to child ratios or to provide staffing to relieve child care workers)
- recruiting culturally and linguistically diverse staff/carers for child care services
- providing settlement and community support services to families and children

- providing support that is available through existing programs, for example, clients of the Adult Migrant English Program (AMEP) using child care while they are attending English language tuition. The cost of AMEP-related child care is the responsibility of the AMEP service provider.

Service Delivery Model



NOTE: Bicultural support should be responsive. Therefore if there is insufficient time, a Service Support Plan (SSP) can be discussed between the child care service and the ISA over the phone, and completed at a later stage. The development of an SSP should not unnecessarily delay the provision of bicultural support.

Professional Support Coordinator responsibilities

Professional Support Coordinators are responsible for:

- managing the delivery of bicultural support that is timely, responsive and flexible
- ensuring that PSCs, PSSPs, ISAs and IPSUs work collaboratively to manage, coordinate and monitor the delivery of bicultural support
- developing effective performance management systems to monitor and report on bicultural support service delivery to FaCSIA through PSC Quarterly Reports. This includes maintaining relationships with key bicultural support stakeholders to identify service delivery issues and opportunities for improvement, identifying bicultural professional support

needs in the PSC Service Delivery Implementation Plan and meeting these needs

- managing the annual funding for salaries of bicultural support workers, which includes providing quarterly acquittal of expenditure and contingency budgeting to FaCSIA
- identifying and utilising existing community networks and other available resources where appropriate
- recruiting suitably experienced and qualified bicultural support workers that have adequate cultural knowledge, bilingual skills and experience in inclusive practice, and according to equitable and transparent processes as stated in the PSC Service Delivery Implementation Plan
- complying with the applicable law of a state or territory when employing persons to work with children. This includes conducting a Police Background Check of prospective employees

Service Support Plans

Bicultural support may be provided prior to the completion of a Service Support Plan. The provision of Bicultural support should not be delayed due to difficulties in arranging a time with a service to develop an SSP. Requests for bicultural support can be approved over the phone and a bicultural worker arranged to visit the service.

Eligibility for Bicultural Support

Bicultural support is available free of charge to eligible child care services. Eligible child care services are:

- Australian Government approved child care services, including private and community based long day care; outside school hours care (including vacation care); family day care; occasional care; and in home care;
- Australian Government funded non-mainstream child care services (non-Child Care Benefit) such as flexible/multicultural services; multifunctional Aboriginal child care services; non-mainstream outside school hours care; non-formula funded occasional care (100 percent Australian Government funded); and mobile children's services.

Requests for bicultural support

Requests for bicultural support by child care services must:

- comply with the principles and obligations stated in the relevant access and equity legislation; and
- accompany the written or verbal consent of the relevant parent, carer, or child care professional.

Reporting

The quarterly PSC Performance Reports must include

- information about the management of the Bicultural Support Pool;
- details of bicultural support provided during the period;
- identification of bicultural support issues; and
- an acquittal of bicultural support workers salaries.

Appendix 5 – Impact on Carer: Assessment Guide

This information below is a guide only. It is intended to aid the carer, Family Day Care and In Home Care Service Manager and Inclusion support Facilitator in determining on which tier the Capacity Payment / Additional Payment will be paid.

DEVELOPMENTAL ELEMENT (related to a diagnosed disability)	IMPACT ON THE CARER		
	No Subsidy – Low Impact on the Carer	Tier 1 – Low to Medium Impact on the Carer	Tier 2 – High to Very High Impact on the Carer
Communication	The carer is required to provide occasional or periodic assistance to develop the child's communication skills, to aid the child's participation in group experiences or to develop the child's independence.	The carer is required to provide moderate assistance to develop the child's communication skills, to enable the child to participate in group experiences or to develop the child's independence.	The carer is required to provide the child with significant support or significant individual support to enable the child to interact with others. The carer may need to develop approaches where the child interacts with others inappropriately.
Social	The carer is required to provide occasional or periodic assistance with the development of the child's social skills.	The carer is required to provide moderate assistance with the development of the child's social skills. This could include selecting a variety of experiences for the child to engage in and assisting in this.	The carer is required to provide the child with significant support or significant individual support to facilitate the child's social interaction with peers and adults. Carer is required to assist or prompt the child's interactions with others. The carer may need to develop approaches where the child presents behaviours that could potentially result in harm to self or others, and where the child interacts with others inappropriately.

DEVELOPMENTAL ELEMENT	IMPACT ON THE CARER		
	Low Impact	Tier 1 – Low to Medium Impact	Tier 2 – High to Very High Impact
Health and Personal Care	The carer is required to provide occasional or periodic assistance to follow up the child's self-help routines.	The carer is required to provide moderate assistance to follow up the child's self-help routines.	The carer is required to provide the child with significant support or significant individual support for complex health and personal care needs. This may include providing a high degree or total degree of assistance to enable the child to eat, drink, toilet or dress.
Physical	The carer is required to provide occasional or periodic assistance with the child's fine/gross motor skills. The carer is required to provide occasional or periodic support and observation with mobility.	The carer is required to provide moderate assistance with the child's fine/gross motor skills. The carer is required to provide occasional, periodic or moderate support and observation with mobility.	The carer is required to provide the child with significant support or full assistance with activities that require fine motor skills or mobility. This may include assisting the child to move, crawl, walk, feed and toilet.
Behavioural	The carer is required to provide occasional or periodic assistance for the management and supervision of the child's challenging behaviours.	The carer is required to provide moderate assistance for the management and supervision of the child's challenging behaviours.	The carer is required to provide the child with significant support or a high level of ongoing support and supervision for the management of challenging or extreme behaviours.

Appendix 6 - Inclusion Support Subsidy funding for Specialist Equipment

An Inclusion Support Subsidy (ISS) Application and Service Support Plan (SSP) may identify specialist equipment or resources necessary for building the capacity of the service to include a child. The specialist equipment recommended in the Application should be prescribed and fitted by an appropriate professional such as an occupational therapist or physiotherapist who has knowledge of the child's biomechanical functioning and needs. Reviews are to be conducted at least every six months.

ISS funding may be approved for the purchase or hire of specialist equipment that assists the inclusion of the child in the child care environment.

Equipment may be approved for the purposes of:

- creating access to the environment (eg portable ramps)
- allowing the child with high physical support needs to participate in the daily child care program and activities (eg standing frames, full support swings)
- allowing carers to safely lift and transfer children when carrying out basic care functions, such as changing and toileting (eg hoists, slings, harnesses, change tables, commodes, toilet seats/steps, potty chairs, and mobile stools, seating/posture aids for care givers)
- providing specialised 'basic furniture' items (eg chairs, tables, desks, sleeping equipment)
- allowing the child/ren and carers to communicate effectively (eg communication cards/charts, Auslan dictionary)
- providing specialist inclusion toys (eg switch sensory mats)
- providing individualised equipment specific to the needs of a child care environment and a child/ren being included (eg foam positioning blocks)

The ISS cannot be used to purchase:

- therapeutic equipment (eg hearing aids, therapist tables)
- equipment that the service would reasonably be expected to supply
- equipment that the parent/carer would reasonably be expected to supply (eg wheelchairs, walking frames, body suits)
- equipment for which there are hygiene issues (eg padded cots).

Assess and determine the need for specialist equipment, as identified in the Service Support Plan, against the ISS Guidelines. On approval, the ISA will complete the specialist equipment request form and send it the PSC or PSSP, identifying the equipment required.

The PSC in each state and territory manages or subcontracts the Specialist Equipment Pool. Where the PSC or PSSP already has the specialist

equipment required by the child care service this will be loaned to the child care service free of charge. Where the PSC or PSSP does not already have the required specialist equipment, the PSC or PSSP will borrow from other PSC Pools, hire or purchase it. The PSC or PSSP must purchase or hire the specialist equipment within five business days in at least 80% of cases and 100% within ten business days. The PSC will receive an annual capped allocation for the purchase or hire of specialist equipment. Where the PSC determines that it is more cost effective to obtain the specialist equipment through hire, the PSC may allocate funds for this arrangement.

The equipment/resources are on loan to the child care service for as long as required while the child is in the care of that service. The child care service must notify the PSC or PSSP when the child no longer needs the equipment or leaves the service, so that the equipment/resources can be returned to the PSC or PSSP for reallocation.

For more information on the Specialist Equipment Pool, phone the state/territory toll-free help line or visit the state/territory website.

Professional Support Coordinators:

NSW	1800 157 818	www.cscentral.org.au
VIC	1800 177 017	www.cccvic.org.au
QLD	1800 112 585	www.pscq.org.au
WA	1800 783 768	www.pscwa.org.au
SA	1800 129 606	www.pscsa.org.au
TAS	1800 675 416	www.cspsc.com.au
ACT	1800 228 772	www.actpsc.com.au
NT	1800 138 662	www.pscnt.org.au

Specialist Equipment - Roles and Responsibilities

CCS	ISF / ISA	ISA	PSC or PSSP Subcontractor
<ul style="list-style-type: none"> • Contact ISA to conduct a SSP and to identify if specialist equipment is appropriate to the child's needs. • Submit SSP and ISS applications to ISA. • Contact Specialist Equipment Pool if staff requires training or advice on the use of the equipment. • Consult with child's therapist if required. • Monitor specialist equipment to ensure that the equipment is in good repairs. Advise the Specialist Equipment Pool if maintenance is required. • Contact Specialist Equipment Pool to arrange return of specialist equipment no longer required / not used. • Ensure that specialist equipment recommended in the application, where appropriate, is prescribed and fitted by an appropriate professional such as an occupational therapist or physiotherapist who has knowledge of the child's biomechanical functioning and needs • Return equipment to the Specialist Equipment Pool to be relocated as required. 	<ul style="list-style-type: none"> • Work with child care services to complete an ISS application and SSP that identifies the need for specialist equipment. • Provide ongoing support to child care services on equipment needs. 	<ul style="list-style-type: none"> • Assess the ISS application and SSP against the ISS Guidelines for specialist equipment. • Complete specialist request form and send to Specialist Equipment Pool. 	<ul style="list-style-type: none"> • Manage or subcontract Specialist Equipment Pool in relation to the Inclusion Support Program. • Develop and maintain assets register and loan systems, including catalogue of equipment available, storage and distribution. • Maintain specialist equipment in safe working order. • Provide advice on appropriate use of equipment including liability requirements. • Provide specialist equipment as requested by ISA (Specialist Equipment request form). • Purchase, hire or borrow from other PSCs if specialist equipment not available from Specialist Equipment Pool. • Manage specialist equipment funds. • Approve expenditure of ISS funds to purchase specialist equipment. • Allocate specialist equipment funds on the basis of date of request. • Develop waiting lists as required and notify CCS if request is on a waiting list. • Advise CCS of approval and estimated delivery date. • Advise the ISA of the equipment request outcome. • Conduct an annual audit of specialist equipment

Appendix 7 – National Privacy Principles

Principle 1 Collection of information

- Only personal information that is necessary for the functions or activities of the Inclusion Support Subsidy should be collected.
- Fair and lawful ways to collect personal information must be applied.
- Personal information collected directly from an individual should only occur if it is reasonable and practicable to do so.
- At the time of collection of personal information, or as soon as practicable afterwards, reasonable steps should be taken to make an individual aware of:
 - why you are collecting information about them
 - who else you might give it to
 - other specified matters.
- Reasonable steps should be taken to ensure the individual is aware of this information, even if you have collected it from someone else.

Principle 2 Use and disclosure

Make sure that use or disclosure of personal information is for the primary purpose of collection, unless one of the exemptions in NPP 2.1 apply (for example, all related secondary purposes are within the individual's reasonable expectations, you have consent, or there are specified law enforcement or public health and public safety circumstances).

Note that if the information is sensitive the uses or disclosures allowed are more limited. A secondary purpose within reasonable expectations must be directly related and the direct marketing provisions of NPP 2.1 do not apply.

Principle 3 Data quality

Take reasonable steps to ensure the personal information collected, used or disclosed is accurate, complete and up-to-date. This may require the service to correct information.

Principle 4 Data security

Take reasonable steps to protect the personal information the service holds from misuse and loss, and from unauthorised access, modification or disclosure.

Take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the service may use or disclose information.

Principle 5 Openness

Have a short document that sets out clearly expressed policies about how personal information is managed and make it available to anyone who asks for it.

If an individual asks, take reasonable steps to let them know what sort of personal information the service holds, what purposes it is held for, and how the service collects, uses and discloses that information.

Principle 6 Access and correction

People have the right of access to their personal information held by a scheme.

If an individual asks, give them access to the personal information held about them unless particular circumstances apply that allow the service to limit the extent to which it gives access—these include emergency situations, specified business imperatives and law enforcement or other public interests.

Principle 7 Identifiers

Only adopt, use or disclose an Australian Government identifier if particular circumstances apply that would allow the service to do so.

Principle 8 Anonymity

If it is lawful and practicable to do so, give people the option of interacting anonymously with you.

Principle 9 Transborder data flows

Only transfer personal information overseas if you have checked that you meet the requirements of NPP 9 as set out in the full guidelines.

Principle 10 Sensitive information

Do not collect sensitive information unless the individual has consented, it is required by law, or in other special specified circumstances, for example, relating to health services provision and individual or public health or safety. Obtain consent to collect sensitive information unless specified exemptions apply.

Please note the Department may be required to disclose documents and information relating to the selection process to Parliament.

Glossary

Word/Phrase	Definition
Assisted Inclusion Readiness Plan (AIRP)	The Assisted Inclusion Readiness Plan is developed by the child care service and the Inclusion Support Facilitator and identifies practical strategies that the child care service can implement to provide a high quality inclusive child care environment for all children including those with ongoing high support needs.
Australian Government Funded Child Care Service	A child care service funded under the Child Care Support Program but not approved under the Commonwealth Child Care Benefit (Eligibility of Child Care Services for Approval) Determination 2000 under A New Tax System (Family Assistance) (Administration) Act 1999.
Bicultural Support Funding	Provides time limited support to eligible child care services to assist the inclusion of children from culturally and linguistically diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds, including language assistance.
Care Environment	A specific setting, room or grouping of children in care. For example, a 0-2 years room in Long Day Care or a carer's home for Family Day Care.
Department (the)	The Australian Government Department of Families, Community Services and Indigenous Affairs (FaCSIA).
Eligible Child Care Services and Individuals	Australian Government Approved Child Care Services, such as both private and community centre based long day care, outside school hours care, including vacation care, family day care, occasional care, and in home care. Australian Government funded non-mainstream child care services (non-Child Care Benefit) such as flexible/innovative services, Multifunctional Aboriginal Children's Services (MACS) and non-mainstream outside school hours care, non-formula funded occasional care (100 per cent Australian Government funded) and mobile child care services.
FaCSIA	The Australian Government Department of Families, Community Services and Indigenous Affairs.
Flexible Approach / Flexible Care	Where there is more than one child with ongoing high support needs in a care environment, a flexible care approach must be explored. This may mean that at particular times only one additional carer is required to assist in the inclusion of more than one eligible child. Under flexible care, even where the care environment is able to include the child without additional hours, an Application Form must be submitted for that child.
Flexible Support	Flexible Support Funding enables a service to receive

Word/Phrase	Definition
Funding (FSF)	<p>immediate short term support to meet their inclusion needs such as:</p> <ul style="list-style-type: none"> • assistance with settling a refugee child into care; • when a child with ongoing high support needs transfers to another room in a long day care centre; • when a school child doesn't access ISS but extra support is required for activities such as excursions during vacation care; or • where it is unclear if an additional staff member is required on an ongoing basis.
Funding Agreement	The Funding Agreement between the Commonwealth and the Inclusion Support Subsidy Provider.
Guidelines	This document.
Inclusion	Access and participation of all children including those with ongoing high support needs into the child care environment. This may include children with ongoing high support needs, including those with a disability, Aboriginal and Torres Strait Islander children and children from culturally or linguistically diverse backgrounds including refugee children.
Inclusion and Professional Support Program (IPSP)	The program funded by the Australian Government to promote and maintain high quality care and inclusion for all children in eligible child care services, by increasing the skill level of carers and service staff in line with nationally consistent principles.
Indigenous Professional Support Unit (IPSU)	IPSUs provide professional support, advice and training to Indigenous run child care services. In addition, the IPSU works with the Professional Support Coordinator (PSC) and Inclusion Support Agencies (ISAs) in their state/territory to ensure all child care services offer quality care that is culturally safe, appropriate and meets the needs of Aboriginal and Torres Strait Islander children.
Inclusion Support	The provision of a range of support and strategies to assist child care staff/carers to build their capacity to provide high quality care environments that are inclusive of all children, including children with ongoing high support needs.
Inclusion Support Agency (ISA)	An organisation that coordinates inclusion support to eligible child care services and engage a network of Inclusion Support Facilitators within an ISA region.
Inclusion Support Agency Region – ISA region	The area, based on the geographic boundaries of Statistical Divisions or groups of Statistical Subdivisions, for which the ISA has responsibility for providing inclusion support to eligible child care services.
Inclusion Support Facilitator (ISF)	Staff employed by an ISA to provide inclusion support strategies to eligible child care services that assist the inclusion of children with ongoing high support needs.

Word/Phrase	Definition
Inclusion Support Subsidy (ISS)	A component of the Inclusion Support Program. Replaces the current Special Needs Subsidy Scheme (SNSS) and Disabled Supplementary Services Program (DSUPS). Implemented from 1 July 2006.
Inclusion Support Subsidy Provider	Provider and administrator of the ISS under agreement with the Department of Families, Community Services and Indigenous Affairs (FaCSIA) (see ISA).
Indigenous Playgroups	Indigenous playgroups give young children below school age the chance to socialise and interact with other children and adults. While Commonwealth Child Care Benefit is not available to playgroups, Commonwealth funding helps to establish and support playgroup associations, to produce newsletters and develop ideas for suitable activities.
Indigenous Run Eligible Child Care Services	Indigenous run eligible child care services are Australian Government approved or funded child care services run by an Indigenous organisation, including Multifunctional Aboriginal Child Care Services (MACS), long day care and outside school hours care services.
JET Crèches (Jobs, Education, Training)	Services run alongside training facilities, and in rural and remote areas, that enable particularly vulnerable groups of parents to participate in training and work activities.
Nationally Consistent Principles for the IPSP	<p>The Nationally Consistent Principles for the IPSP aim to ensure a level of national program consistency. The national priorities for 2005–08 are:</p> <p>a) supporting and promoting high quality programs for children, with a focus on developing the knowledge, skills and attitudes underpinning quality care, including:</p> <ul style="list-style-type: none"> • early and middle childhood development theory and practice; • program development and service provision which meets the needs of children and families; • development of policies and procedures that deliver high quality programs that meet the needs of all children, including those with ongoing high support needs; • support for obtaining and maintaining quality assurance standards. <p>b) supporting child care services in managing a high quality service, including:</p> <ul style="list-style-type: none"> • business and financial management and viability; • human resource management and industrial and workforce issues; • strategic planning; and • corporate governance. <p>c) supporting development of leadership skills, such as effective team management and conflict resolution, within the</p>

Word/Phrase	Definition
	<p>child care industry, including enhancing the diversity of people in leadership roles.</p> <p>d) in the context of quality program provision, supporting child care services to provide an inclusive environment, including culturally inclusive programming and cross cultural communication skills, on which Inclusion Support Facilitators can build with more specialist support.</p> <p>e) providing Inclusion Support Facilitators and Bicultural Support Staff with relevant and appropriate professional supports including advice, training and resources to support them in enhancing the capacity of eligible child care services to provide an environment inclusive of all children, including those with ongoing high support needs.</p> <p>f) providing a range of professional supports including advice, training and resources which are relevant and appropriate to the range of eligible child care services types, including Indigenous services.</p>
Non-eligible Child Care Services	Services that are not eligible for support under the IPSP include but are not limited to registered care, Early Learning and Care services, JET crèches and State Government services including occasional care, preschools and early intervention programs.
Non-mainstream Child Care Services	Includes Multifunctional Aboriginal Children's Services (MACS), flexible/innovative services, non-mainstream outside school hours care, and mobile child care services.
Professional Support	Advice, support, training and resources from the PSC to assist child care staff/carers and ISFs to provide a high quality service. This support assists services to develop strategies that are sustainable in the longer term.
Professional Support Coordinator (PSC)	The Professional Support Coordinator is responsible for managing and coordinating professional support for all eligible services, individuals and ISFs in a nominated region. Also responsible for specialist equipment.
Professional Support Service Provider (PSSP)	PSSPs are sub-contracted by PSCs to deliver support and training to eligible child care services. Eligible child care services and ISFs that wish to access PSSP services can do so through the toll free helpline and website run by the PSCs.
Pupil Free Day	A day set by an educational institution where students do not attend school due to teacher training. Also known as multi-purpose day, curriculum day and PD (professional development) day.

Word/Phrase	Definition
Registered Care	Is care provided by nannies, grandparents, relatives and friends who are registered with the Family Assistance Office. It can also include care provided by private preschools, kindergartens and some outside school hours care services.
Service Support Plan (SSP)	Service Support Plans are developed by the ISF and child care service to identify how a child with ongoing high support needs will be supported in the service.
Specialist Equipment	Specialist equipment must be recommended as necessary for the inclusion of an eligible child with ongoing high support needs. The equipment should be prescribed, fitted and reviewed by an appropriate professional, for example. occupational therapist or physiotherapist, who has knowledge of the child's biomechanical functioning and needs.