



IPSP Fact Sheet 2: Claiming the Inclusion Support Subsidy



Note: This fact sheet contains information on claiming the Inclusion Support Subsidy (ISS), a component of the Inclusion and Professional Support Program (IPSP), including: how child care and early learning services can make a claim, and conditions for payment. It should be read in conjunction with the IPSP Guidelines for 2013–2016, which provide information on eligibility, purposes for which the subsidy can be used and other requirements for funding.

1. Submitting claims and payments for ISS

Child care and early learning services (the Service) approved for ISS submit claims in one of the following ways:

- Child Care Benefit (CCB) approved services submit claims at the same time as submitting CCB attendance through the Child Care Management System (CCMS¹).
- Budget Based Funded (BBF) services submit claims directly to the National Inclusion Support Subsidy Provider (NISSP).

Payments for ISS are made directly to a Service's nominated bank account. Payments to Family Day Care (FDC) Educators and In Home Care (IHC) Carers are made to either the FDC scheme or IHC sponsor's nominated bank account. These organisations are required to pass the payment directly to the FDC Educator or the IHC Carer.

All claims for ISS must be made in accordance with the ISS *Conditions of Funding Agreement* and the IPSP Guidelines for 2013-2016. As a condition of funding, Services must adhere to the requirement to submit claims within 60 days of the fortnight the child or children listed on the IS case attended the service. If a service does not submit any claims for more than 60 days during the approval period, the status of the IS case will automatically be changed to 'inactive' and new claims will not be able to be made.

If services require an 'inactive' case to be reactivated to submit future claims, they should contact the National Inclusion Support Subsidy Provider (NISSP). If a case has been reactivated, the service has 7 days to submit a claim or the status will automatically change back to inactive. The 60 day rule still applies to claims made on reactivated cases.

The ISS Approval Letter confirms the maximum number of hours that can be claimed in a week and over the approval period of the IS case. Under the ISS Conditions of Funding Agreement, services agree to repay the Commonwealth any overpayment of ISS, including where a claim is found to have been incorrectly rendered.

¹ Child care and early learning services submit claims for ISS through their software provider which links to the CCMS. Child care and early learning services accessing the IS Portal can only view submitted claims; they cannot make any changes to claims or submit new claims.

2. ISS claim conditions

Services must ensure that all claims for ISS meet the following criteria:

- Eligibility to claim ISS commences from the Approval Start Date specified in the ISS Approval Letter.
- The child listed on the ISS approved case must have attended part of the session where hours are claimed for the Additional Educator. Users submitting claims via CCMS claim these hours as Face-to-Face Hours.
- When a child is unexpectedly absent from a session and the Additional Educator attends, the service can claim Non Face-to-Face Hours as shown on the ISS Approval letter. Where Non Face-to-Face hours are claimed for a child's absence, tolerance for a 'make up day' cannot be claimed the next week. Non Face-to-Face Hours cannot be claimed for IHC arrangements.
- An Additional Educator, FDC Educator or IHC Carer must be in attendance for all hours claimed.
- In centre based services, the additional educator must be above the educator-to-child ratios required under the National Quality Framework (NQF) and the number of educators the service stated were employed in the care environment in the ISS application. For the purposes of ISS, the educator to child ratio as outlined in the National Regulations must be met within the particular care environment. Additional Educators funded by ISS cannot be used to meet regulatory requirements under the NQF.
- Claims for an Additional Educator who is a trainee cannot be made during their required trainee hours. Hours outside the required trainee hours can be claimed.
- Services must claim within the Weekly Approved Hours specified in the ISS Approval Letter, with the exception of claims made for additional hours for an 'ISS make up day' for a child who was absent in the previous week (please see '3. Claiming tolerance for a make up day' below).
- CCB approved services must submit claims via CCMS within 60 days of the fortnight the child or children listed on the IS Case attended the service. The fortnight starts on the Monday of the week the child attends the service and ends on the Sunday two weeks later.
- BBF services must submit claims directly to the NISSP at the end of the fortnight or no later than 60 days after the end of the quarter. This includes completing an ISS Claim for Payment form and ISS Attendance Record that states the child's and additional educator's attendance for the hours claimed.
- Change of circumstances must be reported immediately to the NISSP and/or Inclusion Support Agency (ISA) before submitting further claims. For more information on change of circumstances, please see *IPSP Fact Sheet 1: Inclusion Support Subsidy Applications*.

3. Claiming tolerance for a make up day

There is flexibility for CCB approved services to make a claim when a child listed on the IS Case has been absent in a week. Weekly tolerance allows services to offer a replacement session in the next week and (enables services to claim hours above their Weekly Approved Hours) where:

- an 'ISS make up day' has been offered to replace an absence in the previous week
AND
- the service **did not** claim Non Face-to-Face hours for that absence.

This is in line with CCB policy, which does not allow a service to claim for a 'make up day' where an absence has been claimed for a previous session.

Weekly Tolerance hours are not additional to the total Hours Approved of the IS Case. Additional hours claimed for an 'ISS make up day' one week must be offset by unclaimed hours in the previous week. If not, a service may exhaust its approved ISS funding before the end of the Approval period.

4. Evidence for claims

Services must retain documentary evidence of the child or children listed on the IS Case and Additional Educator and Carer attendance for all hours claimed. Examples include:

- Child or children's attendance (for Face-to-Face claims only), such as sign in and sign out sheets with parent signature.
 - Additional Educator/Carer attendance, such as time sheets signed by the Additional Educator/Carer or the signed Attendance Record form (template available on the [NISSP website](http://www.ku.com.au) (<http://www.ku.com.au>)).
 - Home based Services may be requested to also provide evidence of the Service's standard child care fees, and record of payment made to the educator/carer for child care fees and ISS.

Need further information?

The IPSP Guidelines for 2013-2016, IPSP Fact Sheets, IS Portal Task Cards and further information about the IS Portal are located on the [Department's website](https://www.dss.gov.au/our-responsibilities/families-and-children/programmes-services/early-childhood-child-care/inclusion-and-professional-support-program) (<https://www.dss.gov.au/our-responsibilities/families-and-children/programmes-services/early-childhood-child-care/inclusion-and-professional-support-program>).

Please contact your software provider if your service is experiencing technical software issues or require information on how to claim using your CCMS approved software. For technical support you can contact the CCMS Helpdesk on 1300 667 276 or at ccmshelpdesk@dss.gov.au

Please contact the NISSP on 1800 824 955 or at issinfo@ku.com.au (ACT, NSW, SA, VIC, WA) or iss@includeme.com.au (NT, QLD, TAS) if you require assistance with other issues relating to claims.