

# Claiming IDF Subsidy Fact Sheet

Services receive payment for the Inclusion Support Program (ISP) Inclusion Development Fund (IDF) Subsidy by submitting claims retrospectively, each week or fortnight. Claims are made through the service's child care software. Services must contact their child care software provider for advice and instructions on how to submit claims.

## Claiming for the first time

When a service receives their first IDF Subsidy approval, the service must submit a request to have their **CCMS Credentials** (CCMS username and password) generated. The username and password are entered into the service's child care software to allow a service to submit IDF Subsidy claims. These credentials are generated once only per service by the department. Use this link to submit a request for the service's CCMS credentials: [Inclusion Support Contact Form](#)

## Claiming for Additional Educator and Immediate/Time Limited Approvals

Services receive payment for the IDF Subsidy by submitting claims for the number of hours the Additional Educator was employed, and the child/ren attended the service, up to the maximum weekly approved hours on the approved IS Case.

When submitting claims, services are required to:

- identify the Additional Educator
- provide details of when the Additional Educator attended the care environment, up to the maximum weekly approved hours on the approved IS Case, and
- provide details of when the eligible child (or children) attended the care environment, including their enrolment and attendance information to validate claims. **Note** this does not include when Non-Face-to-Face hours are claimed.

Services must retain relevant evidence in relation to the eligible child/children and the Additional Educator. This includes:

- Evidence of the child/children's attendance, such as sign in and sign out sheet with parent signature; and
- Additional educator attendance, such as time sheets signed by the Additional Educator.

## Claiming for FDC Top Up Approvals

Services receive payment for the IDF Subsidy for FDC Top Up by submitting claims retrospectively through their child care software.

When submitting claims, services are required to:

- outline the number of hours they are claiming the FDC Top Up, and
- provide details of the eligible child (or children) in the care environment, including their enrolment and attendance information.

As outlined in the Conditions of Funding, services must retain evidence in relation to the eligible child/children on the IDF Subsidy Approval. This includes:

- attendance records for all children in the care environment, such as sign in and sign out sheet with parent/guardian signature, and
- a record of payment made to the educator from the FDC service for the FDC Top Up payment.

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## Non-Face-to-Face hours

A capped number of Non-Face-to-Face hours are available per IDF Subsidy Approval. Non-Face-to-Face hours allow the ECEC service to claim IDF where the service is open and the child has not attended, but the Additional Educator attends the care environment.

A service is able to claim the subsidy for **a limited number of hours** during the approval period. The maximum number of hours for which the subsidy is payable where a child is absent is a percentage of the total number of approved IDF hours in the approval period and is shown on the Approval Letter. Once the service has exceeded this number of hours in its approval period, the service will **not** receive any further IDF Subsidy for additional hours that the child is absent from the service.

Where a child is absent from the service, the Additional Educator funded by the IDF Subsidy should receive appropriate notice in line with award or Enterprise Agreement provisions. Services should ensure that practices are in place which encourage families to notify the service of child absences, including planned absences such as holidays or appointments, unexpected absences, such as illness, and ongoing absences such as changes to parent work arrangements or recovery from surgery or illness.

## When Claims should be submitted

As outlined in the Conditions of Funding, services must submit claims **within 60 days** of the fortnight the eligible child or children listed on the IDF Subsidy Approval attended the service. *For example, a claim for payment for the week ending 30 September must be submitted by 30 November.* It is recommended that services submit claims for payment weekly or fortnightly and monitor the payments received from the department to ensure claims are made on time, and advice can be sought to understand or rectify claims within the 60-day period, if needed.

## Submitting claims for payment is a two-step process:

1. Firstly, services must submit sessions of care reports in the Child Care Subsidy System (CCSS). A session report must be submitted for each child for each week a session of care has been provided (including absences). Sessions of care are reported through a provider's child care software or the Provider Entry Point (PEP). Session reports must be submitted within 14 days after the end of the week when the sessions were provided.
2. Secondly, the service must submit the claim for IDF Subsidy through the provider's child care software.

**Please note:** If a service experiences any issues with the submission of IDF claims, please contact your child care software provider for information and advice about how to claim IDF using the software.

## Payments of IDF claims

The IDF Subsidy is paid directly to the service, from the Department to the same payee details nominated in the application. Following a successfully executed claim, the service will typically receive payment within 4-6 business days.

When claiming the FDC Top Up, the FDC service is required to pass the payment directly on to the relevant FDC Educator. The FDC Top Up is limited to one payment per FDC educator.

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## Rejected Claims

1. An IDF Subsidy claim will return a 'Rejected' status and will **not** be paid when there are not enough hours remaining on the IS Case to pay the claim. This will occur where:
  - a claim has already been submitted for the same week and there are not enough hours remaining for that week to pay additional claims, **or**
  - the IS Case does not have sufficient funds remaining for payment type claimed, **or**
  - the attendance of the children and/or additional educator do not align with the approval given.
2. An IDF Subsidy claim will return a 'Rejected' status when the session report for the week has not been submitted in the Child Care Subsidy System (CCSS). A session report must be submitted for each child for each week a session of care has been provided (including absences through a provider's child care software or the Provider Entry Point (PEP)). A claim for payment will be held in the system for up to 14 days, waiting for the submission of session reports. If after 14 days, no session reports are found for any children included in the IDF Subsidy approval the claim will be rejected.

## Resubmitting Claims

If a service needs to resubmit a cancelled or rejected claim, please resubmit the claim for payment as soon as possible, and **within 60 days of the current end date of the approval**. Claims **cannot** be submitted or resubmitted if the case has ended and 60 days have passed, in line with ISP Guidelines.

If a service needs assistance to rectify a rejected Claim for Payment, complete the **Inclusion Support Contact Form** to request assistance, if the claim is eligible for payment.

## Where to access claim and payment information

It is helpful for services to use the IS Portal to check details of an approved IDF Subsidy Approval, such as the approved hours, children included, the approval period and the balances of hours, including non-face to face hours.

There are two ways to view details of the submitted claims and payments made, which are to use the Claims **or** Payment tiles in the IS Case.

- In the Claim Snapshot you are able to view the status and the week ending date.
- In the Payment Snapshot you are able to view the status, the dollar amount and the date paid.

By using the buttons on each line all the details can be viewed, including hours submitted and paid, date of submission, payment details, child enrolment information, Additional Educator details and the sessions of care.

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## Reactivating a Case

If a service does not submit claims for more than 60 consecutive days during the approval period, the IS Case will automatically be inactivated and new claims cannot be submitted.

Cases can be reactivated at the agreement of the IDF Manager, and once reactivated, eligible claims must be submitted within 7 days according to the 60-day rule. If a service requires their case to be reactivated, services can email the IDF Manager in the first instance to [idfmanager@ku.com.au](mailto:idfmanager@ku.com.au). This email must contain the Case ID, the reason that IDF was not claimed within the 60-day timeframe and confirmation that IDF is still required for all weekly approved hours, as stated in the Approval Letter.

Cases **cannot** be reactivated for claims to be submitted or resubmitted if the case has ended and 60 days have passed, in line with ISP Guidelines.

## Payment advice

A service can request information about IDF payments made by using the Payment Advice tile on home page of the IS Portal. Payment advice can be resent to up to three email addresses using this process.

## Change of Circumstances

If there is a change of circumstances in the care environment where IDF Subsidy is approved, the service, in collaboration with the Inclusion Agency (IA), must review:

- the Strategic Inclusion Plan for the service and the relevant care environment, **and**
- whether additional support is required.

The table below provides examples and actions required to resolve any change of circumstances within the service. Where you are unsure whether there has been a change of circumstance for which you need to take action, please consult with the IA.

Change of Circumstance example	Service action required
New eligible child enrolls in the care environment increasing the support required through this IDF approval	In collaboration with your IA, review the SIP and submit a change of circumstance application.
Child/ren included in the IDF approval decreases/increases their attendance at the service	In collaboration with your IA, review the SIP and submit a change of circumstance application.
A child listed on the IDF approval moves into a different care environment within the service	In collaboration with your IA, review the SIP and inclusion profile of the different care environment to determine the level of support required. Where support for the IDF Additional Educator is required for the different care environment, a new application, or change of circumstances application for the new care environment must be submitted.

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## Ceasing your IDF Approval

If a service no longer requires the IDF Subsidy Approval, the service must notify the IDF Manager within **10 business days**. Please complete the [Final Review Form](#) and email to [idf@ku.com.au](mailto:idf@ku.com.au).

Services are required to provide the date that funding should cease (i.e., the new end date of the Approval Period). This allows funding allocations to be redirected and ensures effective management of IDF to maximise the support provided to all eligible ECEC services.

## Change of Service Owner or Operator

Where a service in receipt of the IDF Subsidy changes owner and/or operator, both the existing operator and the new operator are required to advise the IDF Manager of the change within 30 days.

If IDF support is required, the new service must apply for support through the IDF, noting that eligibility is based on meeting the requirements for the type of support they are seeking for the care environment. The service must contact the Inclusion Agency who will be required to create a Strategic Inclusion Plan (SIP) for the new service and assist the service to access to the service's SIP.

For further information and detail regarding the actions required by services, please refer to the [ISP and Change of Service Ownership](#) Information Sheet.

## Who to contact for support

1. For help and advice on submitting claims, cancelling claims or compromised claims, please contact your child care software provider.
2. Services can use the IS Portal Help Desk [Inclusion Support contact form](#) for help with:
  - Child Care Management Software (CCMS) Credentials - User Name and Password Request
  - Rejected Claim for Payment
  - Issue with CCMS user names and/or password
  - Request approval for IS Portal access (Delegate Only)

Email: [inclusionsupportportalhelpdesk@dese.gov.au](mailto:inclusionsupportportalhelpdesk@dese.gov.au)

3. For all other enquires, including advice about the service's IDF Subsidy Approval or who to contact to assist with IS Portal access or usage, please contact the Inclusion Development Fund Manager on 1800 824 955 or by email to [idf@ku.com.au](mailto:idf@ku.com.au)