

IS Portal task card Completing a Strategic Inclusion Plan (SIP)

For child care services

This task card is to support child care services use the Inclusion Support Portal (IS Portal) when completing their Strategic Inclusion Plan (SIP).

Support for the IS Portal can also be found in the <u>ISP User Guide</u> and <u>IS Portal Frequently Asked Questions</u>, published on the <u>Inclusion Support Portal information</u> page of the department's website.

This task card provides processes for the following tasks:

1.	Review the email address used to send emails from the IS Portal	2
2.	Provisioning another user at the child care service with access to the IS Portal	3
3.	Completing a Service Profile	6
5.	Identifying barriers, strategies and action items for a Care Environment	9
6.	Adding Children to a SIP	22
7.	Updating Child information on a SIP	26
8.	Adding Authorised Personnel to the SIP	30
9.	Viewing Reviews of the SIP	33

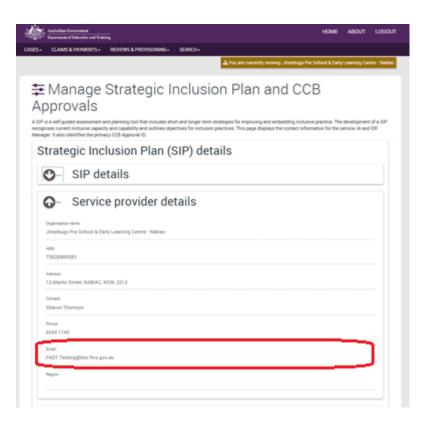
1. Review the email address used to send emails from the IS Portal

Child care services will receive emails about their Strategic Inclusion Plans (SIP), Inclusion Support or Innovative Solutions cases from the IS Portal. This communication will include emails indicating further action is required by the service on their SIP or IS Case as notified by their IP or the IDFM, and letters advising the service about the outcome of funding. Services are responsible for ensuring the email address is correct in the system.

1. Select 'Manage SIP and CCB Approvals'.



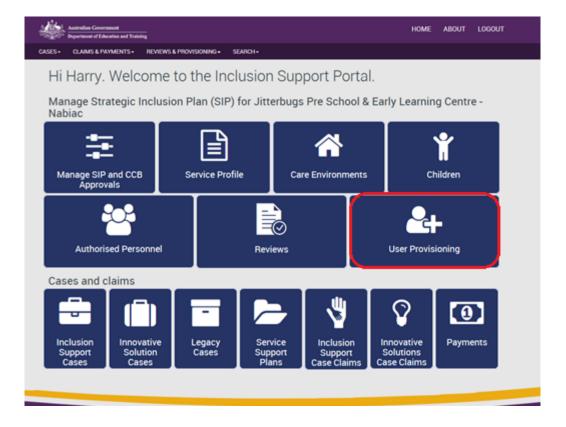
- 2. View 'Service Provider details'. The email address displayed is the email address on the Message Preferences of the CCB Approval ID. For Outside School Hours Care (OSHC) services, it will be the Message Preferences email address on the primary CCB Approval selected in the SIP.
 - a. To update this email address, the user must submit an "Update Profile" request via their Child Care Management System (CCMS) software. Once updated in the software, the information will be updated on the IS Portal.
 - Note: some software providers such as Qikkids require a two-stage process. Services should confirm with their software provider if this is the case.



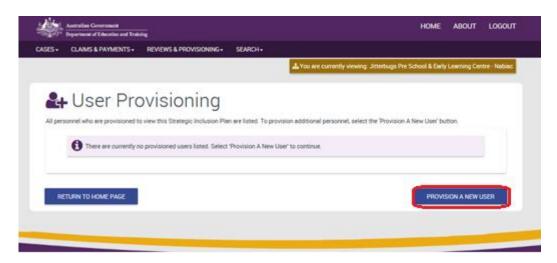
2. Provisioning another user at the child care service with access to the IS Portal

The first person provisioned access to the SIP by the Inclusion Professional (IP) or Inclusion Development Fund Manager (IDFM) can then provision user access for other staff at the service. Access to the IS Portal is designed to be at the individual service level so directors and educators at the service can develop and manage their SIP with their IP.

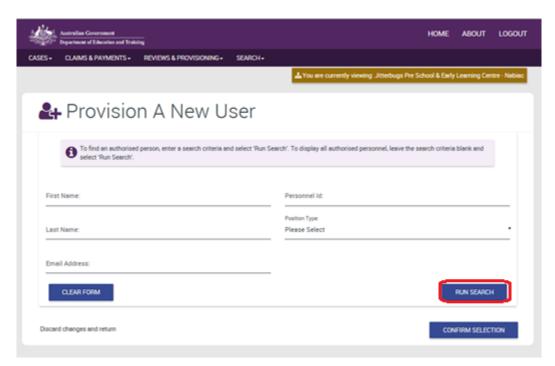
1. Select 'User Provisioning'.



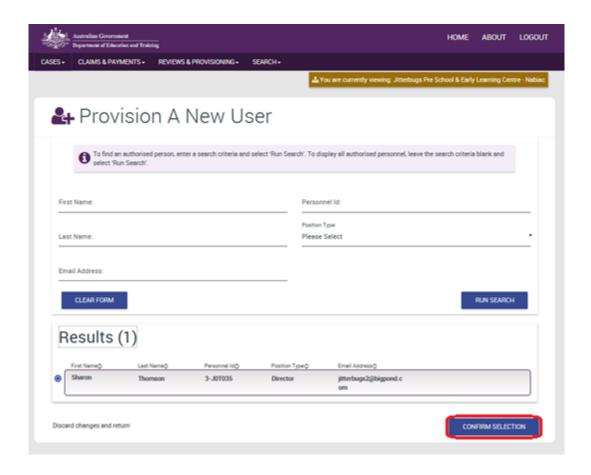
2. Select 'Provision a New User'.



- 3. To find a person to provision, enter search criteria and select 'Run Search'. To display all key or authorised personnel in the service, leave the search criteria blank and select 'Run Search'.
 - a. Only people who are identified as a 'Key' or 'Authorised' Person in the service's CCMS software <u>and</u> who have an email address on their personnel record will be displayed in the search results. If a service needs to update this information, it can be done through their Personnel Records in their CCMS software.



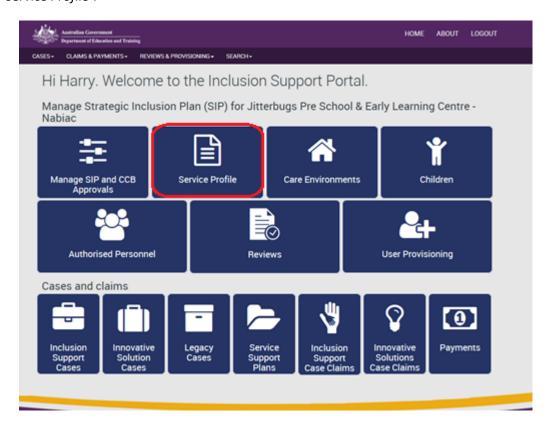
4. The Results will be displayed below the search fields. The user must confirm the user has access to the email account <u>before</u> providing access and selecting 'Confirm Selection'. An email with an activation code will be sent to this email address. The activation code must be entered the first time the user accesses the IS Portal.



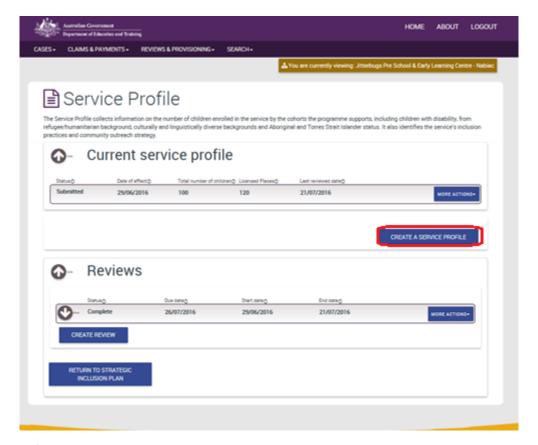
3. Completing a Service Profile

The purpose of the Service Profile is to build a profile of the service as the first step in the inclusion planning process. It provides opportunity for the service and IP to identify the service's current capacity and capability to include children with additional needs.

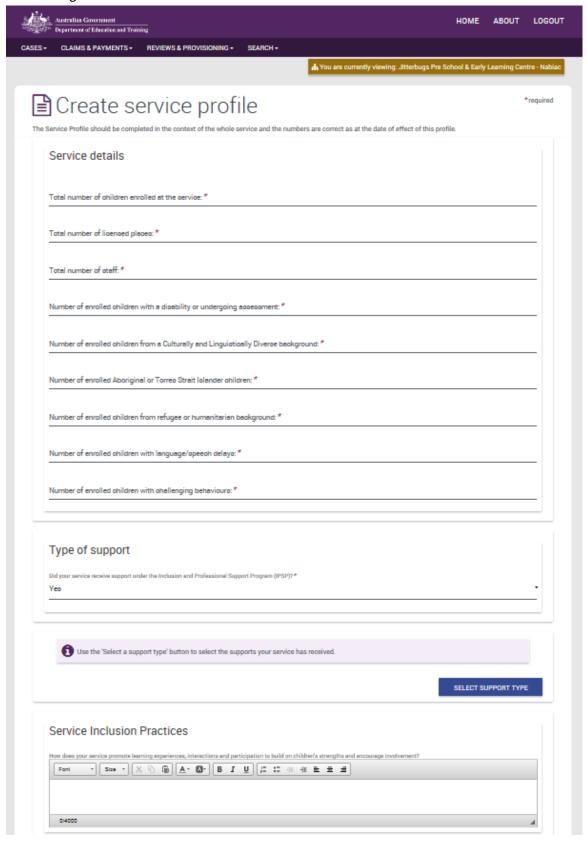
1. Select 'Service Profile'.

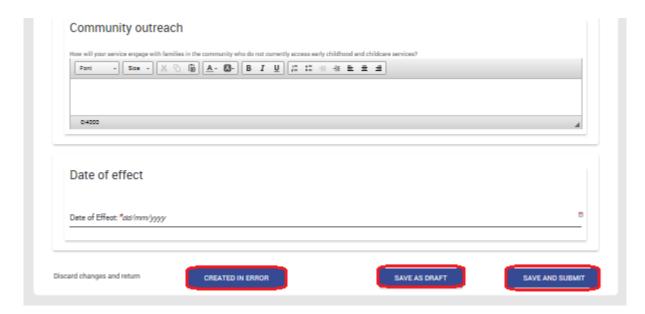


2. Select 'Create a Service Profile'. In the example used for the screen shots below, a Service Profile has already been completed. The service can create a new Service Profile at any time with today or a future date of effect.

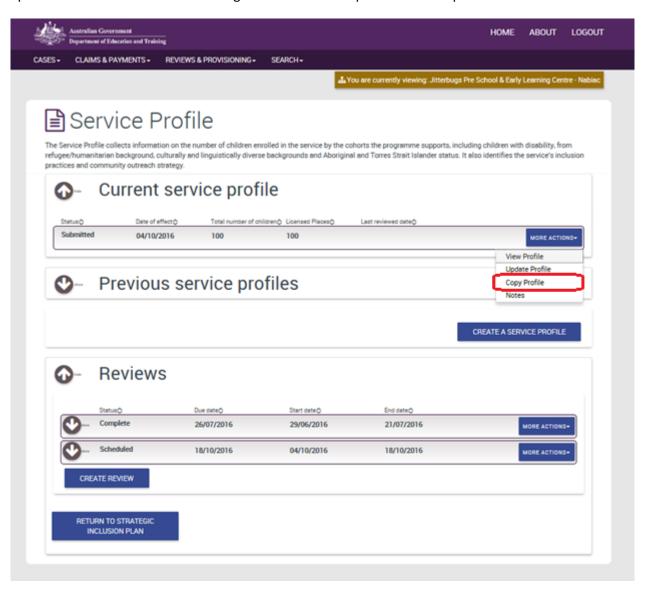


- 3. Enter the information for each of the guestions.
 - a. For advice on responses to 'Service Inclusion Practices' and 'Community Outreach Strategies', the service should review Page 14 and 15 of the <u>ISP User Guide</u>.
 - b. The Date of Effect can be today or a date in the future. Once the Date of Effect is reached, and the Service Profile is submitted, the information in the Service Profile cannot be changed.
 - c. Select 'Save and Submit' when the information is ready for review from the Inclusion Professional.
 - d. Select 'Save as Draft' if the service wants to amend information at a later date.
 - e. Select 'Created in Error' if the service profile has been submitted, but it was completed incorrectly and no longer needs to be used.





4. If the service needs to create a new Service Profile, they can 'Copy' the previous profile. This allows them to update the information that has changed rather than complete the whole profile.

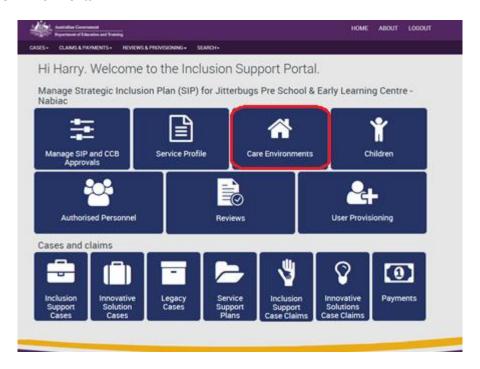


5. Identifying barriers, strategies and action items for a Care Environment

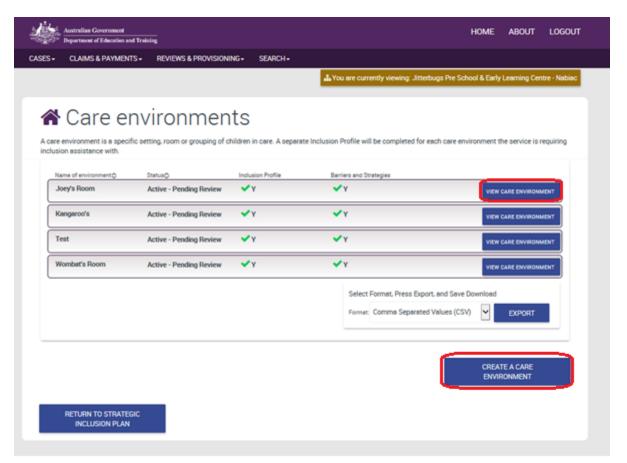
A care environment is a specific setting, room or grouping of children in care. For centre-based services, the service will identify a care environment name. For Family Day Care (FDC) services, the care environment is the educator seeking support.

Inclusion support through ISP is aimed at supporting services address and overcome inclusion barriers in the care environment, which will build service capacity and capability to include children with additional needs.

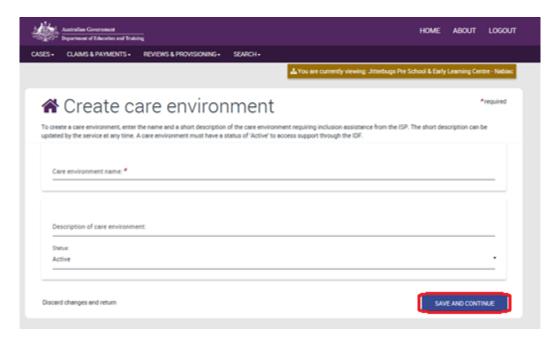
1. Select 'Care Environments'.



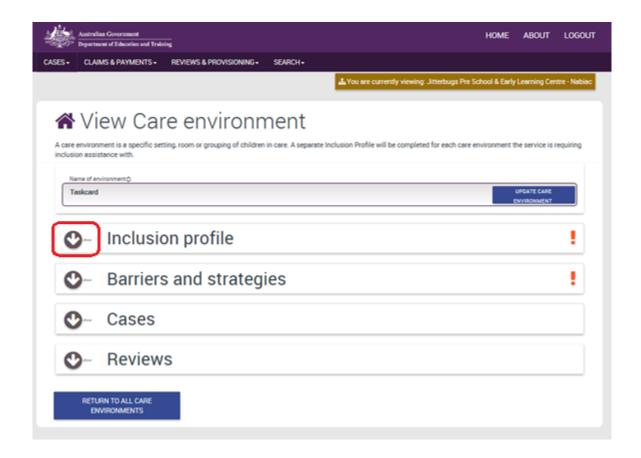
- 2. Inclusion support under ISP is targeted to each care environment.
 - a. To create a new Care Environment, select 'Create a Care Environment'.
 - b. To view or update a Care Environment previously created, select the 'View Care Environment' button on the relevant care environment.



- 3. The first time a service is creating a Care Environment, they will be asked for the Care Environment Name, Description and Status. The Status will default to 'Active'.
 - a. The Status must be 'Active' to allow the service to make changes to the Inclusion Barriers and Strategies, and to create and submit an IS Case or Innovative Solutions Case.
 - b. The Status can be changed to 'Inactive' once support is no longer required for that care environment.

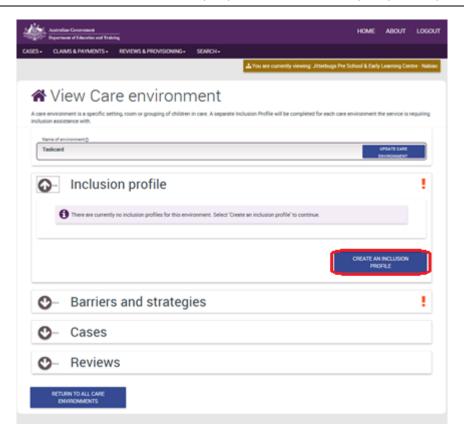


4. The 'View Care Environment' page will display. The red exclamation mark (!) indicates that the section has not been completed. The service should select the Show button on each of the sections to show more.

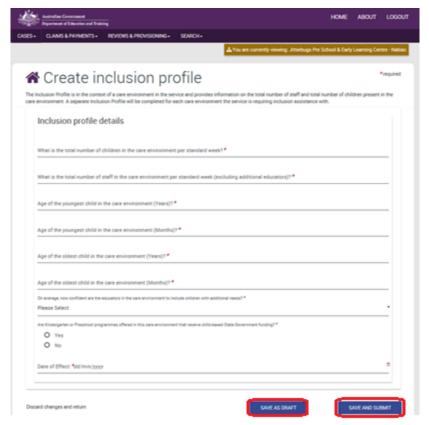


5. Select 'Create an Inclusion Profile'.

The Inclusion Profile is in the context of the care environment. It aims to assist the service consider the characteristics of the care environment which may impact their inclusion capacity and capability.

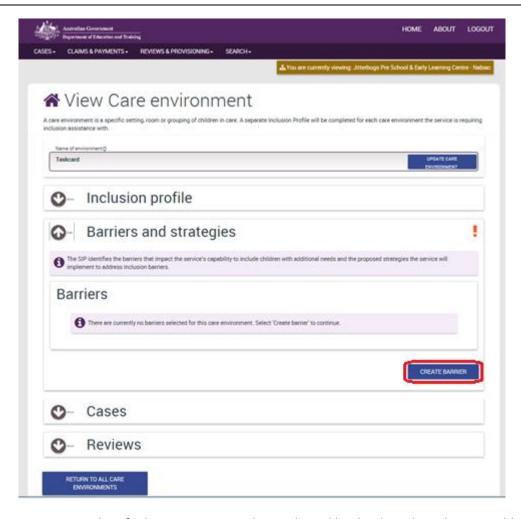


- 6. Enter the information for each of the questions.
 - a. The Date of Effect can be today or a date in the future. Once the Date of Effect is reached, and the Inclusion Profile is Submitted, the information in the Inclusion Profile cannot be changed.
 - a. Select 'Save and Submit' when the information is ready for review by the Inclusion Professional.
 - b. Select 'Save as Draft' if the service wants to amend information at a later date.



7. To identify the barriers to inclusion in the selected care environment, select 'Create Barrier'.

A barrier impacts a service's capacity or capability to include children with additional needs alongside their typically developing peers in the care environment.

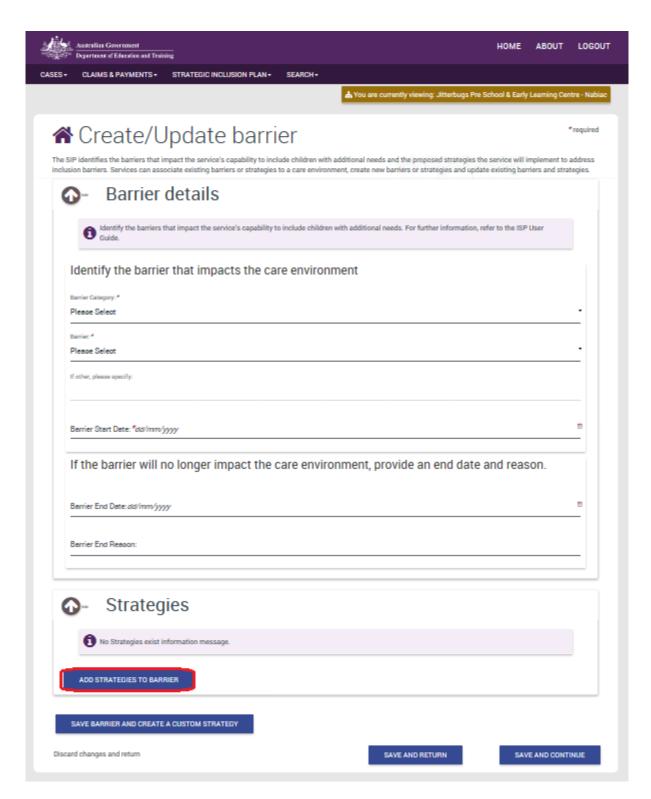


Inclusion Barriers are identified one at a time and are selected by the drop down box. To add a barrier which is not in the list, select "Other" from the drop down box.

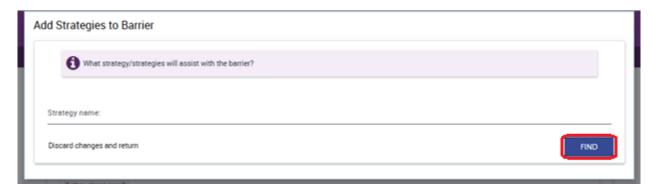
Information about Inclusion Barriers, including definitions can be found on Pages 16 and 17 of the ISP User Guide.

8. To add a strategy from the pre-defined list of strategies (available on Pages 17 and 18 of the ISP User Guide), select 'Add Strategies to Barrier'.

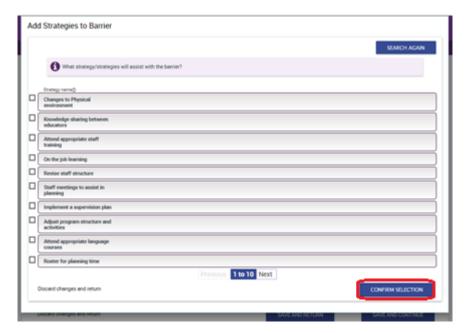
For each barrier identified, the service must identify one or more strategies they will put in place to address and overcome the barrier to inclusion.



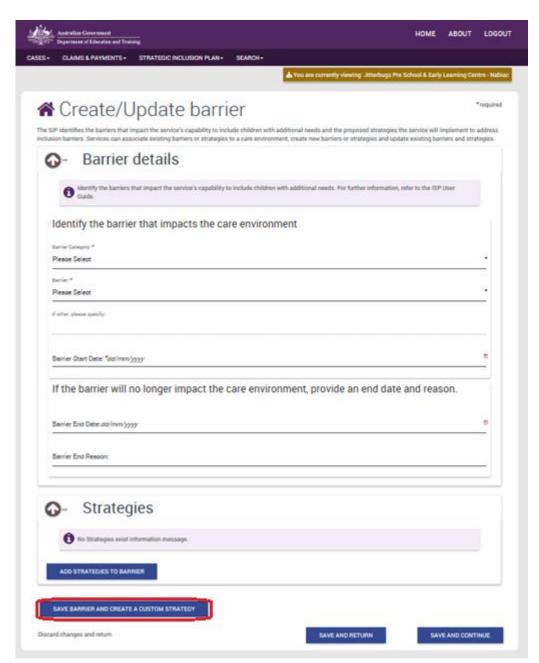
9. Enter a word in the Strategy Name and select 'Find' to display a list of search results. The Strategy Name can also be left blank and when 'Find' is selected, the complete list of pre-defined strategies will display.



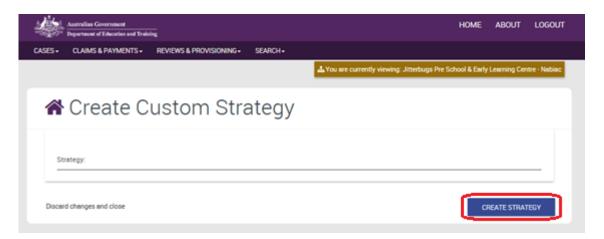
10. Select the appropriate Strategies and select 'Confirm Selection'. More than one strategy can be selected. If no results were found, select 'Search Again'.



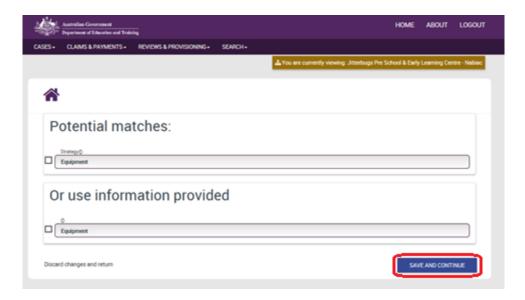
11. A custom strategy can also be created by selecting *'Save Barrier and Create a Custom Strategy'*. Custom strategies provide flexibility for services to identify how they will address the barrier.



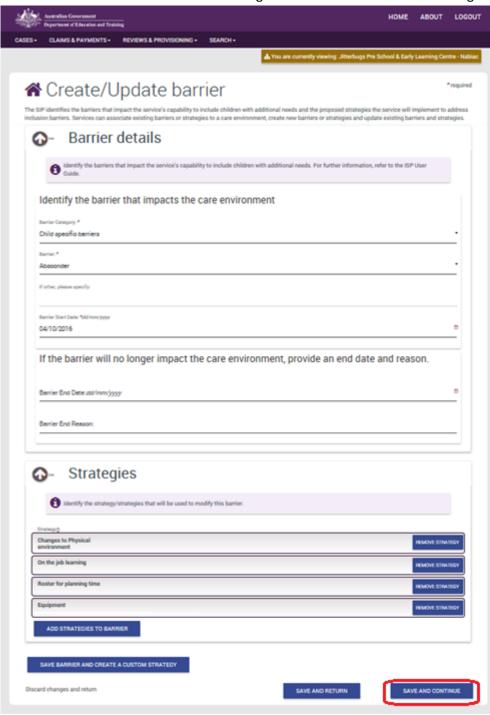
12. Enter the Strategy to be implemented to address the barrier and select 'Create Strategy'.



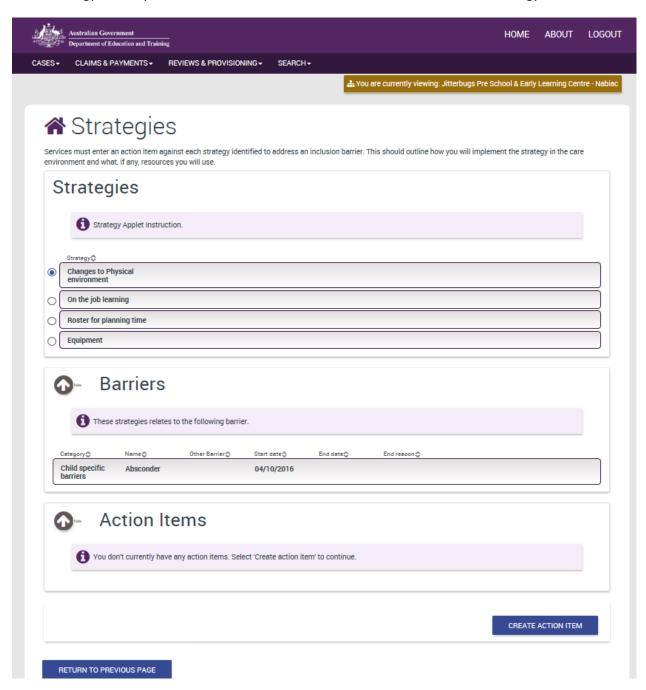
- 13. If the system finds a similar strategy, it will display as a 'Potential Match'. The service can choose to use the information they provided or the pre-defined strategy . Select 'Save and Continue'.
 - a. Once a custom strategy has been added to one Care Environment, it will be available from the list for the service to select in other Care Environments. It will not be shared with other services.



14. Select 'Save and Continue' to add new or view existing Action Items to each of the Strategies identified.

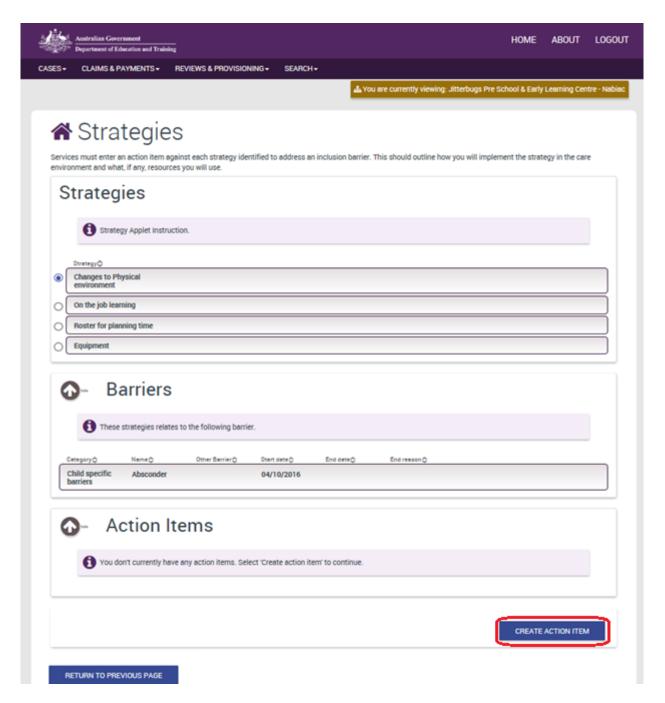


- 15. The Strategies page displays the list of Strategies identified for the care environment. Selecting a strategy from the list below will display the barriers the strategy has been identified for (once the 'Show' button is selected near the Barriers heading) and Action Items for each strategy.
 - a. A strategy can only be deleted if there are no Action Items identified for the strategy.

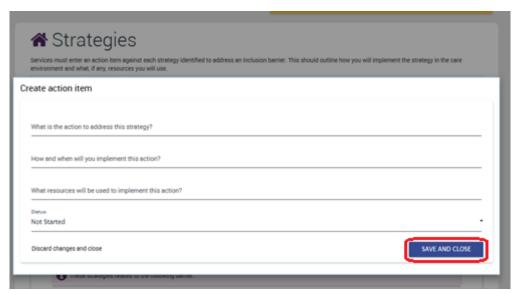


16. To identify how a Strategy will be implemented an Action Item is created. Select the Barrier to show the Strategies linked to the Barrier. Select 'Create Action Item'.

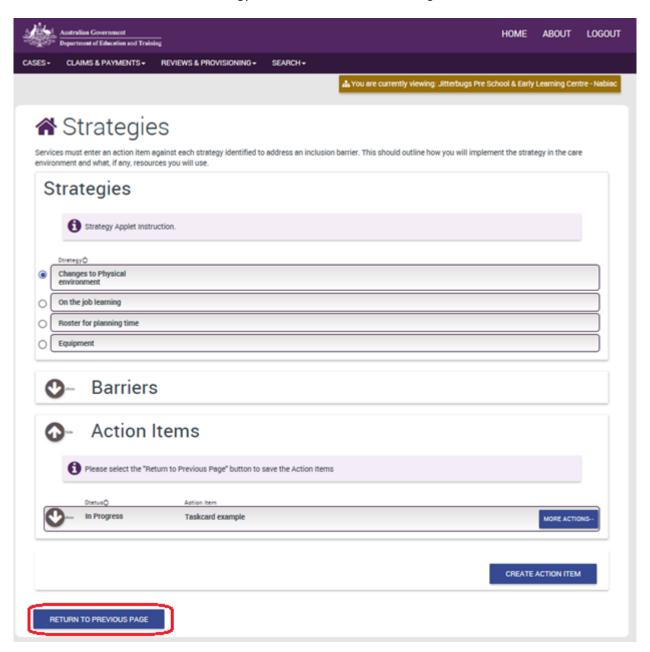
Each strategy should have at least one action item that will outline how the service will implement the strategy. Where the 'IDF Funding' strategy is used, all Action Items and Progress Notes will be used by the IDFM in their assessment of the IS or Innovative Solutions Case. Progress notes are added for each action item, once the service starts implementing their SIP, to identify the progress made in implementing the strategy and relation action items.



- 17. Complete the information in the questions to outline the action, and how and when it will be implemented as well as any resources required. The Status is to indicate if you have started to implement the Action. Select 'Save and Close'.
 - a. Action Items in a status of 'Not Started', 'In Progress', 'Completed' and 'No Longer Required' cannot be deleted.
 - b. Action items must be in 'Not Started' to add or adjust information in the questions.

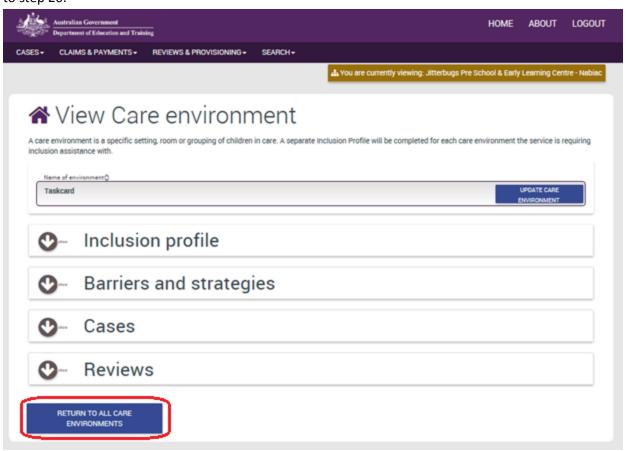


18. To save the Action Items to the Strategy, select 'Return to Previous Page'.

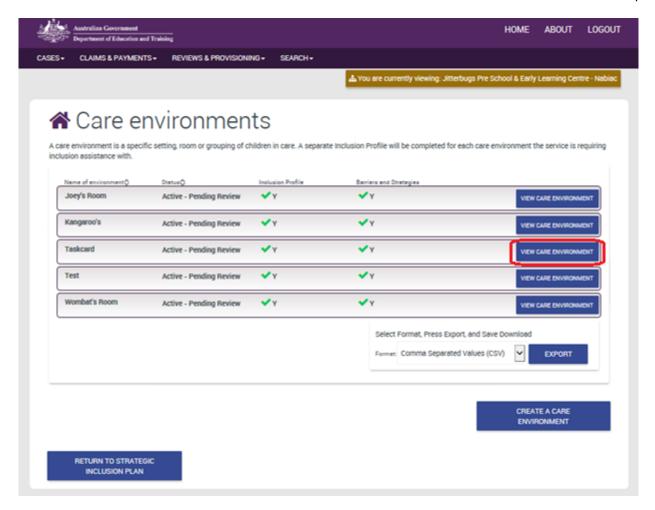


19. To add a new Barrier to the same Care Environment, return to Step 7.

To add a new barrier to a different care environment, select 'Return to All Care Environments' and continue to step 20.



20. Select 'View Care Environment' of the Care Environment a new barrier is to be added to. Return to step 7.

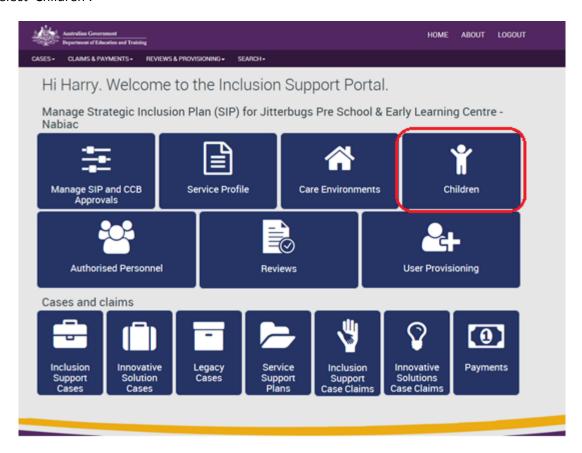


6. Adding Children to a SIP

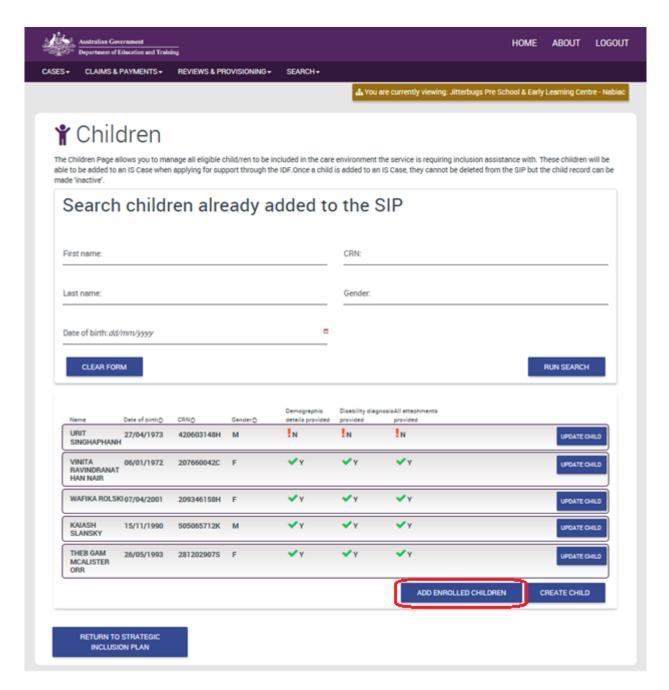
Where a service requires support from the Inclusion Development Fund (IDF) for an Additional Educator, Immediate/Time Limited Support and FDC Top Up, the service is required to include information about the specific child that supports their request for funding.

Information about the eligible child/ren will be added to the SIP. The child can then be added to each relevant case for the IDF.

1. Select 'Children'.



- 2. The Children page allows new children to be added to the SIP, and displays all Children previously associated to the SIP. There are different pathways depending on if the child has a formal enrolment. To add a new child with a **formal enrolment**, select 'Add enrolled children'.
 - a. Formal enrolment The child care service have used the child's Customer Reference Number (CRN) to create a formal enrolment in their CCMS registered software product.



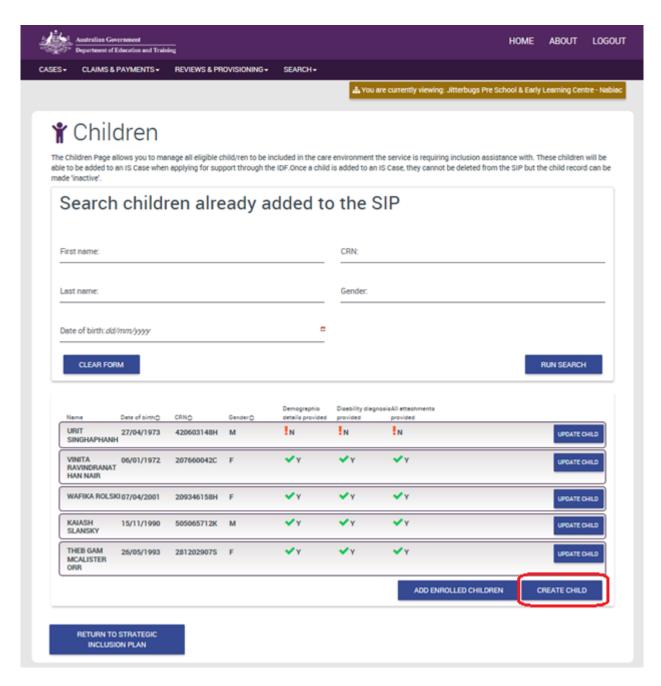
- 3. Enter at least one search field to identify the child and select 'Run search'. The information entered to search for the child must match the details of the child's formal enrolment.
 - a. It is recommended to search for the child's CRN or date of birth.



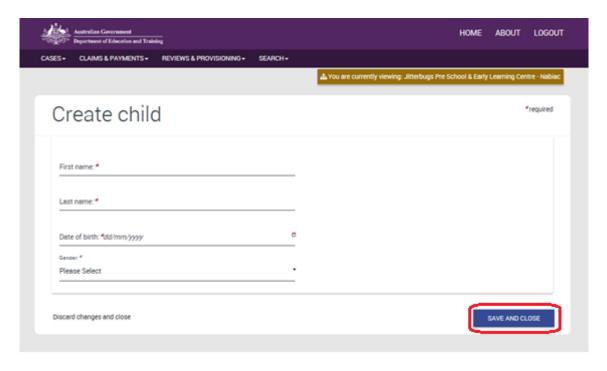
- 4. Select the child and select 'Confirm Selection'.
 - a. The 'Child Not Found' button will create a child, which will then need an enrolment manually linked to the child record. This is the same pathway as creating a child for an **Informal Enrolment**.



- 5. To add a new child to the SIP that has an **Informal Enrolment**, select 'Create Child' from the Children homepage.
 - a. Informal enrolment The child care service have not been provided CRN details for the child and have created an informal enrolment in their CCMS registered software product.
 - b. An informal enrolment can be used for families participating in the Adult Migrant English Program (AMEP).

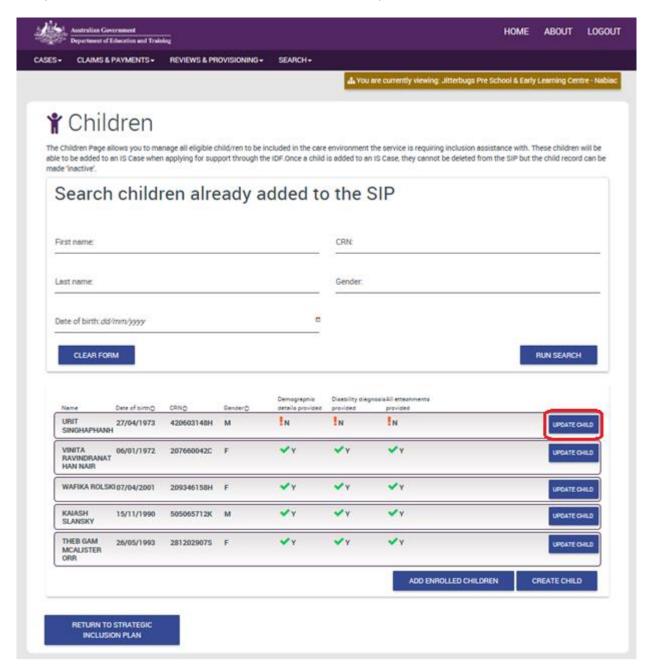


6. Enter the child details and select 'Save and Close'.

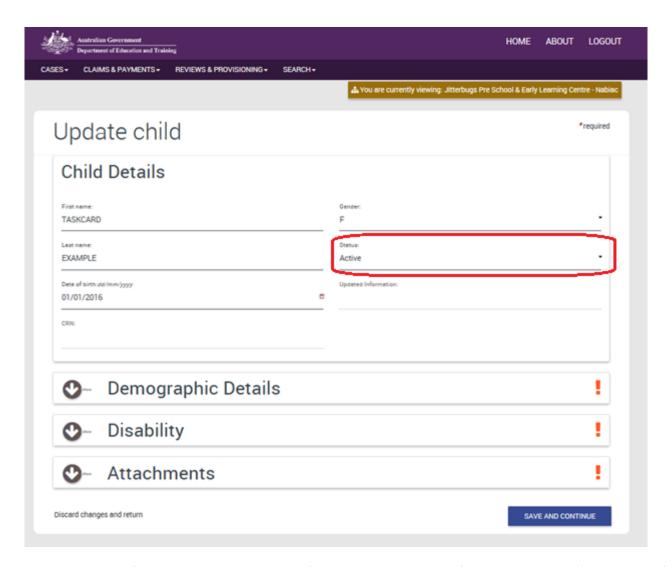


7. Updating Child information on a SIP

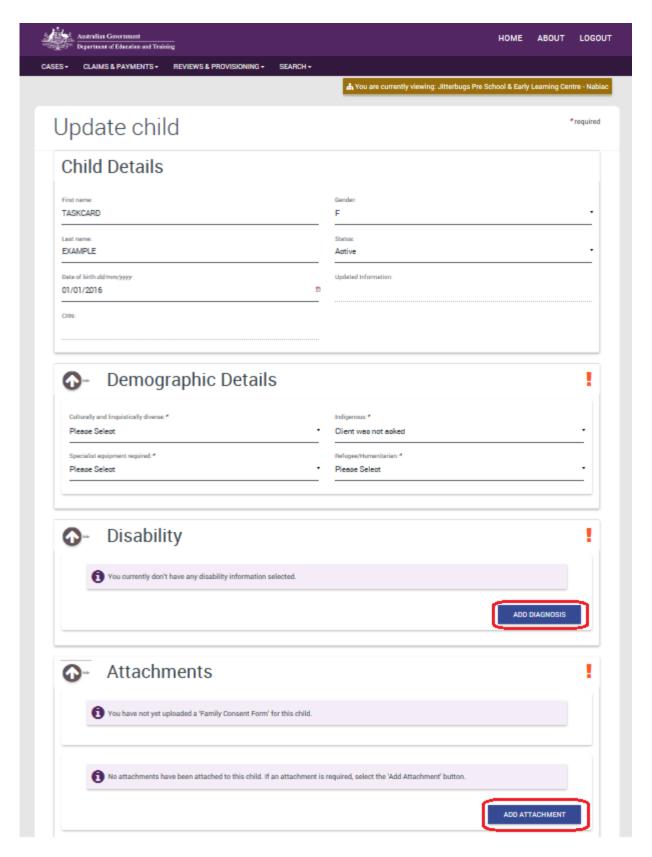
1. To provide additional information about the child, select 'Update Child'.



- 2. The Status of the Child can be updated to 'Inactive' if they leave the service.
 - a. The Status cannot be changed to 'Inactive' if the child is listed on an active IS Case.



- 3. Complete the information required. To add information about the child's diagnosis, select 'Add Diagnosis' and the appropriate Attachments through the 'Add Attachment' button.
 - a. Note that all children being entered onto the IS Portal must include a completed 'Family Consent Form' for ISP. This form is available from the ISP Page of the department's website. Both pages of this form must be completed and uploaded to the IS Portal.



- 4. A new feature of ISP is the ability for documentary evidence of a child's diagnosis to be shared with a different service, with consent from the parent. This is done through:
 - a. The parent completing the following on Page 2 of the 'Family Consent Form'

This feature will work if a previous service has uploaded documentary evidence to the child's record.

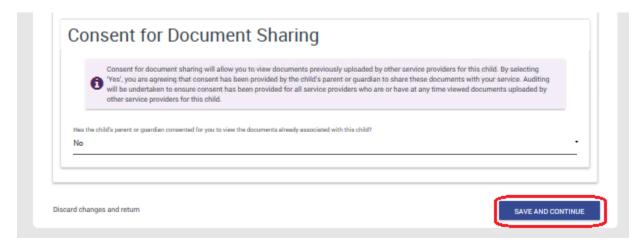
Consent to access documentary evidence

Where a parent/guardian has previously provided documentary evidence of their child's diagnosed disability or medical condition (or evidence of current and ongoing assessment for disability) to an ECCC service **from 1 July 2016**, this evidence can be made available to their child's current ECCC service, as stated above, by selecting the check box below.

I/we agree to sharing documentary evidence previously provided for the purposes of administering the ISP to the ECCC service stated above. We understand that this means that my/our child's documentary evidence will be disclosed and transferred to the ECCC service stated above.

Please note: The ISP Guidelines require documentary evidence of a child undergoing assessment of disability to be dated within two years of an application being submitted for IDF. New documentary evidence will be required if the documentary evidence provided previously for ISP is dated greater than two years.

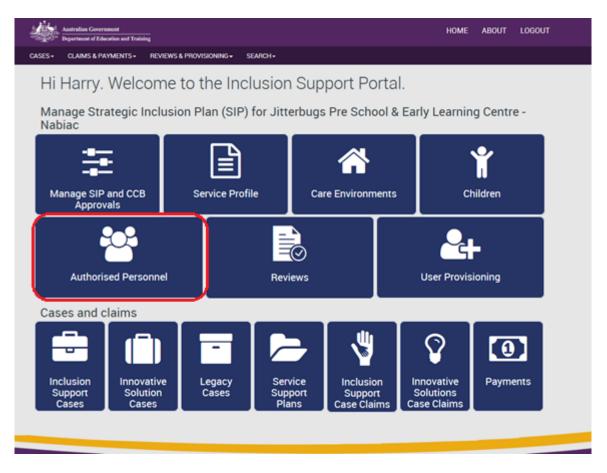
- b. The service indicating they have consent to access documentary evidence previously uploaded for the child.
- 5. Select 'Save and Continue' to return to the Children homepage.



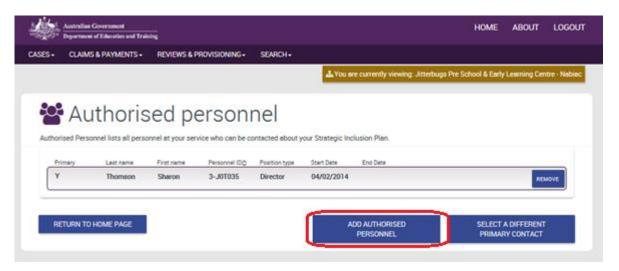
8. Adding Authorised Personnel to the SIP

A SIP will include at least one contact within the service, which will be the primary contact for the SIP.

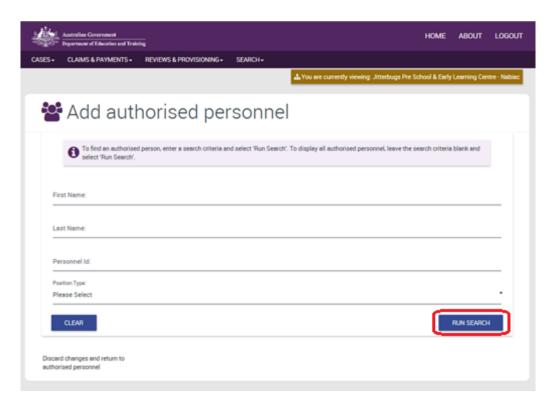
1. Select 'Authorised Personnel'.



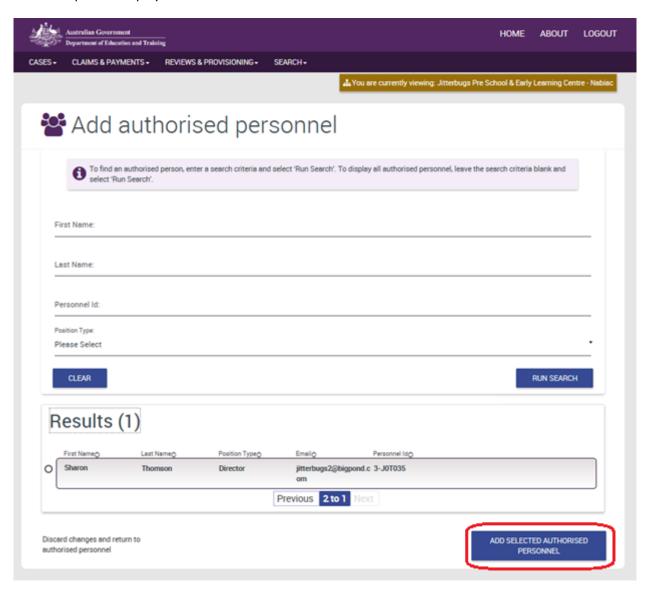
2. Authorised Personnel can be added to the SIP through the 'Add Authorised Personnel' Button.



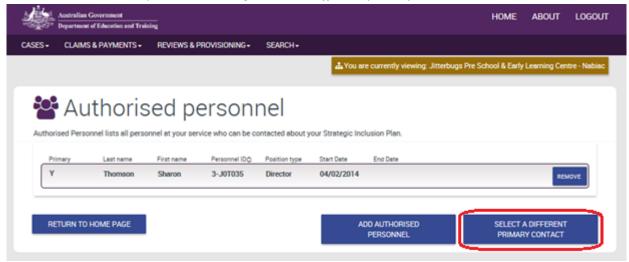
3. Enter one or more search items and select 'Run Search'. The search results will display people who are identified as a key or authorised person in their CCMS software. If a person is not showing in the results, the service can update this in their CCMS software.



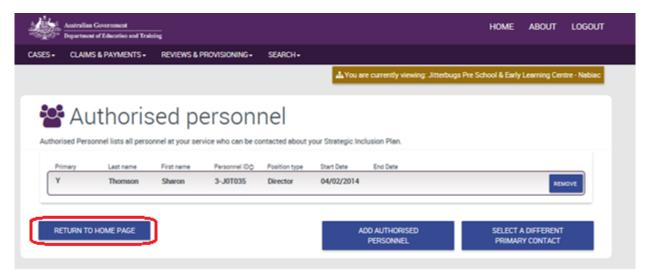
4. Select the person displayed and 'Add Selected Authorised Personnel'.



5. If there are more than one authorised personnel, the first person added will default to be the 'primary' contact. The service can update this through 'Select a different primary contact'.



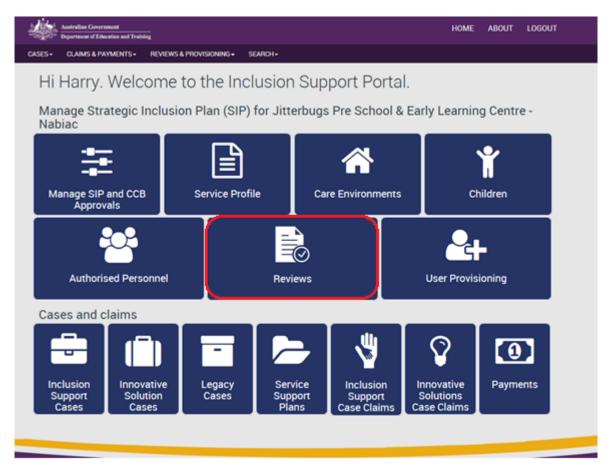
6. Select 'Return to Home Page' to return to the SIP homepage.



9. Viewing Reviews of the SIP

The Inclusion Professional is responsible for reviewing the SIP. Information about their reviews will be displayed to the service through the 'Reviews' tile of the SIP homepage. They are also available from the Service Profile and Care Environment page.

1. Select 'Reviews'.



- 2. Inclusion Professionals are responsible for reviewing the SIP through three types of reviews.
 - a. Service Profile review
 - b. Care Environment review
 - c. Yearly SIP review

The findings of the reviews will be available through selecting 'More Actions' – 'View Review'.

