



IS Portal task card

Completing an Inclusion Support (IS) Case

For child care services

This task card is to support child care services use the Inclusion Support Portal (IS Portal) when completing an IS Case.

Support for the IS Portal can also be found in the [ISP User Guide](#) and [IS Portal Frequently Asked Questions](#), published on the [Inclusion Support Portal information](#) page of the department's website.

This task card provides processes for the following tasks:

Contents

1. Starting a new IS Case in the IS Portal	2
2. Care environment	7
3. Children and enrolments	9
4. Care Week Profile	12
5. Day Summary	15
6. All Support Hours	18
7. Authorised Personnel	19
8. Notes	20
9. Agree and Submit case	21
10. Important Information	22
11. Attachment A – How to complete the hours override	24
12. Attachment B – How to complete the hours override for a pupil free day	29

1. Starting a new IS Case in the IS Portal

1. Select 'Inclusion Support Cases'.

The screenshot displays the Inclusion Support Portal interface. At the top, there is a purple header with the Australian Government logo and the text 'Australian Government Department of Education and Training'. Navigation links include 'HOME', 'ABOUT', and 'LOGOUT'. Below the header, a dark purple bar contains menu items: 'CASES', 'CLAIMS & PAYMENTS', 'STRATEGIC INCLUSION PLAN', and 'SEARCH'. The main content area is light grey and features a personalized greeting: 'Hi Hannah. Welcome to the Inclusion Support Portal.' Below this, the text reads 'Manage Strategic Inclusion Plan (SIP) for Jitterbugs Pre School & Early Learning Centre - Nabiac'. A grid of eight dark blue buttons with white icons and text is shown. The buttons are: 'Manage SIP and CCB Approvals', 'Service Profile', 'Care Environments', 'Children', 'Authorised Personnel', 'Reviews', 'User Provisioning', and 'Log into a different SIP'. Below this grid, the section 'Cases and claims' is introduced, followed by another row of seven dark blue buttons: 'Inclusion Support Cases', 'Innovative Solution Cases', 'Legacy Cases', 'Service Support Plans', 'Inclusion Support Case Claims', 'Innovative Solutions Case Claims', and 'Payments'. The 'Inclusion Support Cases' button is highlighted with a red rectangular border.

Existing IS Cases (since the commencement of ISP) are displayed on this page by the status of the case. You can view the cases by selecting 'Show'.

From this page, you can view any existing IS Cases, view claims and payments on existing IS Cases and search for existing IS Cases for your service.

2. To create a new IS Case, select 'Create an Inclusion Support Case'.

The screenshot shows the 'Inclusion Support Cases' page on the Australian Government Department of Education and Training website. The page features a purple header with the Australian Government logo and navigation links for 'HOME', 'ABOUT', and 'LOGOUT'. Below the header, there are navigation tabs for 'CASES', 'CLAIMS & PAYMENTS', 'STRATEGIC INCLUSION PLAN', and 'SEARCH'. A yellow banner indicates the user is viewing 'Jitterbugs Pre School & Early Learning Centre - Nabiac'. The main content area is titled 'Inclusion Support Cases' and includes a brief description of an IS Case. Below this, there are four buttons: 'VIEW INCLUSION SUPPORT CLAIMS', 'VIEW ALL PAYMENTS', 'SEARCH INCLUSION SUPPORT CASES', and 'CREATE AN INCLUSION SUPPORT CASE'. The 'CREATE AN INCLUSION SUPPORT CASE' button is highlighted with a red box. Below the buttons, there are three status categories: 'Service Provider action required', 'Pending endorsement by Inclusion Agency', and 'Finalised case'. At the bottom, there is a 'RETURN TO HOME PAGE' button.

3. For Outside School Hours Care (OSHC) services, confirm the CCB Approval ID is correct for the service type you are seeking the support.
 - a. The CCB Approval ID will default to the Primary CCB Approval on your SIP. To change the CCB Approval ID, select *'Select a different CCB Approval'*.
 - b. For all other service types, the CCB Approval ID will default.

The screenshot shows the 'Create an Inclusion Support case' form. At the top, there is a navigation bar with the Australian Government logo and 'Department of Education and Training'. The main header reads 'Create an Inclusion Support case' with a '*required' indicator. Below the header, a brief description states: 'An IS Case is used by ECCC services to apply for inclusion funding through the IDF. ECCC services must provide information on the eligible child/ren and their hours of attendance, number of children and staff to determine ratios and the requested support for the care environment. This page allows services to create, update, complete or submit an IS Case.'

CCB Approval

Different CCB Approval Id:
1-MS6N7

SELECT A DIFFERENT CCB APPROVAL

Service type:
Long Day Care

Start date: dd/mm/yyyy
08/01/2007 12:00:00 AM

End Date: dd/mm/yyyy
31/12/2199 12:00:00 AM

4. Select the care environment where you are seeking the support.
 - a. This care environment is the same care environment created in your SIP.
 - b. If there is only one care environment on the SIP, it will default to this care environment.

The screenshot shows the 'Care environment' section of the form. It features a message box with an information icon: 'You currently don't have a care environment linked to this case. Select "Select Care environment" to continue'. Below this message is a button labeled 'SELECT A CARE ENVIRONMENT', which is highlighted with a red rectangular border.

5. If you know the care environment name, you can enter this information and select 'Run Search'. Otherwise, leave all fields blank and select 'Run Search'.
 - a. This will return a list of all care environments associated to your SIP.

Select a Care Environment

Care environment name:

Description:

Status:
Please Select

DISCARD AND CLOSE RUN SEARCH

6. Complete the case details.
 - a. Select the type of funding support.
 - b. Select the case urgency. An Immediate/Time Limited case will default to 'Urgent'. All other cases should be set to 'Routine'.
 - c. Select the period of care provision: For OSHC services (and Long Day Care (LDC) and Family Day Care (FDC) services who offer this care provision), this will be school term or school holiday care. All other services should select Regular Care Year Round.
 - d. Select the purpose of the application.
 - i. New – the care environment has not received funding assistance previously
 - ii. Change of circumstance – the care environment has a current approved IS Case and the service needs to change the details.
 - iii. Renewal – the care environment is requesting an additional approval period, renewing the assistance which is currently approved.
 - e. Select the start and end date of the case. The start date must fall on a Monday and the end date must fall on a Sunday. The maximum approval period is 52 weeks, which is the period over which funding can be claimed. Please note: When an IS Case is approved, the start date and end date of the approval is determined by the Inclusion Development Fund Manager (IDFM). IS Cases should be submitted 4 weeks prior to when IDF support is needed.
 - f. The duration will automatically calculate based on the start and end dates.
 - g. Enter how many weeks you require funding within the approval period. This must be the same or less than the duration of the case.

Case Details

Case Details

What type of funding support are you applying for? * A

Please Select

Is this Case Urgent? * B

Please Select

What is the period of care provision of this case? * C

Please Select

What is the purpose of this application? * D

Please Select

Case Timeframe

Start Date: *dd/mm/yyyy E

End Date: *dd/mm/yyyy E

Duration: F

In this period, how many weeks of funding do you require? * G

7. The Payee details displays where all payments associated with the IS Case will be paid. It is the same bank account where the service will receive their CCB payments.
 - a. The bank account cannot be changed through the IS Portal. If changes are required, it will change the bank account where all CCB payments are received. It must be changed via a [Notifiable Events Form](#).
8. Select 'Save and Continue'.

Payee details

Payee name:
Candoor Pty Ltd

Address:
183 Candoormatch Creek Road, NABIAC, NSW, 2312

Email:
FOFMS.testmail@dss.gov.au

Payment Method:
Direct Credit

Bank Account:
0004

[VIEW BANK ACCOUNT](#)

Discard changes and return

[SAVE AND CONTINUE](#)

2. Care environment

Some information in the care environment snapshot is pre-populated from the service profile in your SIP.

1. Confirm the information about the care environment is correct.
 - a. Where there is a red asterisk *, you will need to complete this information.

Care environment *required

A care environment is a specific setting, room or grouping of children in care.

i Select the care environment requiring support from the Inclusion Development Fund. The care environment is selected from the Strategic Inclusion Plan for the service. The total number of care staff, number of enrolled children and total licensed places input from the Service Profile. Please ensure you enter the typical number of staff and number of enrolled children before starting to complete the Daily Profile.

Care environment snapshot

Care environment name:
Taskcard

Service type:
Long Day Care

Total number of care staff:
100

Total number of enrolled children:
100

Total licensed places:
100

Typical number of staff. *
2

Number of enrolled children. *
20

2. Complete each row of the daily profile for this care environment.
 - a. Select 'Update' to input information in each row.
 - b. The daily profile questions must be answered for each field for each day, even if the answer is '0'.
 - i. For Immediate/Time Limited support, the number of children eligible for IDF must be 1.
 - ii. The number of additional educators requested in the environment must reflect the number of educators to be subsidised. For example, if an OSHC services requires more than one additional educator on a day, this must be indicated here as it impacts the number of hours the service can apply for.
 - iii. For FDC services, the number of additional educators will be '0'.
 - c. Select 'Save and Close' after you have completed each question.
 - d. When you have completed all the questions, select 'Save and Continue'.

You are currently viewing: Jitterbugs Pre School & Early Learning Centre - Nebiac

Daily profile

The Daily Profile indicates the number of children and educators in the care environment each day. The information will assist the IA and IDF Manager to ensure the support requested is adequate to the care environment's needs, and the application meets requirements of the ISP Guidelines. To enter the information, select 'Update' for each row. Each row must have value for Monday - Sunday, even if this is 0. The Daily Profile must be completed before the IS Case is submitted for endorsement.

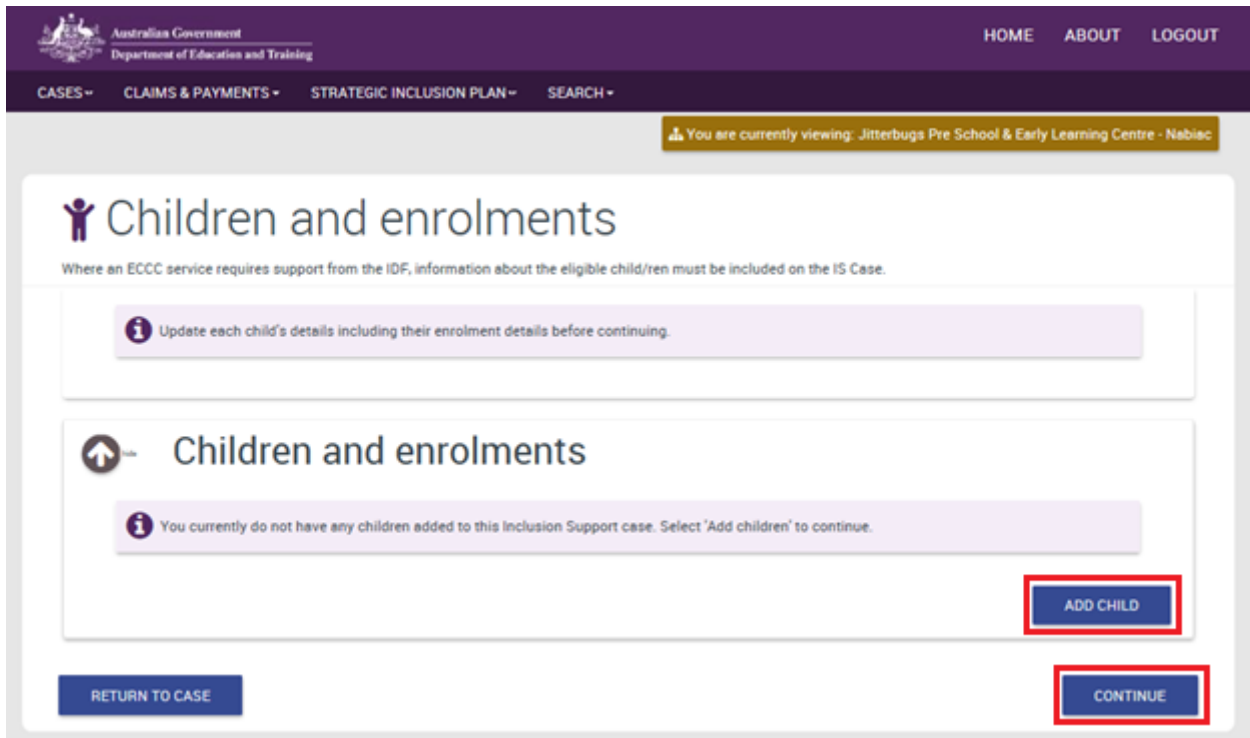
Total number of children in the environment								UPDATE
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
Number of children eligible for IDF in the environment								UPDATE
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
Total number of educators in the environment								UPDATE
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
Number of additional educators requested								UPDATE
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
Number of children 0 to 2 years in the environment								UPDATE
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
Number of children 2 to 3 years in the environment								UPDATE
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
Number of children 3 years to preschool age in the environment								UPDATE
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		
Number of children over preschool age in the environment								UPDATE
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday		

Discard changes and return

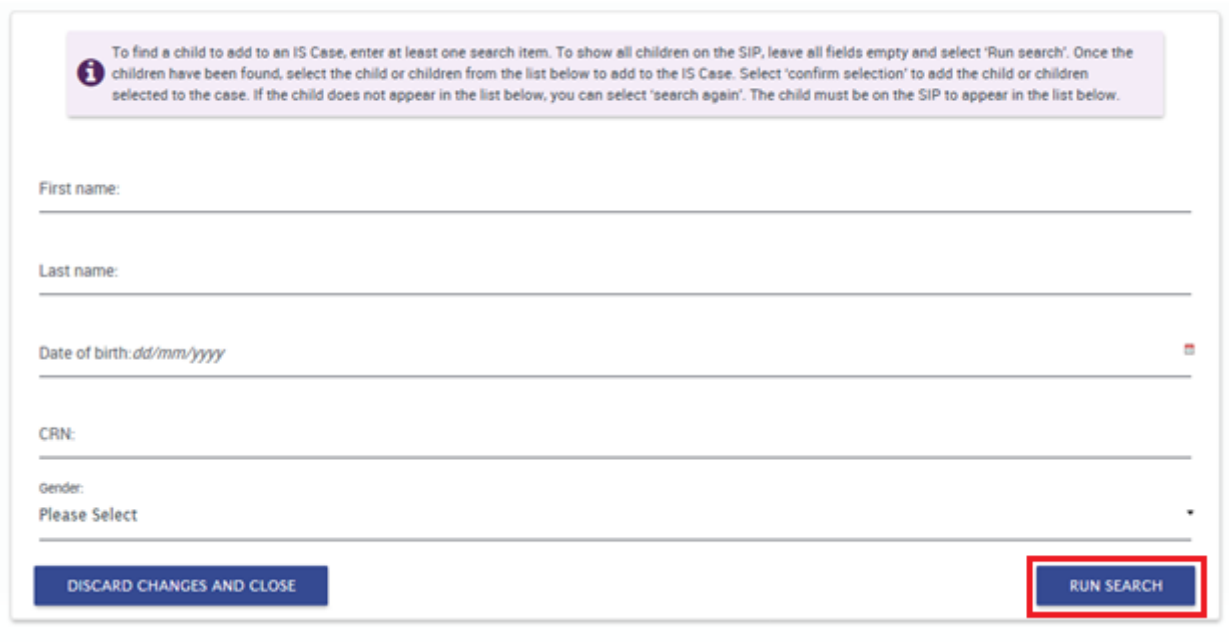
SAVE AND CONTINUE

3. Children and enrolments

1. To add a child to the IS Case, select 'Add child'.
 - a. The child must be listed on the SIP before you can add them to the IS Case.
 - b. To search for a child, enter any known information and select 'Run Search'.
 - c. To search for all children listed on the SIP, leave all fields blank and select 'Run Search'.
 - d. Select the child from the list and select 'Confirm selection'.
 - e. Select 'Continue'.



Add a child from the Strategic Inclusion Plan (SIP)



Add a child from the Strategic Inclusion Plan (SIP)

[SEARCH AGAIN](#)

i To find a child to add to an IS Case, enter at least one search item. To show all children on the SIP, leave all fields empty and select 'Run search'. Once the children have been found, select the child or children from the list below to add to the IS Case. Select 'confirm selection' to add the child or children selected to the case. If the child does not appear in the list below, you can select 'search again'. The child must be on the SIP to appear in the list below.

	First name	Last name	Date of birth	CR#	Gender
<input type="radio"/>	THEB	GAM	26/05/1993	281202907S	F
<input type="radio"/>	KAIASH	SLANSKY	15/11/1990	505065712K	M
<input type="radio"/>	WAFIKA	ROLSKI	07/04/2001	209346158H	F
<input type="radio"/>	URIT	SINGHAPHANH	27/04/1973	420603148H	M
<input type="radio"/>	VINITA	RAVINDRANATHAN NAIR	06/01/1972	207660042C	F
<input type="radio"/>	TASKCARD	EXAMPLE	01/01/2016		F

Previous **2 to 6** Next

[DISCARD AND CLOSE](#) [CONFIRM SELECTION](#)

The child and enrolment details must be completed for each child added to the IS Case.

2. Select 'More Actions' and 'View details' to update the child's details.
 - a. If more information is required on the child's details, a red exclamation mark will display.
 - b. If all information has been provided on the child's details, a green tick will display.

Children and enrolments

Where an ECCC service requires support from the IDF, information about the eligible child/ren must be included on the IS Case.

i Update each child's details including their enrolment details before continuing.

Added children

Last name	First name	Date of birth	All child details have been provided	Enrolment provided	
SINGHAPHANH	URIT	27/04/1973	N	Y	MORE ACTIONS+ Remove child View details

[RETURN TO CASE](#) [CONTINUE](#)

3. Complete each drop down section for the child.
 - a. Information on the child record in the SIP will automatically populate in the IS Case. Only complete these if they were not completed on the SIP.
 - b. The information in each section is displayed by selecting 'Show'.
 - c. Demographic details: These fields are mandatory.
 - d. Disability: Select the primary disability of the child, and any other disability as appropriate. The description field can be used to provide additional information about the child's disability if needed.
 - e. Attachments: A Family consent form is a mandatory document type. The case cannot be submitted without this documentation.
 - i. Documentary evidence is required if the service is applying for Inclusion Development Fund (IDF) Subsidy for an Additional Educator or FDC Top Up.
 - f. Cases: This provides a summary of any IS Case this child is associated to.

Name	Date of birth	CRN	Gender
URIT SINGHAPHANH	27/04/1973	420603148H	M

⌵ Demographic Details

⌵ Disability

⌵ Attachments

⌵ Cases

4. Confirm the child's enrolment. Select 'Save and Continue'.
 - a. If the child has a formal enrolment in the service's Child Care Management System (CCMS) software, this enrolment should be automatically associated.
 - b. If the child has an informal enrolment, the service will need to create an informal enrolment in CCMS and manually associate this enrolment to the child in the IS Portal. Select 'Select an enrolment'.

Enrolments

Enrolment id	Service client id	Enrolment type	Start date	End date	
1-CB6K9X	779513655Z	Formal	23/11/2009	26/12/2010	REMOVE ENROLMENT

SELECT AN ENROLMENT

Discard changes and return

SAVE AND CONTINUE

4. Care Week Profile

The care week profile must be completed for each child associated with the IS Case. The care week profile provides information about the sessions of care for each eligible child associated to the IS Case.

1. Select 'Create a session' to complete the care week profile.

The screenshot shows the Australian Government Department of Education and Training website. The navigation bar includes links for HOME, ABOUT, and LOGOUT. Below the navigation bar, there are dropdown menus for CASES, CLAIMS & PAYMENTS, STRATEGIC INCLUSION PLAN, and SEARCH. A breadcrumb trail indicates the current page is 'You are currently viewing: Jitterbugs Pre School & Early Learning Centre - Nablac'. The main content area is titled 'Care week profile' and includes a sub-header 'Session Details'. A message box states: 'There are currently no sessions for this care week profile. Select 'Create a session' to continue.' A blue button labeled 'CREATE A SESSION' is highlighted with a red box. At the bottom of the page, there are two buttons: 'RETURN TO CASE' and 'CONTINUE'.

2. Select 'Select a child' to create the session. Complete all information about the session.
 - a. This will display all children added on the IS Case. Select 'Confirm selection'.
 - b. Day of the week: Complete a session for each day the child/ren attend.
 - c. Payment type: Centre-based care or Pupil Free Day
 - d. Kindergarten or preschool program: This information is only required if you selected 'Yes' to this question on the SIP.
 - e. Enter normal in and normal out times for the child for that day.
 - f. Enter how many hours are requested for support for this session.
 - g. If you need to create more than one session, you can copy the session and update the required information. For example, if child X and child Y attend the same hours on a Monday, you can copy child a session and update the child to child b, and save the record to add the second session.

Select a child

A

i Select the child you are creating a session for in this care environment.

Child Last Name	Child First Name	Date of Birth	CRNQ	Gender
SINGHAPHANH	URIT	27/04/1973	420603148H	M

Previous **2 to 1** Next

DISCARD CHANGES AND CLOSE CONFIRM SELECTION

CASES - CLAIMS & PAYMENTS - STRATEGIC INCLUSION PLAN - SEARCH -

You are currently viewing: Jitterbugs Pre School & Early Learning Centre - Nabiac

Create a session

This page allows you to enter a session of care for each child associated to this IS Case.

Session details

i Create the session for each child by providing the days of attendance and the normal in and out times. Once a session has been created, it can be copied from the care week profile and the information updated to create a new session.

Child: *

SELECT A CHILD

Day of the week: *

Please Select **B**

Payment type: *

Please Select **C**

Does this child attend Kindergarten or preschool program during this session? *

No **D**

Does the child's attendance vary each week for this session? *

No

i A session is the number of hours the child attends the care environment, between their normal in and out times. If a child leaves and returns to the service multiple times a day, a new session must be created for each time the child leaves and returns to the service.

Normal in time HH:MM AM/PM: *

E

Normal out time HH:MM AM/PM: *

How many hours of support are requested from the IDF Subsidy for this session for this session? * **F**

Discard changes and return **SAVE AND CONTINUE**

Care week profile

Create the session details for the care week profile. A session is the period of time between each normal in-time and out-time for each child.

Session Details

i Once a session is created, it can be copied and the details modified.

Child	Day	Payment type	Normal in	Normal out	
URIT SINGHAPHANH	Monday	IDF Subsidy-Centre Based Care	08:00:00 AM	04:00:00 PM	MORE ACTIONS-

Eligible child:
Not Yet Determined

Variable day:
No

Hours requested:
05:00

Kindergarten or preschool attended:
No

Kindergarten or preschool hours:

DELETE SESSION
COPY SESSION
UPDATE SESSION

CREATE A SESSION

3. When all sessions have been created, select 'Continue'.

Care week profile

Create the session details for the care week profile. A session is the period of time between each normal in-time and out-time for each child.

Session Details

i Once a session is created, it can be copied and the details modified.

Child	Day	Payment type	Normal in	Normal out	
WAFIKA ROLSKI	Wednesday	IDF Subsidy-Centre Based Care	08:00:00 AM	05:00:00 PM	MORE ACTIONS-
URIT SINGHAPHANH	Monday	IDF Subsidy-Centre Based Care	08:00:00 AM	04:00:00 PM	MORE ACTIONS-
URIT SINGHAPHANH	Tuesday	IDF Subsidy-Centre Based Care	08:00:00 AM	04:00:00 PM	MORE ACTIONS-
URIT SINGHAPHANH	Wednesday	IDF Subsidy-Centre Based Care	08:00:00 AM	04:00:00 PM	MORE ACTIONS-

CREATE A SESSION

All sessions total

Total hours requested

0000020:00

RETURN TO CASE **CONTINUE**

5. Day Summary

The Day Summary provides an overview of the service’s funding support requested each day for all eligible children. The Day Summary also provides the sum of the total requested hours each day, for each payment type.

1. Select ‘Update Day Summary’.
 - a. The day summary must be completed for each day.

The screenshot displays the 'Day Summary' interface. At the top, there is a navigation bar with 'HOME', 'ABOUT', and 'LOGOUT'. Below this is a breadcrumb trail: 'CASES > CLAIMS & PAYMENTS > STRATEGIC INCLUSION PLAN > SEARCH'. A notification bar indicates the current case: 'You are currently viewing: Jitterbugs Pre School & Early Learning Centre - Nablac'.

Day Summary

The Day Summary provides an overview of the support requested each day. To complete the Day Summary, you must select 'Update Day Summary' for each day and entered the required fields on the Update Day Summary page.

Day summary details

i Update day summary to indicate if a shared care arrangement occurs in this care environment and the number of requested hours of support required each day. A shared care arrangement is where more than one eligible child is in attendance at the same time on the same day.

Day	Payment Type	Number of children	Shared Care	Requested hours for this day
Monday	IDF Subsidy-Centre Based Care	1	N	UPDATE DAY SUMMARY
Tuesday	IDF Subsidy-Centre Based Care	1	N	UPDATE DAY SUMMARY
Wednesday	IDF Subsidy-Centre Based Care	2	N	UPDATE DAY SUMMARY

Day summary totals

i The Day Summary total is a sum of the total requested hours each week, for each payment type.

Payment Type	Total Day Hours
IDF Subsidy-Centre Based Care	0000000:00

[RETURN TO CASE](#) [CONTINUE](#)

2. Review 'Day summary details'.

Update day summary

Update the Day Summary to indicate if there is a shared care arrangement in place and the number of hours an additional educator is required for each day through the IDF. A shared care arrangement is where more than one eligible child is in attendance at the same time. Additional educator hours required is the total number of hours you require support in the care environment each day.

Day summary details	
Day: Monday	Earliest start for all children: 08:00:00 AM
Payment type: IDF Subsidy-Centre Based Care	Latest finish for all children: 04:00:00 PM
Number of IS Children: 1	Variable Day: N
	Total hours requested: 005:00

3. In 'Update day summary':

- Indicate if there is a shared care arrangement in place.
- Enter the number of hours you require an additional educator for this day. For example, if two children attend the same day and the service requested 5 hours for each child in the Care Week Profile, the system will calculate the requested hours for the day to be 10 hours. Where shared care arrangements are in place and the service requires one additional educator for these hours, the service must update the requested hours to 5.
- Comments are optional. They should be used to provide information about the daily hours requested, for example, where more than one additional educator is requested and will be used in the IDFM assessment of the case.
- The maximum hours remaining field will decrease as you enter your requested hours.
- Once completed, select 'Save and Continue'.

Update Day Summary

Maximum hours remaining for "Additional Educator hours required" across the entire week: 25:00 **D**

Shared Care: **A**

Additional Educator hours required: 005:00 **B**

Comment: **C**

Discard changes and return

SAVE AND CONTINUE

4. When the Day summary is completed, it will display the updated calculations for the hours requested. Select 'Continue'.

Day Summary

The Day Summary provides an overview of the support requested each day. To complete the Day Summary, you must select 'Update Day Summary' for each day and entered the required fields on the Update Day Summary page.

Day summary details

i Update day summary to indicate if a shared care arrangement occurs in this care environment and the number of requested hours of support required each day. A shared care arrangement is where more than one eligible child is in attendance at the same time on the same day.

Day	Payment Type	Number of children	Shared Care	Requested hours for this day	
Monday	IDF Subsidy-Centre Based Care	1	N	005:00	UPDATE DAY SUMMARY
Tuesday	IDF Subsidy-Centre Based Care	1	N	005:00	UPDATE DAY SUMMARY
Wednesday	IDF Subsidy-Centre Based Care	2	Y	005:00	UPDATE DAY SUMMARY

Day summary totals

i The Day Summary total is a sum of the total requested hours each week, for each payment type.

Payment Type	Total Day Hours
IDF Subsidy-Centre Based Care	0000015:00

[RETURN TO CASE](#) [CONTINUE](#)

6. All Support Hours

All support hours provides a summary of the services requested hours for the care environment. This calculates the number of hours requested each week, and total requested hours for the IS Case by payment type.

Hours override

Where the service has indicated the child has a varied pattern of attendance, that is, variable days, the service is required to complete an Hours Override.

Variable days occur when a child or children do not attend the service for the same number of hours and the same days each week. If a child or children have variable days of attendance, the hours override will allow you to reduce your requested hours each week to ensure you are only requesting the required hours of support for the case.

Hours override for Pupil Free Day

Where a service has requested hours for the Payment Type of Pupil Free Day, the service is required to complete an Hours Override.

The Hours Override asks the service to identify how many days the service requires the requested hours for an Additional Educator over the life of the case.

1. For instructions on how to complete the hours override, please see [Attachment A](#) and [Attachment B](#) of this document.
2. If hours override is not required, select 'Save and continue'.

The screenshot displays the 'All support hours' interface. At the top, there is a title 'All support hours' and a subtitle 'All support hours provides a summary of the requested hours for the care environment.' Below this is a section titled 'All support hours for the week' with an information icon and a note: 'The system has calculated the requested hours based on an assumption the children have the same pattern of attendance each week. If children have variable days of attendance or you are requesting pupil free days, select 'Update Hours Override'.' A table follows with columns: Payment type, Period type, Amount, System calculated hours, Hours override, and Balance. The table contains two rows of data. Below the table is a 'MORE ACTIONS-' button and an 'Update hours override' button. The next section is 'All support hours totals' with an information icon and a note: 'All support hours total is a sum of the total hours requested for this IS Case.' This section contains two columns of summary data: 'Total system calculated hours' and 'Total hours override' on the top row, and 'Total balance' and 'Total amount' on the bottom row. At the bottom of the interface are two buttons: 'DISCARD CHANGES AND RETURN' and 'SAVE AND CONTINUE' (which is highlighted with a red box).

Payment type	Period type	Amount	System calculated hours	Hours override	Balance
IDF Subsidy-Centre Week Based Care		\$0.00	0000015:00		
IDF Subsidy-Centre Approval Based Care		\$0.00	0000120:00		0000120:00

Total system calculated hours: 0000120:00
Total hours override: 0000000:00
Total balance: 0000120:00
Total amount: \$0.00

7. Authorised Personnel

The authorised personnel identifies the person who can be contacted at the service regarding the IS Case. More than one authorised personnel can be added to the case.

The authorised personnel selected on the IS Case will be listed on the SIP and any associated IS Cases.

1. The contact selected on the Authorised personnel on the SIP will default to the IS Case as the primary contact.
 - a. To add another authorised personnel to the IS Case, select *'Add authorised personnel'*. If you know information about the contact, enter this information and select *'Run search'*. Otherwise, leave all fields blank and select *'Run search'*.
 - b. Select the authorised personnel and select *'Add selected authorised personnel'*.
 - c. To change the primary contact, select *'Select a different primary contact'*.
 - d. Once all the authorised personnel have been added to the IS Case, select *'Return to home page'*.

Australian Government
Department of Education and Training

HOME ABOUT LOGOUT

CASES - CLAIMS & PAYMENTS - STRATEGIC INCLUSION PLAN - SEARCH -

You are currently viewing: Jitterbugs Pre School & Early Learning Centre - Nebiac

Authorised personnel

Authorised personnel can be contacted about this IS Case. Any authorised personnel selected on this IS Case will be listed on the SIP. A primary contact must be identified before the IS Case is submitted for endorsement.

Primary	Last name	First name	Personnel ID	Position type	Start Date	End Date
Y	Thomson	Sharon	3-J0T035	Director	04/02/2014	

RETURN TO HOME PAGE

ADD AUTHORISED PERSONNEL

SELECT A DIFFERENT PRIMARY CONTACT

Add authorised personnel

To find an authorised person, enter a search criteria and select 'Run Search'. To display all authorised personnel, leave the search criteria blank and select 'Run Search'.

First Name: _____

Last Name: _____

Personnel Id: _____

Position Type: Please Select

CLEAR

RUN SEARCH

Discard changes and return to authorised personnel

ADD SELECTED AUTHORISED PERSONNEL

8. Notes

The notes page allows general notes to be added about the IS Case by the service, Inclusion Agency (IA) and IDFM. While notes are not mandatory, services are encouraged to use them as they can assist communication between the service, IA and IDFM.

Information that services may provide at the time of application include:

- the reason the service has submitted the IS Case, for example a new child has enrolled at the service
- when care environment changes are occurring, for example a child's attendance pattern changes.

1. Select 'Create a note'.

- a. The note type will default to General.
- b. Enter your note and select 'Save note and close'.
- c. Select 'Save and Continue'.

CASES - CLAIMS & PAYMENTS - STRATEGIC INCLUSION PLAN - SEARCH -

You are currently viewing: Jitterbugs Pre School & Early Learning Centre - Nabiac

Notes

Notes

Notes

There are currently no notes for this IS Case. Notes are not mandatory however, they can assist communication between yourself, your IA and the IDF Manager. Select 'Create a note' to add a note to this IS Case.

CREATE A NOTE

Discard changes and return

SAVE AND CONTINUE

Create a new note

Note

Note Type:
General

Note: *

DISCARD AND CLOSE

SAVE NOTE AND CLOSE

9. Agree and Submit case

The 'Agree and submit' page provides a summary of the IS Case in its entirety. This allows the service to review their IS Case before submitting it to their IA for endorsement.

Services can make changes to their IS Case from the summary page. Once your IS Case has been submitted to your IA, no changes can be made. If a change is required, the IA will return your IS Case to you to update.

1. To submit your IS Case to your IA for endorsement, select '*Agree and submit*'.
 - a. If you don't wish to submit your case, select '*Cancel submission and return to case*'.

Agree and submit

You must comply with the Inclusion Support Programme Guidelines 2016-2019 (the Guidelines). This includes (but is not limited to):

- Use of the funding for the purposes as stated in the Approval Letter sent by the Inclusion Development Fund Manager (IDF Manager).
- Submitting online claims for IDF payments within 60 days of the fortnight that the child/ren on the approved IS Case attended the service.
- Retaining relevant evidence pertaining to the use of the funding, including sign in and sign out sheets of the eligible child/ren on the approved IS Case, Additional Educator attendance or record of payment to the FDC educator.
- Complying with the Privacy Act 1988 and Australian Privacy Principles when handling personal information for the purposes of the Inclusion Support Programme.
- Advising the IDF Manager via the IS Portal within 15 business days if the child/ren on the approved IS Case no longer attends the service.
- Advising the IDF Manager in writing within 30 days of any intention of the service to change owner and/or operator.
- Meeting all reasonable requests from the IDF Manager to undertake compliance activity where appropriate, including reasonable assistance to provide access to your employees, premises occupied by you and materials relevant to the IDF Subsidy. Reasonable notice will be provided prior to requiring access to premises and records.
- Meeting all reasonable requests from the IDF Manager or Department to participate in reporting and evaluation activities for the Inclusion Support Programme.
- Complying with all relevant statutes, regulations, by-laws and requirements of any Commonwealth, State, Territory or local authority, and any of the Department's policies notified in writing.

If you are found to be in breach of any of the conditions, your approved IS Case may be terminated, future claims may not be able to be submitted and payments may be withheld. You may also be required to repay any amounts you have received whilst in breach.

[CANCEL SUBMISSION AND RETURN TO CASE](#) [AGREE AND SUBMIT](#)

10. Important Information

1. You must work through each tile in a sequential order.
 - a. When a tile is complete, it will show a Green tick.
 - b. When the next tile is available to be completed, it will show a red plus.
 - c. When a tile is unavailable, it will show a grey cross.
 - d. You will only be able to submit your IS Case to your IA for endorsement when all the tiles display a Green tick.

The screenshot displays the 'Inclusion Support Case' dashboard. At the top, a notification bar reads 'You are currently viewing: Jinnaburg Pre School & Early Learning Centre - Nelson'. The main content is divided into a left-hand table of case details and a right-hand grid of action tiles.

Inclusion Support Case		
Case ID: A1190W20	Status: Started	Inclusion agency contact: MANNY ABOU AHMED
Case type: IDP - Subsidy	Start date: 14/11/2016	Inclusion agency region: 18 NSIR - Huttair
Care environment: Taskcard	End date: 08/01/2017	Inclusion agency phone: 07 4032 1258
Approved ID: 1.M55A7	Care location: B	Maximum possible outlay: \$0.00
Service type: LDC	Weeks of funding: 8	Total amount paid: \$0.00
Care provision: School Holidays Only	Number of children: 1	Total unclaimed amount: \$0.00
Urgency: Routine	Total case hours: 000000:00	Last claim date: -----
Prior Inclusion Support Case ID: -----	Total allowed non face-to-face: 000000:00	Last claim week ending date: -----
	Non face-to-face balance: 000000:00	Last updated: 14/11/2016 12:27:40 PM

The right-hand grid contains the following tiles:

- Care Environment: Complete (Green tick)
- Children and Enrolments: Complete (Green tick)
- Care Week Profile: Available (Red plus)
- Day Summary: Unavailable (Grey cross)
- All Support Hours: Unavailable (Grey cross)
- Authorised Personnel: Complete (Green tick)
- Notes: Available (Red plus)
- Agree and Submit Case: Unavailable (Grey cross)

At the bottom, there are two buttons: 'RETURN TO PREVIOUS PAGE' and 'RETURN TO SERVICE PROVIDER HOME PAGE'.

Immediate/Time Limited Support Cases

1. ECCC services will be required to complete additional information about the child that explains the reasons why the service requires the short term support of an additional educator for the inclusion of this child. This includes indicating if the child has a language or speech delay, a disability or disruptive behaviours. As there is no requirement for the service to have completed information about the care environment in the SIP, this information is used by the IDFM in their assessment of the case. Further information is available in section D4 of the [ISP Guidelines](#).

Additional information about the child

i Provide additional information that explains the reasons why the service requires the support of an additional educator for the inclusion of this child. This includes indicating if the child has a language or speech delay, a serious medical condition or disruptive behaviours.

Child has language and speech delays *: Please Select	Child has disruptive behaviour/s *: Please Select
Child has serious medical condition/s *: Please Select	Reason for Inclusion Support funding *: <div>Font - Size - A - - B <i>I</i> <u>U</u> </div> 0/4000

2. To apply for IDF Subsidy for Immediate/Time Limited Support, the child will be required to have a signed 'Permission to Share Personal Information for the purposes of the Inclusion Support Programme' form. Documentary evidence is not required for Immediate/Time Limited Support cases.

Attachment A – How to complete the hours override

1. In the All support hours tile, select 'More actions' and 'Update hours override'.

All support hours

All support hours provides a summary of the requested hours for the care environment.

All support hours for the week

i The system has calculated the requested hours based on an assumption the children have the same pattern of attendance each week. If children have variable days of attendance or you are requesting pupil free days, select 'Update Hours Override'.

Payment type	Period type	Amount	System calculated hours	Hours override	Balance	
IDF Subsidy-Centre Week Based Care		0.00	0000015:00			
IDF Subsidy-Centre Approval Based Care		0.00	0000120:00	0000052:00	0000052:00	MORE ACTIONS- Update hours override
IDF Subsidy-Pupil Free Day	Week	184.00	0000008:00			
IDF Subsidy-Pupil Approval Free Day	Approval	1,472.00	0000064:00	Required!	0000064:00	MORE ACTIONS-

All support hours totals

i All support hours total is a sum of the total hours requested for this IS Case.

Total system calculated hours: 0000184:00	Total hours override: 0000052:00
Total balance: 0000116:00	Total amount: 1,472.00

DISCARD CHANGES AND RETURN **SAVE AND CONTINUE**

2. Select 'Update' for each child listed.

The screenshot shows a three-step process: 1. Calculate variable weeks, 2. Required funding hours, and 3. Summary. The main heading is 'Hours override'. Below it is a paragraph explaining that when a child has variable weeks of attendance, the requested hours for the IS Case should be updated to take into consideration the pattern of attendance for all children on the case. The 'All support hours record' table shows one entry: 'IDF Subsidy-Centre Based Care' with an 'Approval' period type, system-calculated hours of 0000120:00, a balance of 0000120:00, and an amount of \$0.00. The 'Calculate variable weeks' section includes an information icon and a note: 'Over a typical 4 week period, indicate which weeks each child is expected to be in care to identify overlaps in a child's attendance. You must ensure any children who are marked as having variable days of attendance are correctly indicated to continue.' Below this is a table with columns for 'Child', 'Variable days indicated', 'Week 1', 'Week 2', 'Week 3', and 'Week 4'. Two children are listed: 'WAFIKA ROLSKI' (No variable days, all weeks 'N') and 'URIT SINGHAPHANH' (Yes variable days, all weeks 'N'). Each row has an 'UPDATE' button. At the bottom right is a 'NEXT' button. A 'Discard changes and return' link is at the bottom left.

Payment type	Period type	System calculated hours	Balance	Amount
IDF Subsidy-Centre Based Care	Approval	0000120:00	0000120:00	\$0.00

Child	Variable days indicated	Week 1	Week 2	Week 3	Week 4
WAFIKA ROLSKI	No	N	N	N	N
URIT SINGHAPHANH	Yes	N	N	N	N

3. Over a standard month, select the weeks the child attends. Select 'Save and close'. Select 'Next'.
- a. Where a child does not have a variable pattern of attendance, select every week.
 - b. For example, if a child has a fortnightly pattern of attendance, you would:
 - i. Select the child attends week 1 and week 3
 - ii. Leave week 2 and 4 unchecked

Update variable weeks

The screenshot shows the 'Update variable weeks' interface for child 'URIT SINGHAPHANH'. It lists four weeks with checkboxes: 'Week 1:', 'Week 2:', 'Week 3:', and 'Week 4:'. All checkboxes are currently unchecked. At the bottom left is a 'DISCARD AND CLOSE' button, and at the bottom right is a 'SAVE AND CLOSE' button.

4. For the combination of children identified, enter the hours required and number of weeks. Select 'Next'.
 - a. The total weeks required cannot exceed the maximum weeks.
 - b. For example, if a case has 40 operational weeks, and there is a regular fortnightly pattern of attendance, the weeks required for each combination is 10 ($40/4 = 10$)

Hours override

You are currently viewing: Jitterbuga Pre School & Early Learning Centre - Nabiac

This page provides a summary of the total number of support hours requested for all children in the care environment for a full week. The hours override allows you to reduce your requested hours each week. This is required where a child has variable weeks of attendance or there is a shared care arrangement. Hours override will ensure this IS Case is requesting the required hours of support.

All support hours record

Payment type	Period type	System calculated hours	Balance	Amount
IDF Subsidy-Centre Based Care	Approval	0000120:00	0000120:00	\$0.00

Required funding hours

i For each combination of children below, enter the number of requested hours for each week and how many weeks you require these hours. The total number of weeks required across all combinations cannot exceed the maximum weeks of this IS Case.

Maximum weeks:
8

Maximum hours:
0000120:00

Week 1	Children <input style="width: 90%; border: 1px solid #ccc;" type="text" value="WAFIKA ROLSKI"/> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="URIT SINGHAPHANH"/>	Hours Required: _____	Weeks Required: _____	Funded Hours: 0000000:00
Week 2	Children <input style="width: 90%; border: 1px solid #ccc;" type="text" value="WAFIKA ROLSKI"/>	Hours Required: _____	Weeks Required: _____	Funded Hours: 0000000:00
Week 3	Children <input style="width: 90%; border: 1px solid #ccc;" type="text" value="WAFIKA ROLSKI"/> <input style="width: 90%; border: 1px solid #ccc;" type="text" value="URIT SINGHAPHANH"/>	Hours Required: _____	Weeks Required: _____	Funded Hours: 0000000:00
Week 4	Children <input style="width: 90%; border: 1px solid #ccc;" type="text" value="WAFIKA ROLSKI"/>	Hours Required: _____	Weeks Required: _____	Funded Hours: 0000000:00

Totals

Total weeks requested:
0

Total funded hours:
0000000:00

Discard changes and return

PREVIOUS

NEXT

Completing an IS Case –for child care services

26

- This page provides a summary of the total requested hours with the variable weeks of attendance. To continue, select 'Save and continue'.

You are currently viewing: Jitterbugs Pre School & Early Learning Centre - Nabiac

1 ————— 2 ————— 3
 Calculate variable weeks Required funding hours Summary

Hours override

The all support hours record provides a summary of the total number of hours requested if the requested hours per week were multiplied by each week of the case. The summary of required funding hours recalculates the total support hours based on the required funding hours entered on the previous page. The total funded hours will be the total case hours of the case.

All support hours record

Payment type	Period type	System calculated hours	Balance	Amount
IDF Subsidy-Centre Based Care	Approval	0000120:00	0000120:00	\$0.00

Summary of required funding hours

Week	Hours required	Weeks required	Funded hours
Week 3	0000008:00	2	0000016:00
Week 4	0000005:00	2	0000010:00
Week 2	0000005:00	2	0000010:00
Week 1	0000008:00	2	0000016:00

Totals

Total weeks requested: 8	Total funded hours: 0000052:00
-----------------------------	-----------------------------------

Discard changes and return
PREVIOUS
SAVE AND CONTINUE

6. The All support hours page now shows the adjusted weekly and case approval limits. Select 'Save and continue'.

All support hours

All support hours provides a summary of the requested hours for the care environment.

All support hours for the week

i The system has calculated the requested hours based on an assumption the children have the same pattern of attendance each week. If children have variable days of attendance or you are requesting pupil free days, select 'Update Hours Override'.

Payment type	Period type	Amount	System calculated hours	Hours override	Balance	
IDF Subsidy-Centre Week Based Care		\$0.00	0000015:00			
IDF Subsidy-Centre Approval Based Care		\$0.00	0000120:00	0000052:00	0000052:00	MORE ACTIONS

All support hours totals

i All support hours total is a sum of the total hours requested for this IS Case.

Total system calculated hours:	Total hours override:
0000120:00	0000052:00
Total balance:	Total amount:
0000052:00	\$0.00

[DISCARD CHANGES AND RETURN](#) [SAVE AND CONTINUE](#)

Attachment B – How to complete the hours override for a pupil free day

1. In the All support hours tile, select 'More actions' and 'Update hours override'.

All support hours
All support hours provides a summary of the requested hours for the care environment.

All support hours for the week

i The system has calculated the requested hours based on an assumption the children have the same pattern of attendance each week. If children have variable days of attendance or you are requesting pupil free days, select 'Update Hours Override'.

Payment type	Period type	Amount	System calculated hours	Hours override	Balance	
IDF Subsidy-Centre Week Based Care		0.00	0000015:00			
IDF Subsidy-Centre Approval Based Care		0.00	0000120:00	0000052:00	0000052:00	MORE ACTIONS
IDF Subsidy-Pupil Free Day	Week	184.00	0000008:00			
IDF Subsidy-Pupil Free Day	Approval	1,472.00	0000064:00	Required!	0000064:00	MORE ACTIONS Update hours override

All support hours totals

i All support hours total is a sum of the total hours requested for this IS Case.

Total system calculated hours:	Total hours override:
0000184:00	0000052:00
Total balance:	Total amount:
0000116:00	1,472.00

DISCARD CHANGES AND RETURN **SAVE AND CONTINUE**

2. Enter the number of pupil free days you require for the case. Select 'Save and close'.
 - a. For IDF Subsidy – Additional Educator and FDC cases, the maximum number of pupil free days is six.
 - b. For Immediate/Time limited support cases, the maximum number of pupil free days is one.

Update hours override

i If any children associated to this IS Case are likely to attend on pupil free days and you will require an additional educator, provide the total number of pupil free days required during the approval period.

How many days do you require for this case?

Discard and close **SAVE AND CLOSE**

- The All support hours page now shows the adjusted weekly and case approval limits. Select 'Save and continue'.

🕒 All support hours

All support hours provides a summary of the requested hours for the care environment.

All support hours for the week

i The system has calculated the requested hours based on an assumption the children have the same pattern of attendance each week. If children have variable days of attendance or you are requesting pupil free days, select 'Update Hours Override'.

	Payment type	Period type	Amount	System calculated hours	Hours override	Balance
⌵	IDF Subsidy-Centre Week Based Care		0.00	0000015:00		
⌵	IDF Subsidy-Centre Approval Based Care		0.00	0000120:00	0000052:00	0000052:00 MORE ACTIONS-
⌵	IDF Subsidy-Pupil Free Day	Week	184.00	0000008:00		
⌵	IDF Subsidy-Pupil Free Day	Approval	552.00	0000064:00	0000024:00	0000024:00 MORE ACTIONS-

All support hours totals

i All support hours total is a sum of the total hours requested for this IS Case.

Total system calculated hours:	Total hours override:
0000184:00	0000076:00
<hr/>	
Total balance:	Total amount:
0000076:00	552.00

DISCARD CHANGES AND RETURN

SAVE AND CONTINUE