



Children's Services  
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# National Inclusion Support Subsidy Provider Frequently Asked Questions (FAQs)

## 7 August 2009

### General

**Q: When do the new IPSP 2009-12 Guidelines come into effect?**

**A:** The new IPSP 2009-12 Guidelines came into effect when they were released by DEEWR on 30/07/2009. A list of the key changes within the new guidelines has been sent to ISAs and a summary can be found at [www.ku.com.au](http://www.ku.com.au)

To assist Inclusion Support Agencies (ISAs) and Services, during the next few months DEEWR and the National Inclusion Support Subsidy Provider (NISSP) Team will provide information and support regarding the changes and how to fill in the new forms. The NISSP will also accept both new and old Application and Claim Forms up to 1/11/2009.

**Q: I have already sent my Application Form to the NISSP – do I have to send in a new form?**

**A:** No. All applications sent to the NISSP prior to the 30/07/2009 will be assessed under the 2007 ISS Guidelines. Applications received during August 2009 will also be assessed under the 2007 ISS Guidelines unless the ISA indicates otherwise. Applications received after 30/8/09 will be assessed under the 2009-12 ISS Guidelines.

**Q: What are the subsidy rates?**

**A:**

<p><b>Centre Based Care:</b></p> <p>Long Day Care (LDC), including Vacation Care programs provided through a LDC Centre.</p> <p>Different maximum limits apply for other types of centre based care e.g. OHSC, OCC. Ask your ISA for more details.</p>	<ul style="list-style-type: none"> <li>\$15.95 per hour for an additional carer up to a maximum of 25 hours per week, 52 weeks per year based on 5 days attendance (up to 12 weeks per year for VC in LDC)</li> </ul>
<p><b>Home Based Care:</b></p>	<ul style="list-style-type: none"> <li>Family Day Care Capacity Payment (In Home Care Additional Payment) of either \$4.24 Tier 1 or \$8.48 Tier 2 per hour per care environment up to a maximum of 50 hours per week, 52 weeks per year</li> </ul>

**Q: When do the new subsidy rates come into effect?**

**A:** The new subsidy rates came into effect from 1/07/2009. Any hours which you claim for an Additional Worker or Capacity/Additional Payment for Family Day Care/In Home Care from 1/07/2009 will be paid at the new rates.

**Q: How can I find out more information?**

**A:** Contact your ISA for more details regarding the revised ISS Guidelines and applying for ISS.

As they become available updated FAQs, new forms and information that is sent to ISAs/services, will be able to be downloaded from [www.ku.com.au](http://www.ku.com.au)

For additional information please send an email to [issinfo@ku.com.au](mailto:issinfo@ku.com.au) (or for NT, QLD and TAS queries, [iss@ics.org.au](mailto:iss@ics.org.au)). These email boxes are cleared daily and if we cannot reply immediately, we will do so within 48 hours. Please provide your telephone number in the email so that if your question requires a detailed answer, a member of the NISSP Team can call you to discuss.

You can also contact the NISSP Team toll-free on **1800 824 955**.

## ISS Applications

**Q: What ISS Application Forms do we use? Where can we access them?**

**A:** New forms have been developed to simplify the ISS application process. The forms and guides to help you complete an application will soon be available to download from our website [www.ku.com.au](http://www.ku.com.au) or you can contact your local Inclusion Support Agency (ISA). Separate forms have been developed for Centre Based and Home Based services to reflect feedback received from service providers.

During the transition period, an up until the 1/11/2009, the NISSP will accept both old and new forms.

**Q: Can I apply for ISS to assist my service with training and planning?**

**A:** No. From 30/07/2009, training and planning support requests are covered by Flexible Support Funding (FSF) to simplify the process of obtaining support. Contact your ISA for more details.

**Q: I have already applied for training and planning hours? Do I have to send in a new form?**

**A:** No. All ISS applications sent to the NISSP before 30/08/2009 will be assessed under the 2007 ISS Guidelines and you will not need to apply separately for FSF through your ISA in relation to these applications.

**Q: What documentary evidence do I have to provide to support my application?**

**A:** The IPSP 2009-12 ISS Guidelines state that evidence for a diagnosed disability may include:

- Centrelink documentation stating a parent's or guardian's eligibility for Carers Allowance with respect to the child
- the child's Health Care Card stating the disability code (CD)
- the child's Disability Support Pension (DSP), if the child is over 16 years of age
- a qualified medical practitioner's confirmation of a diagnosis
- the results of an assessment by a registered psychologist

- in rural, remote and very remote areas, evidence of disability may be provided by an allied health professional.

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

- an appointment letter for an assessment by a medical practitioner
- supporting documentation or diagnostic report signed by a qualified medical practitioner or registered psychologist
- in rural, remote and very remote areas, supporting documentation or report signed by an allied health professional attesting to the child undergoing further assessment for the purpose of diagnosing a disability.

Evidence for a child from a refugee background demonstrating behaviours symptomatic with having experienced trauma and torture may include:

- documentary evidence of the child's refugee status. As visa codes are subject to change, ISAs and/or child care services should check with the Department of Immigration and Citizenship ([www.immi.gov.au](http://www.immi.gov.au)) for the current humanitarian-related visa codes
- the results of an assessment by a qualified medical practitioner or registered psychologist.

**Q: Where do I send applications for specialist equipment?**

**A:** Applications for specialist equipment should continue to be sent to the Specialist Equipment Provider in your State/Territory for processing. Your ISA can provide their contact details.

**Q: What do I do if my service receives ISS to support a child's inclusion and this child changes their days of attendance?**

**A:** Contact your ISA to discuss whether there is a significant change in the care environment. If the change in the care environment is significant, your ISA will assist you in reviewing your Service Support Plan (SSP) to determine whether ISS support is required and the level of support that is required – it may be necessary to submit an amended ISS Application Form or Decrease/Final Review Form.

**Q Who do I inform if a child reduces their days of attendance?**

**A:** Notify your ISA of this change. You will need to notify the NISSP of the reduction in attendance via a Decrease/Final Review Form.

- Q** **If a child changes rooms what do we need to do to access ISS support? Can we access the approved funds until the original funding end date if the application is approved?**
- A:** Contact your ISA to support you to submit a revised application based on the new care environment/room. If your application is approved, you will receive a new Approval Letter with an approval period of up to 12 months. Please submit this new application within one month of the child changing care environment to continue to be eligible for the original funding during the transition period.
- Q:** **What happens if you need to do a variation to your application near to the end of the approval period?**
- A:** **Contact your ISA for assistance.** You can either review the Service Support Plan and submit an application for an increase in ISS support or submit a Decrease/Final Review Form relating to your current approval period. Alternatively, if it is less than three months before the end of the approval period, you may wish to submit an application for a renewal of ISS support for a new approval period of up to 12 months.
- Q:** **How do I apply for an exemption?**
- A:** To apply for an exemption to the ISS Guidelines please contact your ISA who will assist you with submitting an Exemption Application to the NISSP. The NISSP will process the application and forward it to the Department of Education, Employment and Workplace Relations (DEEWR) for approval. Once the outcome of your application is known the NISSP will inform you in writing.
- Q:** **I am a FDC carer. Can I apply for ISS when I provide respite care for a family?**
- A:** Respite care is not funded through the ISS program. If you require assistance with respite care for a family you will need to contact your ISA who will be able to assist you with the relevant contact details of the respective State or Territory Government Department.
- Q:** **What information do I need to put in the application to demonstrate that the service requires ISS and the level which is required? How does this link with the Service Support Plan?**
- A:** The Application Form includes a Care Environment Profile. This profile provides a picture of the care environment including:

- Staff to child ratios across the week, numbers of additional staff already working within the care environment (if applicable) and numbers of children from the priority groups.
- In centre based services, staff then demonstrate how an Additional Worker will support the team to include the child/ren and provide a more inclusive environment for all children. Staff will consider the dynamics and issues identified in the Service Support Plan (SSP) as well as different times of the day within the care environment.
- In home based care environments the staff will consider the impact of including the child/ren with ongoing high support needs in the care environment. They will consider the strategies and practices that will be used to meet the developmental needs of the child/ren.

For each eligible child within the care environment the application requires staff to provide an overview of information which will impact on the child's inclusion, such as the child's language and cultural background, strengths, interests, needs and family situation.

The Service Support Plan (SSP) is a tool used by the service, with support from the ISA, to explore and identify how the service will build their capacity to include children with additional needs. It will contain reflection and planning that considers whole of service issues and staff needs in relation to inclusion. It will demonstrate the service's plan to support inclusion, and over time each SSP evaluation and new SSP will show the service's progress.

The application and SSP should together show how the employment of the Additional Worker, or the strategies and practices used by the Home Based Carer and the implementation of goals within the SSP will support the inclusion of child/ren with additional needs in the service.

**Q: We have a child approved for ISS and we are nearing the end of our approval period. What do we do?**

**A:** Contact your ISA 3 months before the funding end date to allow you to review the SSP and your need for ISS and, if required, to complete the application process before the end of your current approval period. Your ISA will assist you to review the SSP and your need for ISS. If you require a renewal of the ISS, your ISA will assist you to complete the Application (Renewal) Form. **Applications for a renewal of ISS support must be submitted four weeks before the funding end date to ensure, if the application is approved, there is continuation of funding.**

**Q: How do I access Bicultural Support?**

**A:** To access Bicultural Support contact your Inclusion Support Agency (ISA), Indigenous Professional Support Unit (IPSU) or Bicultural Support provider who will assist you with your request for Bicultural Support

## ISS Claims

### **Q: When do I have to start using the new claim forms? And where do I find them?**

**A:** Simpler Claim for Payment Forms and Attendance Records have been developed to help streamline the process of making a claim. Separate Attendance Records have been developed for centre based shared care arrangements and home based care based on feedback received by DEEWR and the NISSP.

It is preferable that you start to use the new forms when they are available as they are easier to use, however, to support services we will accept Claims for Payment using both new and old forms until 1/11/2009.

The new forms will be available to download soon from our website [www.ku.com.au](http://www.ku.com.au)

### **Q: When do I have to send in my claim form by?**

**A:** All claims must be received within 60 days of the end of the quarter. To support services in the transition to the revised ISS Guidelines, there will be a transition phase until 1/11/2009.

You must submit all claims for periods up to and including June 2009 by 1/11/2009. This includes any late claims from previous periods. Any claims for these periods received after 1/11/2009 cannot be paid.

<b>Claims for Period</b>	<b>When claims must be received by the NISSP:</b>
All claims for periods up to 30/06/2009	1/11/2009
1/07/2009-30/09/2009	30 /11/2009
1/10/2009-31/12/2009	1/03/ 2010
1/1/2010-31/03/2010	31/05/2010
1/04/2010-30/06/2010	30/08/2010

**Q: Who needs to sign the Attendance Record?**

**A: Centre Based care** – the Attendance Record needs to be initialled on a daily basis by the additional ISS funded worker. Any workers funded by the ISS must be in addition to the number of staff already required by licensing or regulatory requirements.

Trainees cannot be employed as the additional worker at the same time that they are completing their required trainee hours.

The completed Attendance Record must then be signed off by the appropriate authorised officer of the service e.g. Service Director, Authorised Supervisor, Owner.

**Home Based care** – the Attendance Record must be signed by both the carer and the authorising officer from your Scheme.

**Q: Can I claim ISS when the eligible child is absent?**

**A:** Yes, up to the following maximum levels (except for public holidays when the service is closed):

**Family Day Care** – up to 30 days per financial year

**Long Day Care, OHSC, Mobile/Flexible/Innovative Services** – up to 50 hours per financial year

**Vacation Care** – up to 80 hours per financial year.

**Q: I am a FDC carer and the eligible child/ren arrived late today – can I claim ISS from the time they were supposed to arrive?**

**A:** No. The service can only claim the Capacity Payment for the hours the child was actually in the care environment up to the approved number of ISS weekly hours, not the number of hours the child/ren was booked into care.

**Q: It says in the revised ISS Guidelines that we could be audited – what sort of records do we have to keep?**

**A:** You need to keep records to substantiate your Claim for Payment, for example your staff Attendance Records, showing when the additional worker attended the service and your child Attendance Records, showing when the eligible child attended the service.