



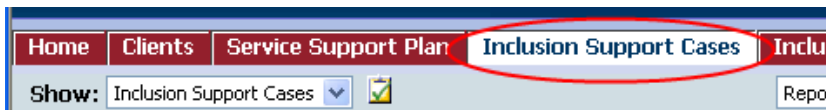


## Inclusion Support Portal – Task Card

## Number 2







Released in September 2011

### 2 Creating a new Inclusion Support Case – for ISAs

Note: a **Service Support Plan** record needs to be created and the **Status** set to **Active** before an **Inclusion Support Case** can be commenced. It is useful to write down the **SSP Id** (1-XXXXXX) before commencing the **Inclusion Support Case**.

Steps	Actions
1	<p>Click the <b>Inclusion Support Cases</b> Tab.</p> 
2	<p>Click the <b>New</b> button.</p> 
3	<p>Complete all relevant fields. Fields that are greyed-out cannot be changed.</p> <p>All fields circled below must be completed. The table below outlines the business rules and conventions for data entry.</p> 



Field	Definition	Business Rules/Data entry requirements
<b>Inclusion Support Case</b>		
<b>IS Case Type</b>	Inclusion Support Subsidy or Flexible Support Funding Application.	Click the arrow ▼ to select either ISS or FSF from the drop down list. <b>Note: FSF applications cannot currently be submitted through the Inclusion Support Portal.</b>
<b>Status of the Application</b>	The current status of the Inclusion Support Case i.e. <b>Cancelled, Created in Error, Duplicate, Started and Draft.</b>	When creating an Inclusion Support Case, the <b>Status</b> will default to <b>Draft</b> .
<b>Start Date</b>	The requested start date of the application.	Enter the date as dd/mm/yyyy. Alternatively, click the glyph  to choose the date. The <b>Start Date</b> must be a Monday.
<b>End Date</b>	The requested end date of the application.	Enter the date as dd/mm/yyyy. Alternatively, click the glyph  to choose the date. The <b>End Date</b> must be a Sunday. <b>Note: the end date cannot be more than 12 months from the start date.</b>
<b>Room/Carer Name</b>	For centre based services - the name of the care environment setting. For home based services - the first and last name of the Carer.	Auto-populated from the <b>Service Support Plan</b> record.
<b>Service Name</b>	The name of the child care service applying for Inclusion Support. Must be the same as the Service Name on the Service Support Plan.	Click the glyph  to search for the <b>Service Name</b> and SSP record for the care environment. A new screen will open. Manually enter the SSP Id in the 'starting with' field. Click the  button. Click the arrow  to select to the left of the service name. This <b>highlights</b> the <b>Service Name</b> . Click the  button. <b>Note: By clicking on the ▼ arrow next to SSP Id, you can use the drop down and search for the SSP by ISA Region, Room, Service Type etc.</b>

Note: If you cannot find the **Service Name** or the details are incorrect, you will need to contact the CCMS Helpdesk. Contact details can be found at the end of this task card.

4 Click the **Save** button to save the record.

The Inclusion Support Case has now been created.

**Note:** The **IS Case Id** and the child care service **CCB Approval Id** are required to log in and complete an Inclusion Support Case.

**Inclusion Support Case : [Room/Carer Name]**

Menu

**Inclusion Support Case**

**IS Case Type:** \* ISS **Start Date:**

5 Scroll or navigate to the top of the screen. Click the **IS Case Id** hyperlink to open the Inclusion Support Case.

Home Clients Service Support Plan Inclusion Support Cases Inclusion Support Case Claims						
Show: Inclusion Support Cases Reports						
Case Id: Inclusion Support Cases Menu New Edit Query						
Status	Start Date	End Date	Room/Carer Name	Service Name	IS Case Id	
> Started	03/01/2011	31/07/2011	HubWorks - Y1.4 Software Registration		1-392AU	
> Started	04/07/2011	24/07/2011	Turtle Kathleen Richardson Child Care		1-3C0YS	
> Started	08/08/2011	28/08/2011	Turtle Kathleen Richardson Child Care		1-392B	
> Started	08/08/2011	21/08/2011	Turtle Kathleen Richardson Child Care		1-3E0BT	
> Started	08/08/2011	21/10/2012	Turtle Kathleen Richardson Child Care		1-3E0AY	

6 Click the **Claims** Tab and then click the **Payee** Tab.

**Inclusion Support Case : [Room/Carer Name]**

Menu

**Inclusion Support Case**

**IS Case Type:** \* ISS **Start Date:** 26/09/2011 **End Date:** 02/09/2012

**Status:** \* Draft **Room/Carer Name:** Barney Room **Service Name:** \* Q&Kids - EF

Case Detail Setting & Children Support Hours Attachments Contacts Notes Submission Approvals **Claims**

Submit claims. Provides details of payee and all payments made under the IS Case

Claims Sessions Payment Requests **Payee**

7 Go to the Funding Model field and click the glyph to search for the funding model type. Select the appropriate Inclusion Support funding model - ASC; BSC; FDC; IHC; LDC PRIMARY; VAC.

Click the **Save** button to save the record.

**Payee**

Menu

**Payee**

Payee Name: Q&Kids - ER13 Software Registration

Address: 1 Garrett St, MURARREE, QLD, 4172

Payment Method: 1

Financial Email:

Bank Account Id:

**Funding Model**

Funding Model: Inclusion Support LDC

8 Go to the Inclusion Support Case view.

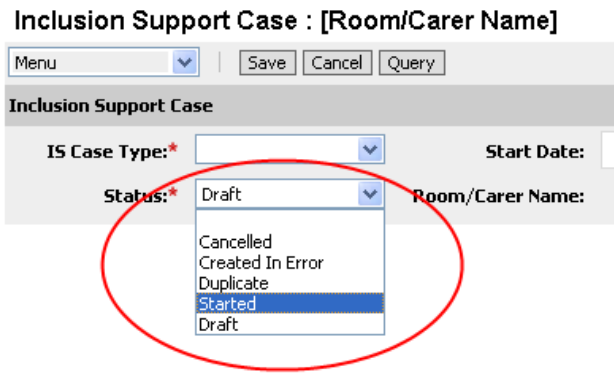
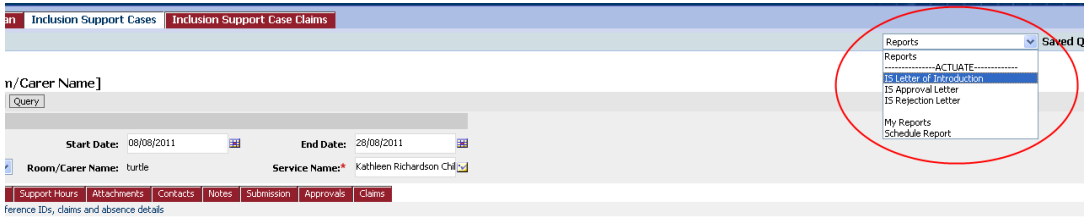
**Inclusion Support Case : [Room/Carer Name]**

Menu

**Inclusion Support Case**

**IS Case Type:** \* **Start Date:**

**Status:** \* Draft **Room/Carer Name:**

9	<p>Click the <b>Status</b> arrow ▼ . A drop down list will appear. Select <b>Started</b>.</p> 
10	<p>Click the <b>Reports</b> ▼ arrow. A drop down list will appear. Select the <b>IS Letter of Introduction</b>.</p> <p><b>Note:</b> If prompted 'Do you want to display non secure items?', click 'yes'.</p> 
11	<p>The letter will display in a new window.</p> <p>Save the letter to a local drive and add it as an attachment to the Inclusion Support Case. (Follow the Inclusion Support Portal Task Card Number 1 – Creating a new SSP record, Steps 6 through to 13, to add attachments to the Inclusion Support Portal).</p> <p>Email a copy of the letter to the child care service.</p> <p><b>Note:</b> The template letter is system generated and cannot be edited.</p> <p>If the child care service details are incorrect, they can be amended from the <b>Service Support Plan, Service Name</b> field (see Inclusion Support Portal Task Card Number 1 – Creating a new SSP record, Step 3.). If you amend the Service Name, a new letter will need to be generated.</p> <p>If the Inclusion Support Agency details are incorrect, you will need to contact the CCMS Helpdesk. Contact details can be found at the end of this task card.</p>



## What's Next:

Inclusion Support Portal Task Card Number 3 - Endorsing an Inclusion Support Case – for ISAs.

## Need Help?

For general queries relating to your Inclusion Support Subsidy application:

- You can call the NISSP on its toll free phone number - 1800 824 955.
- You can send your enquiry by email to:
  - [issinfo@ku.com.au](mailto:issinfo@ku.com.au) if you are located in NSW, ACT, VIC, WA or SA **OR**
  - [iss@ics.org.au](mailto:iss@ics.org.au) if you are located in QLD, NT or TAS.

Further information is also available on the NISSP website at: [www.ku.com.au](http://www.ku.com.au).

For technical assistance, for ISAs and the NISSP, using the Inclusion Support Portal:

The Helpdesk is open from 8am to 6pm (Eastern Time), Monday to Friday.

The Inclusion Support Portal Helpdesk phone number is 1800 306 182.

If contacting by phone, once you have made a queue selection, you can exit the queue at any time by pressing the # key on your phone and leave a voicemail message for your call to be returned – usually within 1 business day.

You can send your enquiry by email to [inclusionsupportportalhelpdesk@deewr.gov.au](mailto:inclusionsupportportalhelpdesk@deewr.gov.au) or by fax to 1300 663 429.

