

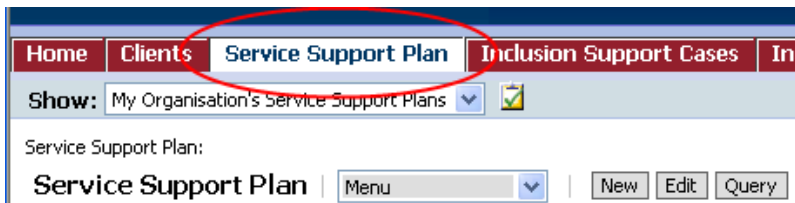
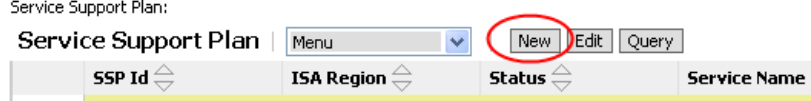
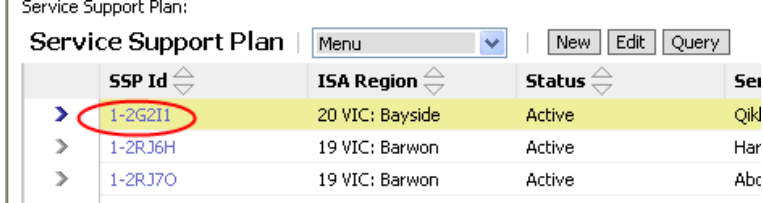


Inclusion Support Portal – Task Card

Number 1

Released in September 2011

1 Creating a new Service Support Plan record – for ISAs

Steps	Actions
1	<p>Click the Service Support Plan Tab.</p> 
2	<p>To create a new SSP, click the New button.</p>  <p>Note: You will notice the SSP Id field has auto-populated an Id (1-XXXXXX). This Id will be used to create a relationship between this Service Support Plan record and the Inclusion Support Case. It is useful to keep a written record of the SSP Id.</p> <p>To update/review an existing Service Support Plan, click the relevant SSP Id hyperlink.</p> 

3

Complete all relevant fields. Fields that are greyed-out cannot be changed.

Note: Completing the **Service Name** field first will auto populate associated fields and grey-out irrelevant fields.

If a centre based service is selected, the **Primary Carer First Name**, **Primary Carer Last Name** and **Carer Id** fields will appear greyed-out. If a home based service is selected, the **Room** field will appear greyed-out.

All fields circled below must be completed. The table below outlines the business rules and convention for data entry.

The screenshot shows the 'Service Support Plan' form. Red circles highlight the following fields: Status (set to Draft), Service Name, Primary Carer First Name, Primary Carer Last Name, Carer Id, Room, ISA Activity Id, NISSP Activity Id, NISSP Officer, First Created, Last Updated, and Next Review. Other fields like Funding Basis, SSP Id, Service Type, Approval Id, ISA Reference, and ISA Team Leader are also visible.


Field	Definition	Business Rules/Data entry requirements
-------	------------	--






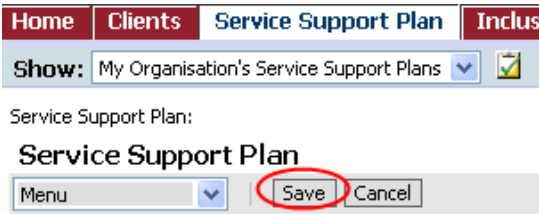
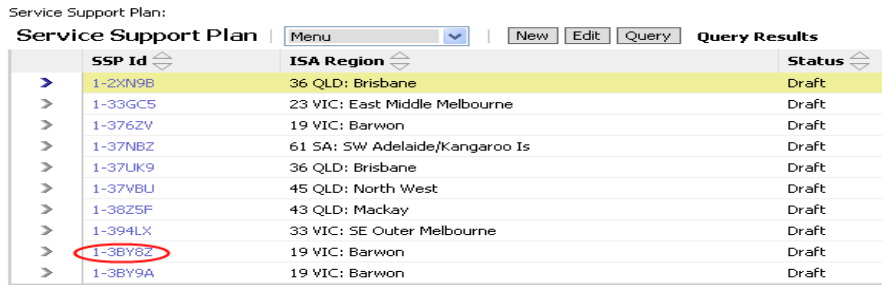
Status

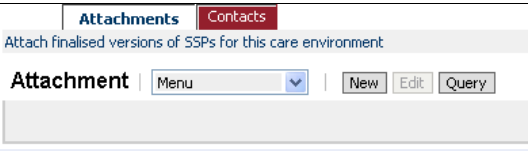
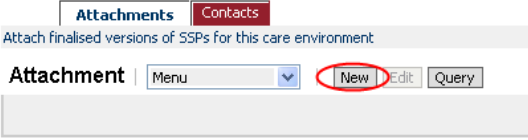

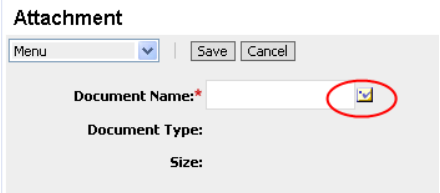

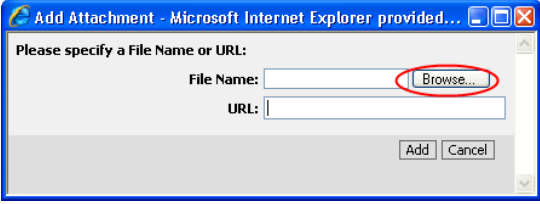

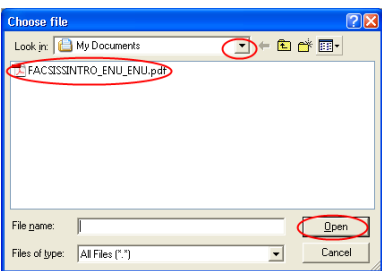
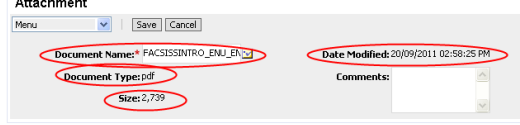
Status	The current status of the Service Support Plan record i.e. Cancelled, Inactive, Varied and Active .	When creating a Service Support Plan record, the Status will default to Draft .
Funding Basis	CCB Approved or BBF funded child care service.	Auto-populated from the Service Name record.
SSP Id	The unique identifier of the Service Support Plan record.	Read only – system generated when a new Service Support Plan record is created.
Service Type	The primary service type on the CCB Approval i.e. LDC, FDC, IHC, OCC, ASC, BSC or VAC.	Auto-populated from the Service Name record.
Approval Id	The CCB Approval Id of the child care service.	Auto-populated from the Service Name record.


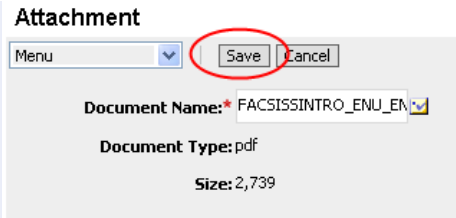
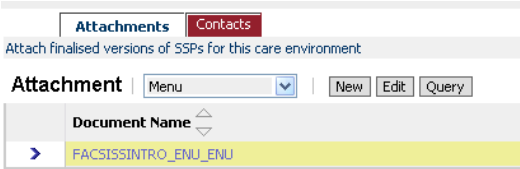
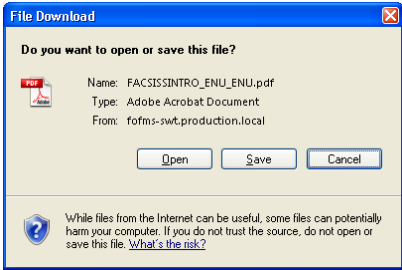
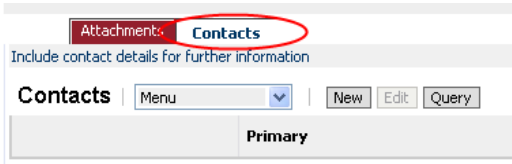
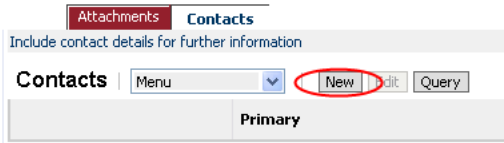
Service Information

Service Name	The name of the child care service that has completed the Service Support Plan document.	<p>Click the glyph to search for the Service Name.</p> <p>A new screen will open. Manually enter either the first letter or the name of the child care service in the empty box.</p> <p>Click the Find button.</p> <p>Click the arrow to the left of the Service Name. This highlights the Service Name.</p> <p>Click the Ok button.</p>
---------------------	--	--

			Note: If you cannot find the Service Name or the details are incorrect, you will need to contact the CCMS Helpdesk.
	Address	The business address of the child care service.	Auto-populated from the Service Name record.
	Email Address	The email address of the child care service.	Auto-populated from the Service Name record.
	Contact	The name of the primary contact in the child care service.	Auto-populated from the Contacts record.
	ISA Region	The Inclusion Support Agency Region in which the child care service is located.	Auto populated from the Service Name record. Alternatively click the arrow ▼ to select the Inclusion Support Agency from the drop down list.
	Care Environment Setting		
	Room	For centre based services – the name of the care environment setting.	Free text field - must be manually entered into the text box. Note: For centre based services offering more than one care type, add the care environment type, eg 3-5s Vac Care. Note: Apostrophes cannot be entered into free text fields.
	Primary Carer First Name	For home based services – the first name of the Carer.	Free text field - must be manually entered into the text box. Note: Apostrophes cannot be entered into free text fields.
	Primary Carer Last Name	For home based services – the last name of the Carer.	Free text field - must be manually entered into the text box. Note: For home based services offering more than one care type, add the care environment type, eg Smith Vac Care. Note: Apostrophes cannot be entered into free text fields.
	Carer Id	For home based services – the Id of the carer as used on the CCB Attendance Session records.	Free text field - must be manually entered into the text box. Note: Apostrophes cannot be entered into free text fields.
	ISA Reference		
	ISA Activity Id	The identification code of the Inclusion Support Agency.	Use the ISA Activity Id provided. Alternatively, click the glyph  to search

			for the ISA Activity Id .
	ISA Team Leader	The first name and last name of the ISA team leader.	Click the glyph  to search for the ISA Team Leader .
	Inclusion Support Facilitator	The first name and last name of the Inclusion Support Facilitator.	Click the glyph  to search for the Inclusion Support Facilitator .
	NISSP Reference		
	NISSP Activity Id	The identification code of the National Inclusion Support Subsidy Provider.	Use the NISSP Activity Id provided. Alternatively, click the glyph  to search for the NISSP Activity Id .
	NISSP Officer	The first name and last name of the NISSP officer.	Use the NISSP Officer provided. Alternatively, click the glyph  to search for a NISSP Officer
	Dates		
	First Created	The creation date of the Service Support Plan record.	Read only – system generated when a new Service Support Plan record is created.
	Last Updated	The date the Service Support Plan record was last updated.	Read only – system generated when a Service Support Plan record is updated.
	Next Review	The next review date of the Service Support Plan document.	Enter the date as dd/mm/yyyy. Alternatively, click the glyph  to choose the date.
4	Click the Save button to save the record. 		
5	Click the SSP Id hyperlink to open the Service Support Plan record. 		
6	Navigate to the Attachments screen.		

	 <p>Attachments Contacts</p> <p>Attach finalised versions of SSPs for this care environment</p> <p>Attachment Menu New Edit Query</p>
7	<p>Click the New button below the Attachments tab.</p>  <p>Attachments Contacts</p> <p>Attach finalised versions of SSPs for this care environment</p> <p>Attachment Menu New Edit Query</p>
8	<p>Click the Document Name glyph .</p>  <p>Attachment</p> <p>Menu Save Cancel</p> <p>Document Name: * </p> <p>Document Type:</p> <p>Size:</p>
9	<p>The Add Attachment dialogue box will display.</p> <p>To select a file from a local drive, click the File Name Browse... button.</p>  <p>Add Attachment - Microsoft Internet Explorer provided...</p> <p>Please specify a File Name or URL:</p> <p>File Name: Browse...</p> <p>URL:</p> <p>Add Cancel</p>
10	<p>Click the Look in arrow . A drop down list will appear. Select the file name. A list of documents will appear. Click the document title. Click Open.</p>  <p>Choose file</p> <p>Look in: My Documents</p> <p>FACSSSINTRO_ENU_ENU.pdf</p> <p>File name:</p> <p>Files of type: All Files (*.*)</p> <p>Open</p>
11	<p>The document title will display in the Document Title field. The Document Type, Size and Date Modified fields will auto-populate.</p>  <p>Attachment</p> <p>Menu Save Cancel</p> <p>Document Name: * FACSSSINTRO_ENU_ENU.pdf</p> <p>Document Type: pdf</p> <p>Size: 2,739</p> <p>Date Modified: 20/09/2011 02:58:25 PM</p> <p>Comments:</p>

12	<p>Click in the Comments field to manually enter notes if required.</p> <p>Note: Apostrophes cannot be entered into free text fields.</p> 
13	<p>Click the Save button.</p> 
14	<p>The Attachment list will display.</p> <p>Note: Repeat Steps 6 to 13 to add additional attachments.</p> 
15	<p>Note: If you want to check the attachment/s, click the Document Name hyperlink to open a document. The File Download dialogue box will display. Click the Open button. The document will display in a new screen.</p> 
16	<p>Click the Contacts Tab.</p> 
17	<p>Click the New button.</p> 

18

Complete all relevant fields. Fields that are greyed-out cannot be changed.

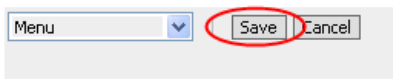
The table below outlines the business rules and convention for data entry. All fields circled below must be completed.

The screenshot shows a 'Contacts' form with a 'Menu' dropdown, 'Save', and 'Cancel' buttons. The form contains the following fields: 'Primary' (checkbox), 'Last Name' (text box), 'First Name' (text box), 'Title' (dropdown), 'Position Type' (dropdown), 'Position Title' (text box), 'Phone' (text box with a search icon), and 'Email' (text box). Red circles are drawn around the Primary checkbox, Last Name, First Name, Title, Position Type, Position Title, Phone, and Email fields.

Field	Definition	Business Rule/Data entry requirements
Contacts		
Primary	The primary contact at the child care service.	Click the check box <input type="checkbox"/> to nominate a primary contact for the care environment. Note: There must be a minimum of one contact for a child care service. More than one contact can be added.
Last name	The last name of contact at the child care service.	Free text field - must be manually entered into the text box. Note: Apostrophes cannot be entered into free text fields.
First name	The first name of the contact at child care service.	Free text field - must be manually entered into the text box. Note: Apostrophes cannot be entered into free text fields.
Title	The title of the contact at the child care service.	Click the arrow ▼ to select the title from the drop down list.
Position Type	The position type of the contact at the child care service.	Click the arrow ▼ to select the position type from the drop down list.
Position Title	The position title of the contact at the child care service.	Free text field - must be manually entered into the text box. Note: Apostrophes cannot be entered into free text fields.
Phone	The phone number of the contact at the child care service.	Click the glyph 📞 to search for the child care service phone number.
Email	The email address of the contact at the child care service.	Free text field - must be manually entered into the text box. Note: Apostrophes cannot be entered into free text fields.

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

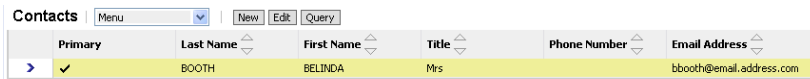
Contacts



A screenshot of a web form titled 'Contacts'. It features a 'Menu' dropdown menu and two buttons, 'Save' and 'Cancel'. The 'Save' button is circled in red.

20 A list of contacts will display.

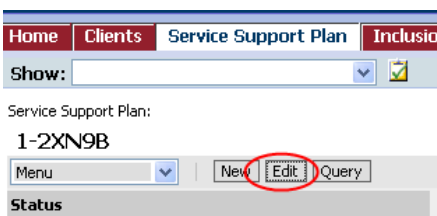
Note: Repeat Steps 16 to 19 to add additional contacts.



A screenshot of a web interface showing a list of contacts. At the top, there are tabs for 'Contacts', 'Menu', 'New', 'Edit', and 'Query'. Below the tabs is a table with columns: 'Primary', 'Last Name', 'First Name', 'Title', 'Phone Number', and 'Email Address'. The first row of data shows 'BOOTH', 'BELINDA', 'Mrs', and 'bbooth@email.address.com'.

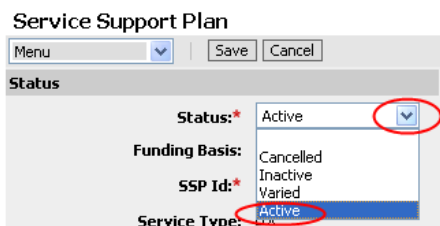
21 **Note:** the **Service Support Plan** record **Status** needs to be set to **Active** before an **Inclusion Support Case** can be commenced.

Click the **Edit** button



A screenshot of a web interface showing the 'Service Support Plan' form. It has tabs for 'Home', 'Clients', 'Service Support Plan', and 'Inclusion'. Below the tabs is a 'Show:' dropdown menu. The form displays 'Service Support Plan: 1-2XN9B'. At the bottom, there are buttons for 'Menu', 'New', 'Edit', and 'Query'. The 'Edit' button is circled in red.

22 Click the **Status** arrow ▼. A drop down list will appear. Select **Active**.



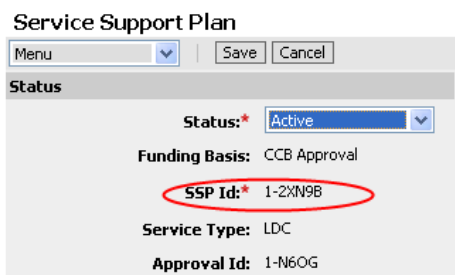
A screenshot of the 'Service Support Plan' form. The 'Status' field is highlighted, and a dropdown menu is open showing options: 'Active', 'Cancelled', 'Inactive', and 'Varied'. The 'Active' option is selected and circled in red. Other fields like 'Funding Basis', 'SSP Id', and 'Service Type' are also visible.

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

Note: if **Save** button is not clicked, the record will be lost and you will need to start again.

The Service Support Plan Record has now been created.

Reminder: It is useful to keep a written record of the **SSP Id**.



A screenshot of the 'Service Support Plan' form after saving. It shows the 'Status' dropdown set to 'Active'. The 'Funding Basis' is 'CCB Approval'. The 'SSP Id' is '1-2XN9B', which is circled in red. Other fields include 'Service Type: LDC' and 'Approval Id: 1-N6OG'. The 'Save' button is visible at the top.

What's Next:

Inclusion Support Portal Task Card Number 2 - Creating a new 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 if you are located in NSW, ACT, VIC, WA or SA **OR**
 - 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.

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 or by fax to 1300 663 429.