



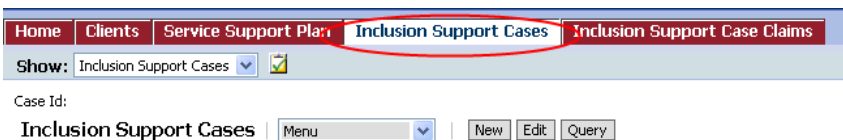




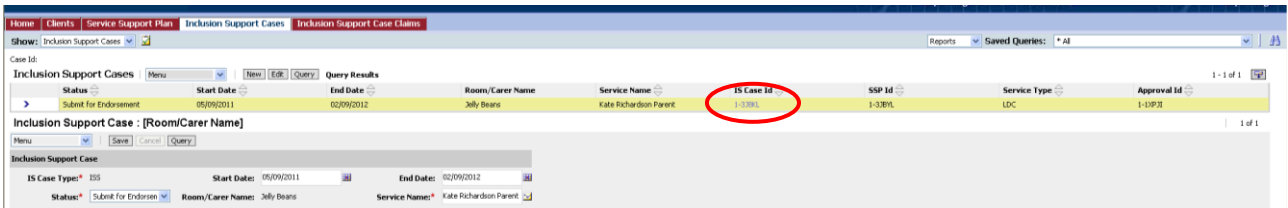
# Inclusion Support Portal – Task Card

# Number 3

Released in September 2011

## 3 Endorsing an Inclusion Support Case – for ISAs

Note: to endorse an **Inclusion Support Case**, the Status needs to be **Submit for Endorsement**.

Steps	Actions
1	<p>Click the <b>Inclusion Support Cases</b> Tab.</p> 
2	<p>Click the arrow  to the left of the Inclusion Support Case you wish to endorse, which <b>highlights</b> the case. Go to <b>Step 4</b>.</p>  <p><b>OR</b>, to find the Inclusion Support Case, click the <b>Query</b> button to search for an Inclusion Support Case.</p> <p>Click the <b>Query</b> button to search for an Inclusion Support Case.</p> 
3	<p>A new screen will appear. Complete the relevant search field(s) i.e. enter an IS Case Id (1-XXXXXX) in the <b>IS Case Id</b> field <b>or</b> the service name in the <b>Service Name</b> field. Click the <b>Go</b> button.</p> 
4	<p>Click the <b>IS Case Id</b> hyper link to open the selected <b>Inclusion Support Case</b>.</p> 

## DECISION TO ENDORSE OR NOT ENDORSE AN INCLUSION SUPPORT CASE.

To do this, read through the details submitted by the child care service.

Start with the **Case Detail** tab. Read the information provided in the primary tab and the secondary tabs underneath.

Primary Tabs: **Case Detail** **Setting & Children** **Support Hours** **Attachments** **Contacts** **Notes** **Submission**



Secondary Tabs: **Setting** **Setting Profile** **Children** **Enrolments** **FDC/IHC**

Information should be entered under each tab.

### For example:

- A) Under the **Setting Profile** tab, located under the **Setting & Children** tab, the child care service should have entered a number for each category for each day of the week.

#### Setting Profile for example:

Characteristics	Monday
> Additional IS Staff	1
> All Children in the Setting	20
> IS Children in the Setting	3
> Typical Staff in the Setting	3

- B) Under the **Children** tab, the child care service must provide a supporting statement that outlines why the inclusion support is required. **What Inclusion Support Is Required? Refer to 'Help' above.**

To read the questions the child care service should have addressed in this section, click on the **HELP** button.

If the required information is complete, go to Step 5 to endorse the Inclusion Support Case.

If the required information is incomplete, follow the instructions below.

### Options to consider if information is not provided under each tab.

1. If there is a minor omission, consider contacting the child care service and seeking the required information and authorisation to enter, modify or update the record on the child care service's behalf.

Include a note in the **Additional Comments** field, advising the date and action taken for future reference.

2. If there are significant concerns about the information provided, consider contacting the service to advise that the Inclusion Support Case is being returned for review.

Include a note in the **Additional Comments** field, advising the date and action taken for future reference.

### If you need to return the Inclusion Support Case to the child care service:

1. Change the Inclusion Support Case **Status** to **Started** (see **Step 8** for how to change an Inclusion Support Case status).
2. Click the **Save** button.
3. Contact the child care service to let them know that the Inclusion Support Case is being returned.

The child care service can now log back in to edit the Inclusion Support Case and resubmit the case for endorsement.



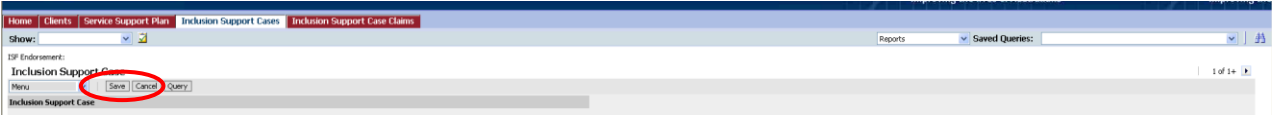
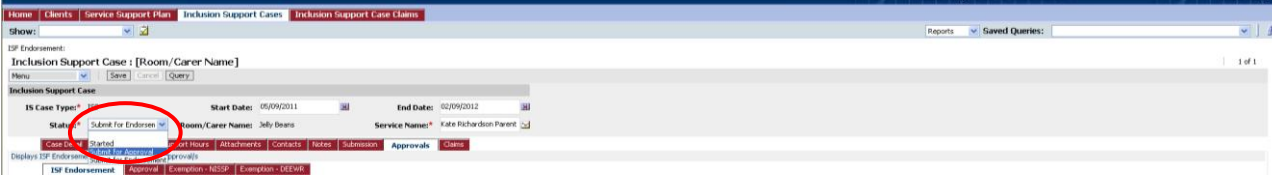
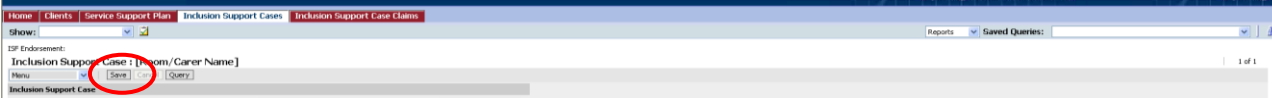
## 5 Click the **Approvals** Tab

## 6 The **ISF Endorsement** screen will display.

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.

Field	Definition	Business Rules/Data entry requirements
<b>ISF Endorsement</b>		
<b>ISF Endorsement</b>	The status of the ISF endorsement i.e. <b>Endorsed</b> or <b>Not Endorsed</b> .	Click the arrow ▼ to select either <b>Endorsed</b> or <b>Not Endorsed</b> from the drop down list.
<b>Date Endorsed</b>	The date of the decision to recommend or not recommend the application.	Auto populated from the <b>ISF Endorsement</b> field.
<b>Endorsed By</b>	The User Id of the user who sets the <b>ISF Endorsement</b> status.	<p>Click the glyph 🗉 to search for the correct User Id details.</p> <p>A screen will appear. Manually enter the <b>first letter</b> or <b>last name in the empty box</b>. Click the <b>Find</b> button.</p> <p>Click the arrow ▶ to the left of the record to select and <b>highlight</b> the record.</p> <p>Click the <b>OK</b> button.</p> <p>The User Id will display in the <b>Endorsed By</b> field.</p> <p>Note: If you cannot find your user details or they are incorrect, you will need to contact the CCMS Helpdesk. Contact details can be found at the end of this task card.</p>
<b>Additional Comments</b>		
<b>Additional Comments</b>	Free text field.	Notes/comments can be added to the <b>Additional Comments</b> field if required. <b>Note: If the IS Case has been modified, the changes should be noted here. Apostrophes cannot be entered into free text fields.</b>

7	<p>Click the <b>Save</b> button.</p> 
8	<p><b>Note: the Inclusion Support Case Status needs to be set to <b>Submit for Approval</b> to submit the application to the NISSP. Once submitted for approval, the ISA can no longer edit the case unless it is returned by the NISSP.</b></p> <p>Click the ▼ arrow. A drop down list will appear. Select <b>Submit for Approval</b>.</p> 
9	<p>Click the <b>Save</b> button</p> <p>The Inclusion Support Case has now been submitted to the NISSP for assessment.</p> 

## What's Next:

Inclusion Support Portal Task Card Number 4 Assessing an Inclusion Support Case – for the NISSP.

## 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.