

INCLUSION SUPPORT

Inclusion Support Subsidy (ISS) is additional funding that is available for services to claim for the service to provide and embed inclusive practices into their delivery of early learning programs for all children, to address access and participation barriers and to support the inclusion of children with additional needs, with their typically developing peers.

In order to claim the funding through the program a CCMS username and password is required. For services that received CCS approval to operate after June 2018, you will need to request your username and password from the CCSS Helpdesk on 1300 667 276.

This tip sheet will walk you through:

- Entering your CCMS Username/Password into your CCS Approval
- Querying new inclusion support cases
- Additional Educators
- Creating a case claim
- Querying a case claim
- Troubleshooting

Summary

Set up (first time only)

1. Click on the settings cog
2. Select Approvals
3. On your CCS approvals click on edit
4. Enter your CCMS log in id (CCMS username) and password in the space provided
5. Click on test
6. If successful, click save

Summary cont.

To Query case details:

1. Click Child Care menu
2. Select Inclusion Support Cases
3. Click Query Inclusion Support Cases
4. Select the Authorised person
5. Click Query

Set Up Additional Educator

1. Click on the settings cog
2. Select users/personnel
3. Click create new contact
4. Enter the user's first and surname and click Continue
5. Enter the user's details
6. Click Save

To submit the claims:

1. Once session reports are processed
2. Click Processing
3. Click Inclusion Support Case Claims
4. Click Create
5. Enter claim details:
 - a. Select Approval
 - b. Select Weekending
 - c. Select case ID
 - d. Select Authorised Person
 - e. Select Payment type
 - f. Select Service Provision (Face to face if child attended, Non face to face if child was absent)
 - g. Enter total hours claimed
6. Click on Add Additional Educator
 - a. Select educator
 - b. Enter hours claimed for specific day
 - c. Select day of week
 - d. Repeat step 6 as many times as needed.
7. Click Save
8. Accept Declaration

INCLUSION SUPPORT

Detailed

Under CCS, new IS Cases are created for your CCS Approval(s); however, CCS IS Cases are queried and IS Claims submitted using the CCMS interface.

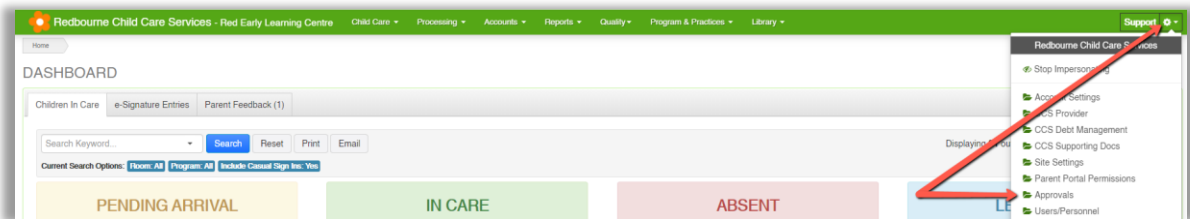
Entering your CCMS Username/Password into your CCS Approval

Before you can access CCMS for your CCS IS Cases and IS Claims you will need your CCMS Username/Password.

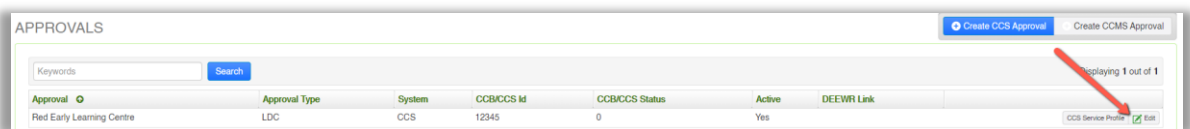
Your CCMS Username and Password need to be entered into the CCS Approval. If this is not completed you will receive an error when querying: Value cannot be null. Parameter name: username

NOTE: If you are unsure of your services CCMS Username and Password CCS will be able to give these details to you. Please contact the CCS Help Desk on 1300 733 667.

Click on the cog settings and select approvals:

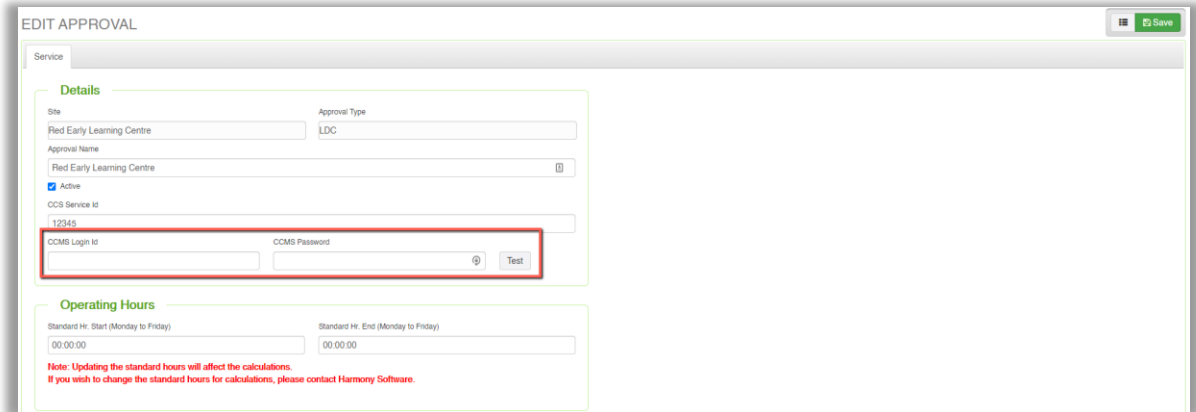


Click on the Edit button



Detailed cont.

When the edit approval window opens, enter your **CCMS Log in Id** (CCMS Username) and the **CCMS password** in the space provided, then click on **Test**:



If successful, click on **Save**.

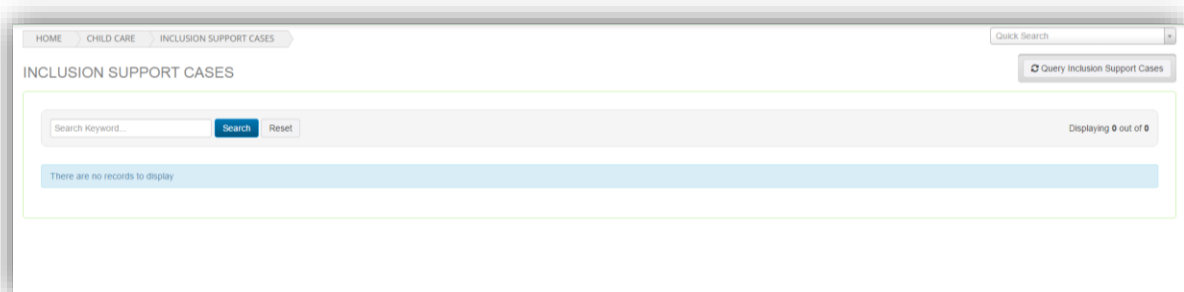
If unsuccessful, this means that details entered in are incorrect. Double check what you have entered and/or call the CCS help desk again to confirm the information given to you. These details are case sensitive.

Querying a New Inclusion Support Case

You now will need to run a query to pull through the case details.

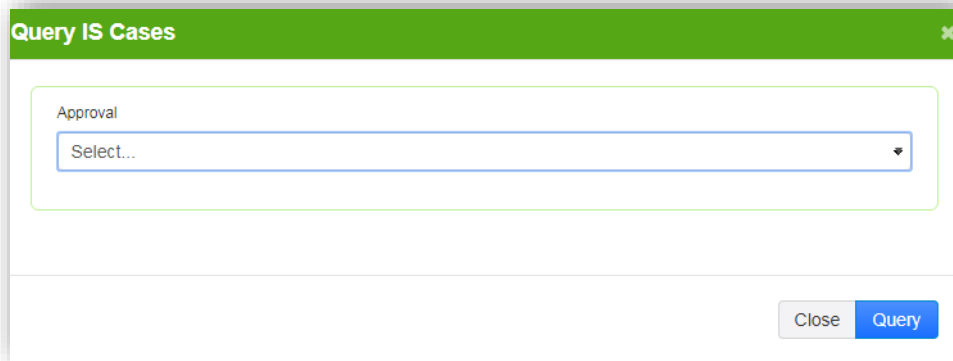
Click **Child Care** menu and select **Inclusion Support Cases**.

The following page will appear:



Click **Query Inclusion Support Cases**. The following popup window will appear:

Detailed cont.

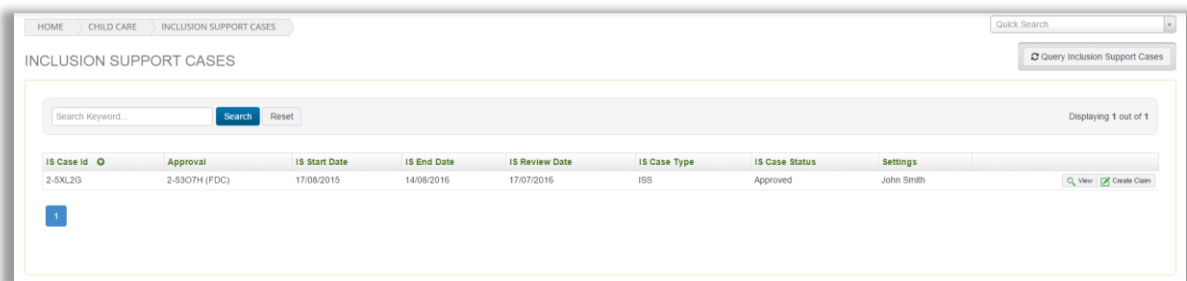


Query IS Cases [Close] [Query]

Approval
Select...

Select your CCS Approval, then select Query.

Any new Inclusion Support Cases will appear in the list:

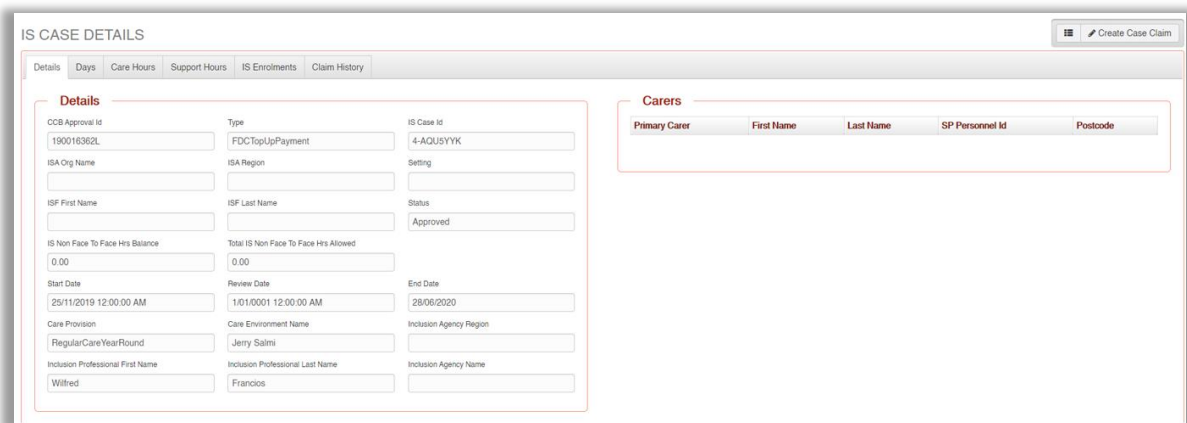


INCLUSION SUPPORT CASES

IS Case Id	Approval	IS Start Date	IS End Date	IS Review Date	IS Case Type	IS Case Status	Settings
2-5XL2G	2-5307H (FDC)	17/08/2015	14/08/2016	17/07/2016	ISS	Approved	John Smith

View Create Claim

Click View to see the details for the case.



IS CASE DETAILS [Create Case Claim]

Details Days Care Hours Support Hours IS Enrolments Claim History

Details

CCB Approval Id: 190016362L Type: FDC TopUpPayment IS Case Id: 4-ACU5YYK

ISA Orig Name: ISA Region: Setting:

ISF First Name: ISF Last Name: Status: Approved

IS Non Face To Face Hrs Balance: 0.00 Total IS Non Face To Face Hrs Allowed: 0.00

Start Date: 25/11/2019 12:00:00 AM Review Date: 1/01/0001 12:00:00 AM End Date: 28/06/2020

Care Provision: RegularCareYearRound Care Environment Name: Jerry Salmi Inclusion Agency Region:

Inclusion Professional First Name: Wilfred Inclusion Professional Last Name: Francios Inclusion Agency Name:

Carers

Primary Carer	First Name	Last Name	SP Personnel Id	Postcode
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When you start submitting case claims you will also be able to view the details and history of this via the Claim History tab.

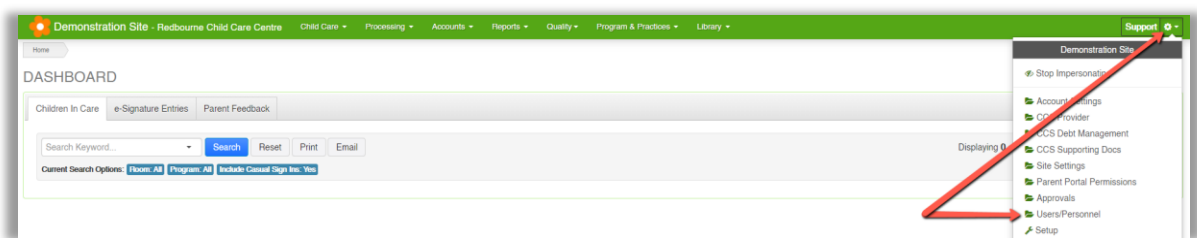
Detailed cont.

Additional Educators

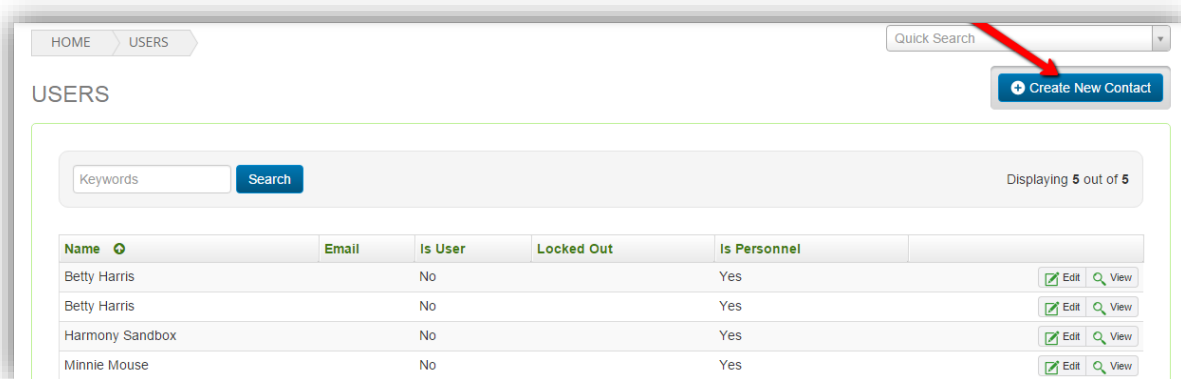
You will need to set up the name/s of educators who are working to increase the educator-to-child ratio in the care environment to support the inclusion of a child (or children) with high ongoing support needs.

Prior to creating your case claims you will create the educator within your user/personnel. You do not need to set them up with log in details.

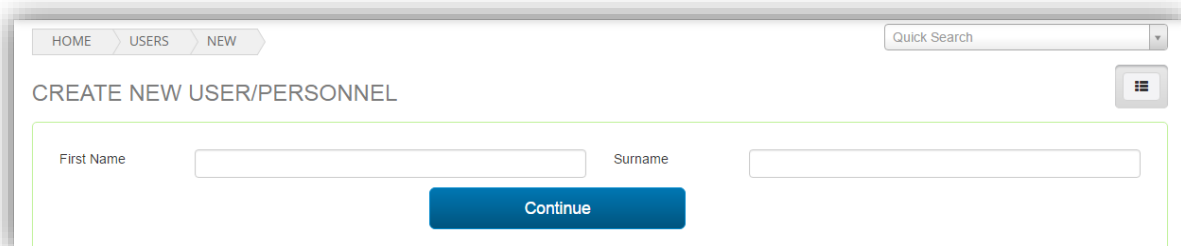
Click on the **settings cog** and click **Users/Personnel**



Click **Create New Contact**

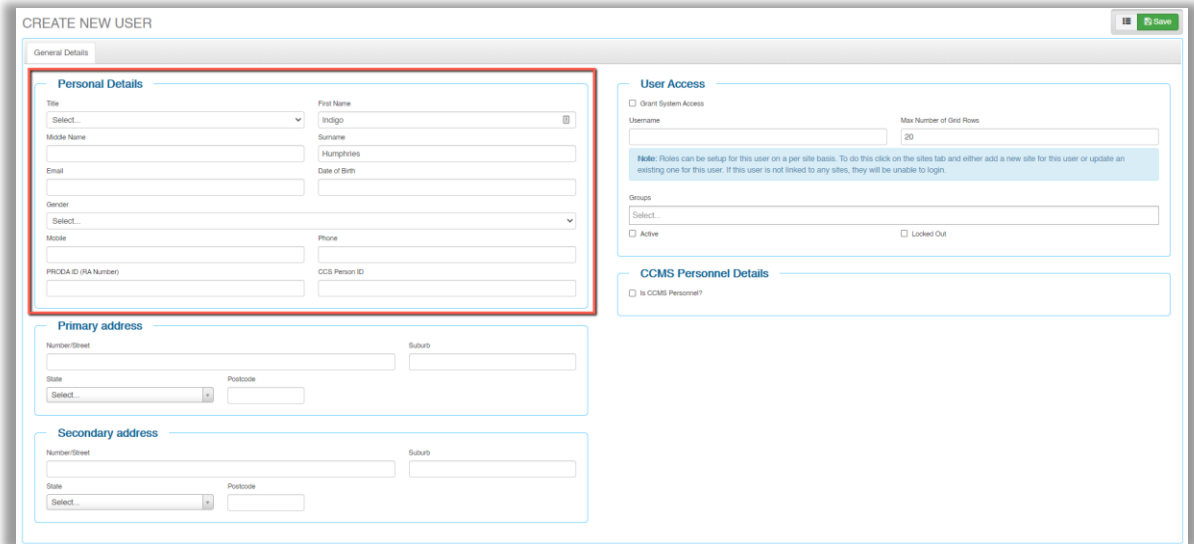


Enter the users **first** and **surname** then click **continue**:



Detailed cont.

Enter the user's details:



Then click Save.

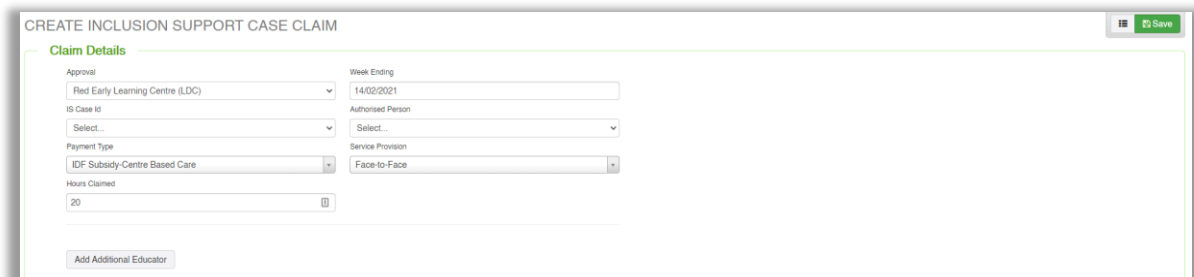
Creating a Case Claim

In order to submit a case claim, you must first submit the session report. Once the session report is processed, you may proceed to submitting the claim:

Click Processing

Click Inclusion Support Case Claims

Click Create and the following window will appear:



Enter all relevant details:

Approval - Select the required approval (In most cases this will now be the CCS approval).

Detailed cont.

Week Ending - Enter the week ending date of the claim.

IS Case ID - Select the case ID. Only cases for the selected approval will appear.

Authorised Person - Select the authorised person completing the transaction.

Payment Type - Select the type of ISS hours.

Service Provision

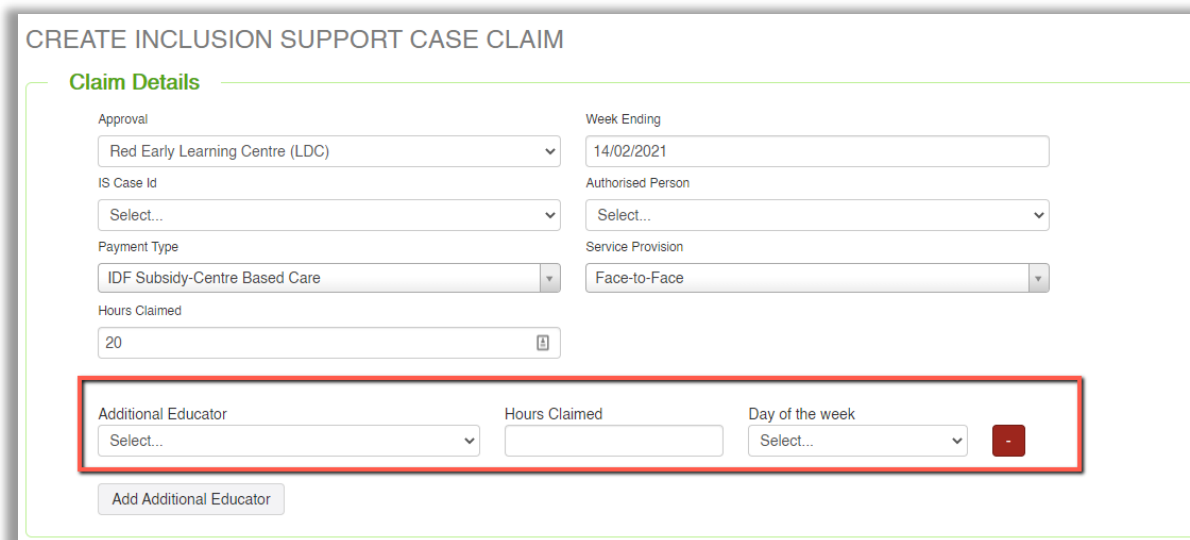
Face-to-Face - Used for the days/hours the child is in care with the service

Non Face-to-Face - Used for the days/hours the child is absent.

Hours claimed - Enter the hours to claim.

You will then need to break down the hours per day the child has attended. To do this click **Add Additional Educator**

The additional educator fields will open:



CREATE INCLUSION SUPPORT CASE CLAIM

Claim Details

Approval: Red Early Learning Centre (LDC) | Week Ending: 14/02/2021

IS Case Id: Select... | Authorised Person: Select...

Payment Type: IDF Subsidy-Centre Based Care | Service Provision: Face-to-Face

Hours Claimed: 20

Additional Educator: Select... | Hours Claimed: | Day of the week: Select... [-]

Add Additional Educator

Additional Educator - Select the carer name from the dropdown menu.

NOTE: *The dropdown list will contain a list of Users/Personnel.*

Hours Claimed - Enter the hours claimed on this day.

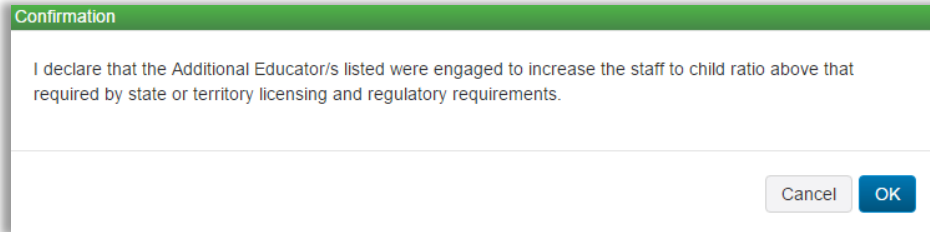
Day of the week - Select a days that the child was in care during the week.

If you require an additional day click on **Add Additional Educator**, continue this process until all days you can claim for are entered.

Detailed cont.

Click Save

The following window will appear:



A confirmation dialog box with a green header titled "Confirmation". The text inside reads: "I declare that the Additional Educator/s listed were engaged to increase the staff to child ratio above that required by state or territory licensing and regulatory requirements." At the bottom right, there are two buttons: "Cancel" and "OK".

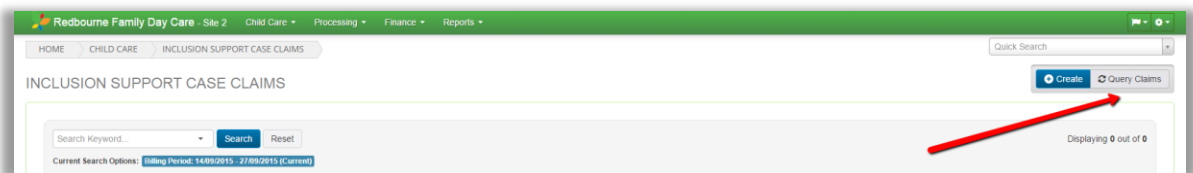
Click OK to confirm and the case claim will be created.

Query IS Claims

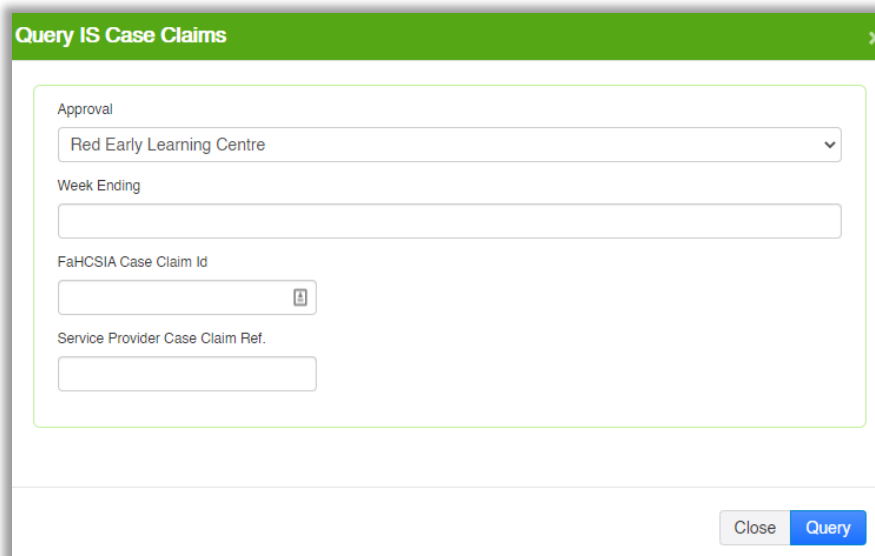
You must remember to wait 24 hours before querying the IS claim.

Click Processing and select Inclusion Support Case Claims.

Click Query Claims



The following Query IS Case Claims window will open:



A "Query IS Case Claims" window with a green header. It contains several input fields: "Approval" (a dropdown menu with "Red Early Learning Centre" selected), "Week Ending" (an empty text box), "FaHCSIA Case Claim Id" (an empty text box with a help icon), and "Service Provider Case Claim Ref." (an empty text box). At the bottom right, there are "Close" and "Query" buttons.

Detailed cont.

We would recommend entering the **Weekending** if you are wanting an update on something specific.

Otherwise Select **Authorised Person** and click on **Query**.

Cancel IS Claims

For services using Billing Periods, if you must cancel an IS claim, make sure that you do not cancel a claim immediately before you wish to finalise the billing period. You CANNOT finalise a billing period if any IS claims are outstanding. IS cancellations may take a while to process and delay you from finalising.

If the cancellation has not been queried within a couple of days, contact the CCSS help desk and ask them to process the cancellation.

Click **Processing** and select **Inclusion Support Case Claims**.

Find the claim and click **Details**:

The screenshot shows the 'INCLUSION SUPPORT CASE CLAIMS' page in the Redbourne Family Day Care software. The page includes a search bar, a 'Current Search Options' section showing 'Billing Period: 24/08/2015 - 30/08/2015 (Finalised)', and a table of claims. A red arrow points to the 'Details' link for the first row.

IS Case Id	Approval	IS Case Claim Id	Week Ending	IS Payment Type	Service Provision	Hours Claimed	IS Case Claim Status	
2-SXL2G	2-5307H (FDC)	2-6ADZR	23/08/2015	ISS T1 Hrs	Non Face-to-Face	10.00	Processed	Details
2-SXL2G	2-5307H (FDC)	2-6ADCZ	30/08/2015	ISS T1 Hrs	Face-to-Face	20.00	Processed	Details
2-SXL2G	2-5307H (FDC)	2-6ABE3	23/08/2015	ISS T1 Hrs	Face-to-Face	20.00	Cancelled	Details
2-SXL2G	2-5307H (FDC)	2-66RAH	23/08/2015	ISS T1 Hrs	Face-to-Face	1.00	Cancelled	Details

Click **Cancel Claim**.

INCLUSION SUPPORT

Troubleshooting

Issue: I don't know/remember our services CCMS Username and Password

Resolution: You will need to contact the CCS help desk (1300 667 276). They will be able to give you this information.

Issue: I've entered our services CCMS Username and Password and I'm getting an error.

Resolution: These details are very case sensitive. Make sure capitals and lower case letters are correct. A lowercase L and an uppercase i will display the same. If you have checked this and continue to receive errors, you will need to contact CCS and verify the details they have given you.

Issue: My claim was rejected. Why?

Resolution: We do not see reasons as to why a claim was rejected. If you have submitted the claim after the session report was processed, you can view the claim and check that the correct details were submitted e.g:

- Payment type?
- Service Provision
- Total Hours Claimed
- Total Hours Per Day

If you are sure the information is correct, you will need to contact the CCS help desk for further instructions.