

# INCLUSION SUPPORT SUBSIDY CLAIM GUIDE

## CENTRE BASED CARE SERVICES

### October 2009

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To make an ISS claim for payment you must send a completed Claim for Payment Form and Attendance Record/s to the National ISS Provider (NISSP) within 60 days of the end of the quarter you are claiming for in accordance with the number of ISS approved hours on your Approval Letter.

If you have multiple ISS approved children in your service please send your Attendance Records and Claim for Payment Form/s for ALL children at the same time to the NISSP to ensure prompt processing.

There are two types of Attendance Record:

1. Single Child Attendance Record
2. Shared Care Arrangement Attendance Record. This is used for recording the attendance of multiple children in the care environment who are being cared for by the same worker **at the same time** (maximum 5 hours per day in Long Day Care).

Period for Claims	Claims must be received by the NISSP by:
All periods up to and including 30 June 2009	1 November 2009
1 July-30 September 2009	30 November 2009
1 October-31 December 2009	1 March 2010
1 January-31 March 2010	31 May 2010
1 April-30 June 2010	30 August 2010

Vacation Care services may submit one Claim for Payment Form at the end of each vacation period to cover the whole vacation period. These claims must be submitted to the NISSP by the closing dates above to receive payment.

## Attendance Record – Centre Based Care Services

One Attendance Record must be completed for each child and each Shared Care Arrangement (SCA) in each care environment, e.g. a child attending Before and After School Care requires two Attendance Records, one for BSC and one for ASC.

For multiple children in the same care environment please select the correct Attendance Record format – Single Child and/or Shared Care Arrangement.

- Single Child Attendance Record

When a child attends on his/her own and is approved for one additional worker, please complete the Single Child Attendance Record.

- Shared Care Arrangement Attendance Record

On the days when two or more children are approved for a Shared Care Arrangement with one additional worker please complete the Shared Care Arrangement Attendance Record.

- Single Child AND Shared Care Arrangement Attendance Records

When a child is approved for both his/her own hours and for hours in a SCA please complete both the Single Child and the SCA Attendance Records e.g. John has 5 hours per week approved for an Additional Worker and 10 hours a week in a SCA with Katrina. Two Attendance Records are needed, one Single Child Attendance Record for the 5 hours per week when John has a Single Child approval and one SCA Attendance Record for the 10 hours a week he is in a SCA with Katrina. (see Attachment 1)

The Attendance Record must record the number of hours the ISS eligible child/ren attended your service and must be initialled **each day** by the Additional Worker.

Please ensure that you also keep records to substantiate your claim e.g. child attendance sign in/sign out book, staff attendance record as random audits will be carried out during the year and you may be asked to provide supporting documentation.

At the end of the quarter (or vacation period for Vacation Care services) the Authorised Officer for your service must sign the form as being complete.

## 1. Single Child Attendance Record

Attendance Record Question	What you need to do/provide
<b>Service Name</b>	Please write the name of the service
<b>ISS Approved Hours per Week</b>	Please write the number of ISS hours that has been approved in your ISS Approval Letter
<b>ISS Care Type</b>	The type of care being claimed for e.g. if Vacation Care provided in a Long Day Care service, the care type is VAC. Please tick one only.
<b>Child's Name</b>	Record the child's name
<b>Claim Period</b>	Please insert the quarter for which you are making the claim (see list of quarter dates) or the vacation period for VAC care.
<b>ISS Funded Additional Worker Name/s</b>	The name of the Additional Worker/s you have employed. These workers must be in addition to the ratios required for the care environment. Trainees cannot be employed as the Additional Worker at the same time they are completing their required trainee hours. Please refer to IPSP Guidelines C4.9 for conditions relating to staff employed with ISS; extract provided below.
<b>Week beginning Column</b>	Please write the week beginning date for each week you are including in this claim. Please note the quarter start and end dates e.g. October-December 2009 quarter Attendance Record will begin on <b>Thursday 1<sup>st</sup> October</b> .
<b>Day (ISS Hours)</b>	<p>For each day that the ISS Additional Worker has been employed please record the actual number of ISS subsidised hours that the child attended e.g. 5.</p> <p>For situations where the same Additional Worker has been employed in relation to ISS eligible children in your service on the same day/s but for different times, on each child's Attendance Record please write the <b>times the worker has been employed in relation to each approval as well as the number of ISS hours</b>, e.g. Child A in Toddler Room 8:30am-12:30pm, Child B in Preschool Room 1:30pm-4:30pm.</p>

Attendance Record Question	What you need to do/provide
<b>Additional Worker Initial</b>	The Additional Worker must initial on a <b>daily basis</b> when s/he has been employed in relation to an ISS approval.
<b>Child Absent Hours Worker Attended</b>	<p>This is the ISS approved hours that the child was absent but the Additional Worker was employed e.g. the child was absent due to illness.</p> <p>If the child is absent, please record as an absence the number of hours that the child was absent but the Additional Worker was still employed e.g. 2 hours. If employed as a casual staff member, stand down provisions should apply.</p> <p>If the child was absent and the Additional Worker was not employed during this time, DO NOT include these hours. Please refer to IPSP Guidelines C5.3 for absence limits; extract provided below.</p>
<b>Total ISS funded Hours Additional Worker employed</b>	This is the total approved hours you are claiming for the Additional Worker for each week including Absent Hours.
<b>Declaration</b>	At the end of the quarter (or Vacation Care period) the Authorised Officer must sign the form as complete and agree to provide additional records as required.

- See **ATTACHMENT 1** for [CBS Attendance Record Sample](#)

## 2. Shared Care Arrangement Attendance Record

Please use this Attendance Record where you have received an Approval Letter indicating that the arrangement is a Shared Care Arrangement (SCA).

The Attendance Record is completed in the same way as the Single Child Attendance Record above. For each child in the Shared Care Arrangement please indicate the number of ISS subsidised hours the child attended.

If the child is absent, record 'A' in the corresponding day and child column. Absences are only claimed when **ALL** children in the SCA are absent, by first completing the Child Absent Additional Worker Attended column.

- See **ATTACHMENT 1** for [CBS Attendance Record Sample](#)

## Claim for Payment Form

Please ensure that the form is fully completed to avoid any delay in processing your payment.

Claim for Payment Form Question	What you need to do/provide								
<b>Claim Period</b>	<p>Tick the quarter for which you are claiming ISS support. For Vacation Care only please tick the vacation care period only.</p> <p>If you are claiming ISS support for Pupil Free Days please write in the number of days and hours you are claiming. Refer to the Guidelines C4.10 for the maximum number of days and hours that can be claimed.</p>								
<b>Child Care Service Details</b>	<p>Please provide your contact details, ABN and your ISA region name and number (if you do not know your region number please refer to your ISS Approval Letter).</p>								
<b>CCB Organisation ID number</b>	<p>Your Organisation ID number for CCB purposes. This combination of numbers and letters can be found on your CCB Approval letter: e.g. 1-12ABCD</p> <table border="1" data-bbox="724 1055 1267 1350"> <tbody> <tr> <td>CCB Approval ID</td> <td>1-9IOGB9 <i>(sample only)</i></td> </tr> <tr> <td>Organisation ID</td> <td>1-9DYHH9 <i>(sample only)</i></td> </tr> <tr> <td>Payee ID</td> <td>1-9DYH9Q <i>(sample only)</i></td> </tr> <tr> <td>CCMS User ID</td> <td>CCMS_1_9DYHH9 <i>(sample only)</i></td> </tr> </tbody> </table>	CCB Approval ID	1-9IOGB9 <i>(sample only)</i>	Organisation ID	1-9DYHH9 <i>(sample only)</i>	Payee ID	1-9DYH9Q <i>(sample only)</i>	CCMS User ID	CCMS_1_9DYHH9 <i>(sample only)</i>
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<b>Care Type</b>	<p>The type of care being claimed for e.g. if Vacation Care provided in a LDC service, the care type is VAC. Please use one claim form for each care type.</p>								
<b>Child/ren's Name</b>	<p>Write the child/ren's names/s</p>								
<b>Child's ISS ID</b>	<p>This ID was sent to you on your ISS Approval Letter</p>								
<b>Claimed Absent Hours</b>	<p>This total of claimed absences is taken from the Attendance Record - Child Absent, Hours Worker Attended column.</p>								
<b>Total Claimed Hours – Additional Worker</b>	<p>This is the total approved hours you are claiming for the Additional Worker for each child for this quarter/vacation period in relation to each ISS approval. It is the total of the last column of the Attendance Record.</p>								

Claim for Payment Form Question	What you need to do/provide
<b>Current Bank Details</b>	<p>Please ensure that your current Bank Account details are provided as payments are transferred electronically to this account.</p> <p>Please ensure that the email address you provide is correct as the NISSP will email your Remittance/ Payment Advice to this email address.</p> <p>If you have previously sent ISS Claim forms to the NISSP and your Bank Account details have not changed you do not need to complete this section.</p>
<b>Declaration</b>	Signed by the Authorised Officer for your service

- See **ATTACHMENT 2** for [CBS Claim for Payment Form Sample](#)

## Extract from Inclusion and Professional Support Guidelines

### C4.9 Conditions relating to staff employed with the ISS

Where the child care service receives Inclusion Support Subsidy (ISS) to employ an additional child care worker, the service is responsible for:

- complying with the requirements of the relevant state/territory legislation, regulatory requirements and Awards for child care staff or applicable Federal Industrial Relations Laws and its requirements and considering these requirements when employing additional staff
- ensuring that the number of ISS funded additional workers in a service at any one time is limited to no more than 10 percent of the service's currently utilised child care places.

Where a child is absent from the child care service the ISS funded staff member employed under ISS should receive appropriate notice in line with award provisions. If employed as a casual staff member, stand down provisions should apply.

Child Care workers funded by the ISS funding **cannot** be used to meet state or territory licensing or regulatory requirements. Any workers funded by the ISS must be in addition to the number of staff already required by licensing or regulatory requirements.

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

Revised

### C5.3 Absences from care

Where an ISS eligible child is absent from care, Family Day Care (FDC) carers may still claim the ISS to cover these absences for up to 30 days per year.

The inclusion Support Subsidy (ISS) will provide funding to cover absences from care for up to 50 hours for Long Day Care, OSHC, Mobile/Flexible/Innovative services and 80 hours for Vacation Care per year.