



# FAQ - Inclusion Support Portal

This FAQ provides clarification for services and Inclusion Agencies (IAs) about the Inclusion Support Portal (IS Portal), which supports the delivery of the Inclusion Support Programme (ISP).

It provides information in relation to:

- Accessing the IS Portal
- Proda
- Strategic Inclusion Plan
- IS Cases
- Claiming Inclusion Support funding

It should be read in conjunction with the [ISP Guidelines](#), which provides information on eligibility, funding conditions and application requirements, and the [ISP User Guide](#) provides operational guidance about ISP and the IS Portal.

Note this FAQ may be amended at any time during the program period to provide further clarity about the IS Portal.

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# 1. General

## 1.1 What is the IS Portal?

The Inclusion Support Portal (IS Portal) is a web-based application which manages all early childhood and child care services' (ECCC services) interaction with the ISP. It facilitates the development of an online Strategic Inclusion Plan (SIP) which is the first step to accessing support from ISP, including applying for funding from the Inclusion Development Fund (IDF).

Services should contact their Inclusion Agency (IA) to receive support under the ISP. The IA has engaged Inclusion Professionals (IPs) to assist services build their inclusion practice including developing their SIP and applying for IDF funding where appropriate. Contact details for the IA in each state and territory are available from the [ISP Contact Details](#) page on the department's website.

## 1.2 My service is not CCB approved, how do I apply for support under the ISP?

Budget Based Funded services that do not have a CCB Approval ID are unable to apply for assistance via the IS Portal.

These services should contact their IA for support. Contact details for the IA in each state and territory are available from the [ISP Contact Details](#) page on the department's website.

[Paper based forms](#) to apply for assistance are available on the department's website.

## 1.3 I am experiencing technical issues with the IS Portal, what should I do first to troubleshoot?

The IS Portal is a web-based application and the user experience may be impacted through storing old and temporary internet files when using the application. The user is able to remove these files through clearing their cache. Users can also set up their web browser to automatically clear their cache each time they close their browser.

For users using Mozilla Firefox, instructions are available from the [Mozilla Firefox Website](#).

For users using Internet Explorer, instructions differ depending on which version of internet explorer is being used. Instructions are available from the [Microsoft Website](#). Ensure you have downloaded the most current version of [Java](#). For information about how to troubleshoot Java, see **Error! Reference source not found.**

For users using Google Chrome, instructions are available from the [Google support website](#).

If this does not resolve the technical issue, services should contact their IA for support. Contact details for the IA in each state and territory are available from the [ISP Contact Details](#) page on the department's website.

## 1.4 What internet browser should I use to access the IS Portal?

Mozilla Firefox, Internet Explorer and Google Chrome are the best internet browsers to access the IS Portal.

Services are unable to use Edge browsers to access the IS Portal as these are not compatible with AUSkey.

## 1.5 Where can I find more information?

Further information about the IS Portal is available in the [ISP User Guide](#) available on the department's website.

The [Inclusion Development Fund Manager](#) website also includes a number of resources that may be of assistance.

## 2. Accessing and logging onto the IS Portal

### 2.1 Who should access the IS Portal?

Access to the IS Portal is designed to be at the individual service level so directors and educators at the service can develop and manage their SIP with their IP.

Development of the SIP requires in-depth knowledge of the service including the care environment, local service operating practices, educators' knowledge and skills, and circumstances and needs of all children attending the service.

### 2.2 How do services access the IS Portal?

Access to the IS Portal is managed via PRODA.

Users from Early Childhood Education and Care (ECEC) services should already have a PRODA account for accessing the Child Care Subsidy System (CCSS). The same PRODA account is used for accessing the IS Portal.

Users without a PRODA account must register at

<https://proda.humanservices.gov.au/pia/pages/public/registration/account/createAccount.jsf>

Getting access to the Inclusion Support Portal requires confirming your identity, specifying your role with a service provider and obtaining the necessary approval. This means that the Identity Manager, application (which manages access to the portal), must determine that you are who you say you are (authentication) and that you have been given permission to act on behalf of a service provider in one or more roles (authorisation).

### 2.3 How do I get Authorisation to access the IS Portal?

1. Access the Inclusion Support Portal website - <https://inclusionsupport.dss.gov.au/ispportal/>. You will automatically be redirected to PRODA and will be required to enter your PRODA credentials.
2. Select your current organisation and the role type. If you have never used the portal before you may not have any roles and will be required to request access for yourself. You are also able to request additional roles at this time.

If you selected any role (other than Authorised Access Delegate), you will be taken to the Inclusion Support Portal.

**To add an organisation or role to your list, you must submit an access request.** (The Access request process is described in the next section.)

3. If you select the 'Authorised Access Delegate' role, you will remain in the Identity Manager application so you can manage access requests from other users in your organisation. If your organisation has no current Authorised Access Delegate, you may request the access required through the Inclusion Support Portal Helpdesk.

## 2.4 How do I complete an Access Request?

If you have not previously accessed the IS Portal you will need to request access.

1. After entering your PRODA credentials you will be taken to a Portal entry point page.
2. On the Portal entry point page, select your 'Provider name' and 'Role', then click the 'Request access for myself' button.

You may request authorisation in a particular role on behalf of your organisation (usually 'Service Provider User' for an ECEC service, 'Inclusion Professional' for Inclusion Agency or 'IDF Manager' for Inclusion Development Fund Manager). If you are the access delegate for your service, you may request the role 'Authorised Access Delegate'.

3. Once you submit the request, Identity Manager checks if the email address you provided with your personal details has been validated. If it has, you can finalise your request (Step 4). If not, the Identity Manager sends an email to the address asking you to confirm it by clicking the link. Once you confirm your email address you are returned to your access request in Identity Manager.
4. Clicking 'Finish' sends an approval request to your service provider representative. That will either be an authorised delegate or, in the case of an accredited role (IA or IDF Manager) the Inclusion Support Portal Help Desk. Once finalised, you will receive an email notifying you of the decision.

## 2.5 How is my IS Portal Access Request Approved

Users with the role 'Authorised Access Delegate' are responsible for approving and managing system access on behalf of other staff.

To approve access, delegates navigate to the 'Access requests' page, which will provide a list of pending requests. Check that the requested access is correct and appropriate and click 'Approve' (or 'Reject').

On the 'View employee details' page, you can add new users, make changes to current user roles (for example, adding or removing 'Authorised Access Delegate' role), or you can revoke access.

## 3. Communication

### 3.1 Where will communication from the IS Portal be sent?

All communication from the IS Portal will be sent to the email address identified in the 'Message Preferences' on the CCB Approval. If there is no email address identified on the Message Preference email address, communication will be sent to the general or financial email address for the organisation. Services can check the email address the system will use to send communication through the service provider contact details in the 'Manage SIP and CCB Approvals' tile in the IS Portal.

### 3.2 I need to update the contact email address for the IS Portal. How do I do this?

Services can update the Message Preferences email address on the CCB Approval by submitting an 'Update Profile' Request via their CCMS software. Services should seek guidance from their software provider if they are unsure of how to update this information.

### 3.3 Can other email addresses be added to receive the communication from the IS Portal?

No. All information about Inclusion Support from the IS Portal will be sent to the contact email address for the service as outlined in the response to [3.1 - where will communication from the IS Portal be sent?](#).

It is the responsibility of services to ensure the mailbox for this email address is managed appropriately to ensure alerts and advice about the ISP are read and where relevant, actioned, by the person responsible for managing ISP on behalf of the service.

### 3.4 What type of information will be emailed to my service from the IS Portal?

Information that will be emailed from the IS Portal includes:

- Where the IA or IDF Manager requests additional information about the SIP, IS Case or Innovative Solutions Case for the service's action
- Notification of the outcome of all applications for the IDF
- Notice before an Approved IS Case has a status changed to 'Inactive' or 'Withdrawn'
- Notice to acquit funding for Innovative Solutions Cases
- Notice when an IS Case is due for renewal
- Notice that a SIP yearly review is due to be completed
- Notice to remind services to claim their IDF Funding.

### 3.5 What email address will be used to communicate with my service from the IS Portal?

All communication to child care services from the IS Portal will be sent from the email address [isp\\_noreply@dss.gov.au](mailto:isp_noreply@dss.gov.au)

## Strategic Inclusion Plan

### 4.1 What does the date of effect on the Service Profile and Inclusion Profile mean?

The service must select a date of effect for the service and inclusion profiles. The date of effect must be the date the service or inclusion profile was created or a date in the future and should be when the information in the profile is complete and correct.

When the service or inclusion profile is submitted and the date of effect is reached:

- the service/inclusion profile becomes current and is uneditable
- a review is generated for the IA to complete.

Services should save as draft if they wish to edit the service/inclusion profile.

Services should note that the IA must complete a review on the service and inclusion profiles where funding through the IDF Subsidy for an Additional Educator, FDC Top Up or Innovative Solutions is applied for. This must be completed prior to the IP submitting the application for assessment by the IDFM.

## 4.2 What children do I add to the SIP?

Children that are being added to an Inclusion Support Case to apply for the IDF must be added to the SIP.

If the service is receiving assistance from the IP regarding the inclusion of a child without the support of the IDF, this child does not need to be added to the SIP.

## 4.3 When should I select 'Create a Child'?

If a child does not have a formal enrolment in a service, they should 'Create a Child' when adding them to the SIP. This will allow the service to enter the name and date of birth of the child. The service must manually associate an enrolment to the child in the IS Portal.

## 4.4 A child listed on my SIP is no longer enrolled in my service. How do I remove them from the SIP?

Children cannot be deleted from a SIP, as records of the children receiving Inclusion Support must be maintained. In the Child Details, the service is able to select a status of 'Inactive' for the child.

## 4.5 The button to add an Action Item to a strategy is not available. How do I add an Action Item?

Action Items can only be added to strategies where the End Date of the barrier has not been reached. If the End Date on the barrier has been reached, the button to add an action item will not be displayed.

# 5. Inclusion Support and Innovative Solutions Cases

## 5.1 My service is unable to add a child to an IS Case. What do they do?

All children from the SIP will be available for the service to add to an IS Case. If a child does not appear in the list when adding a child to the case, the service must add the child to the SIP and then return to the IS Case.

## 5.2 My service cannot submit an Inclusion Support or Innovative Solutions Case. What should I check?

The service should check that they have completed all components of the SIP for the stream of funding they are applying for.

	IDF Subsidy for an Additional Educator	IDF Subsidy for Immediate/Time Limited Support	IDF Family Day Care Top Up	IDF Innovative Solutions Support	
				Relating to service	Relating to care environment
<b>Service Profile</b>	Yes	No	No	Yes	Yes



				(centre-based only)	(centre-based only)
<b>Care Environment</b>	Yes	Yes	Yes	No	Yes
<b>Inclusion Profile</b>	Yes	No	Yes	No	Yes
<b>Educator Profile</b>	No	No	Yes	No	Yes (FDC only)
<b>Barriers and Strategies</b>	Yes	No	Yes	No	Yes

Where an Inclusion Profile is required, the strategy of “IDF Funding” must be selected for the Care Environment. Action Items must be entered in relation to each Strategy, including IDF Funding, and will be used by the IDF Manager in their assessment of the IS Case.

The service should also check that the appropriate information about the child has been added.

	Inclusion Support Case			Innovative Solutions Case
	IDF Subsidy for an Additional Educator	IDF Subsidy for Immediate/Time Limited Support	IDF FDC Top Up	IDF Innovative Solutions Support
Parent/Guardian Consent	Yes	Yes	Yes	No
Documentary evidence	Yes	No	Yes	No
Date of Birth	Yes	Yes	Yes	No
Demographic information, such as Indigenous status, cultural and linguistic diverse background	Yes	Yes	Yes	No
Information about disability	Yes	Yes	Yes	No
Additional information about disability	No	Yes	No	No

## 6. Claiming Inclusion Support funding

### 6.1 Do users need access to the IS Portal to submit claims for Inclusion Support funding?

Currently, claims for Inclusion Support funding are submitted through services' CCMS software. From early next year, child care services will be able to submit claims for Inclusion Support through the IS Portal, using the 'Claims' tile. The ability to submit claims will depend on the level of access granted to the user of the IS Portal.

### 6.2 What is the claiming method for ISP?

When submitting claims through CCMS software, services are required to identify:

- who the Additional Educator/s was (submission of Additional Educator/s is not applicable for FDC or IHC services),
- the day that care was provided by the Additional Educator in the care environment,
- the number of hours of care provided during that day by the Additional Educator which the service is claiming for, and
- the enrolment Id of the child/ren on the IS Case that attended the care environment for the week.

Please note child attendance is not considered during processing if the claim is for Non Face-to-Face.

Child care services must ensure:

- the correct days and hours for the Additional Educator are submitted for correct payment to be made. For example, services must not submit all hours they are claiming for an Additional Educator on a single day of the week.
- The CCB attendance sessions for the child/ren on the IS Case are submitted before the IS claim is submitted. Claims for Inclusion Support use the CCB Attendance sessions submitted to calculate the payment.

### 6.3 Claims my service submitted for the IDF Subsidy were rejected. Why?

An IS claim will return a 'Rejected' status if:

- There are not enough hours remaining on the IS Case to pay the claim. This will occur where:
  - a claim has already been submitted for the same week end date and there are not enough hours remaining for that week end date to pay additional claims, or
  - the IS Case does not have enough remaining approval balance for the payment type claimed.
- Across all child enrolments submitted on the claim, there are no CCB attendance sessions for the claimed week-ending date that either:
  - Overlap with any days submitted for the Additional Educators on the claim (applicable for Face-to-Face claims where a additional educators are provided), or
  - The 'Carer Id' submitted on the attendance sessions do not match an approved educator on the IS Case (applicable for Face-to-Face claims submitted by home based care services).

### 6.4 I submitted my CCB attendance sessions for the eligible children on an IS Case after I submitted my claim for Inclusion Support funding. What do I do?

Services should cancel the affected claim and resubmit following the submission of the appropriate CCB Attendance sessions.

### 6.5 Who do I contact for assistance with IS Claims?

Services should contact their CCMS software provider if they require assistance with submitting claims for Inclusion Support funding in the first instance.

## 7. For Inclusion Agencies

### 7.1 What are Inclusion Professionals responsible for in the IS Portal?

Inclusion Professionals are responsible for:

- searching or creating a SIP for the service
- providing the first person at a child care service with access to the IS Portal
- completing reviews in the SIP, and

- endorsing applications for the IDF.

Inclusion Professionals are also responsible for providing assistance to services, including SIP development and evaluation, in the IS Portal.

## 7.2 When searching for a service name in the IS Portal, it does not display. What are the reasons for this?

The service name in the system is the legal organisation name of the child care service, which may be different to the trading name provided by the service to the IP. A service should provide the IP with the service name from their CCMS software.

To display on the IS Portal, the status of the service's CCB Approval must have been in an 'Approved' status at least once, and be in 'Approved', 'Varied' or 'Ready for Approval'.

## 7.3 When searching for a user in the child care service to provision access for, they do not display in the search results. What are the reasons for this?

For an individual to display in the IS Portal as an option for another individual to provision, they must:

- be identified as a key or authorised person in a service's CCMS software, and
- have an email address listed on their personnel record.

If the service requires other users in the IS Portal who are not displaying, the service must update this in the personnel records for their CCMS software.

## 7.4 The user I am trying to provision is displaying in the Authorised Personnel tile, but not available when I try to provision them access to the IS Portal. Why?

The Authorised Personnel tile in a service's SIP will display all users identified as a key or authorised person on their CCMS personnel record, including those without an email address listed.

When provisioning access for a child care service user, only users identified as a key or authorised person with an email address will display.