Claiming IDF Subsidy Fact Sheet

Services receive payment for the Inclusion Support Program (ISP) IDF Subsidy by submitting claims retrospectively, each week or fortnightly. Claims are made through the service's child care software. Services must contact the child care software provider for advice and instructions on how to submit claims.

Claiming for Additional Educator and Immediate/Time Limited Approvals

Services receive payment for the IDF Subsidy by submitting claims for the number of hours the Additional Educator was employed, and the child attended the service up to the maximum weekly approved hours on the approved IS Case.

When submitting claims, services are required to:

- identify the Additional Educator
- provide details of when the Additional Educator attended the care environment, up to the maximum weekly approved hours on the approved IS Case, and
- provide details of when the eligible child (or children) attended the care environment, including their enrolment and attendance information to validate claims. **Note** this does not include when Non-Face-to-Face hours are claimed.

Services must retain relevant evidence of the eligible child/children on the IS Case and the Additional Educator. This may include:

- Evidence of the child/children's attendance, such as sign in and sign out sheet with parent signature; and
- Additional educator attendance, such as time sheets signed by the Additional Educator.

Claiming for FDC Top Up Approvals

Services receive payment for the IDF Subsidy for FDC Top Up by submitting claims retrospectively through their child care software.

When submitting claims, services are required to:

- outline the number of hours they are claiming the FDC Top Up, and
- provide details of the eligible child (or children) in the care environment, including their enrolment and attendance information.

As outlined in the Conditions of Funding, services must retain evidence of the eligible child/children on the IS Case. This includes:

- attendance records for all children in the care environment, such as sign in and sign out sheet with parent/guardian signature, and
- a record of payment made to the educator from the FDC service for the FDC Top Up payment.

Non-Face-to-Face hours

A capped number of Non-Face-to-Face hours will be available per IDF case. Non Face-to Face hours will allow the child care service to claim IDF where the child has not attended.

A service is able to claim the subsidy for a limited number of hours during its approval period, where the child is absent. The maximum number of hours for which the subsidy is payable where a child is absent is 10 percent of the total number of approved hours in the service's approval period.

Once the service has exceeded this number of hours in its approval period, it will not receive any further subsidy for further hours that the child is absent from the service. Where a child is absent from the service, the educator funded by the IDF Subsidy for an Additional Educator should receive appropriate notice in line with award provisions.

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When Claims should be submitted

Submitting claims for payment is a two-step process:

- Firstly, services should submit session of care reports. A session report must be submitted for each child for each week a session of care has been provided (including absences). Sessions of care are reported through a provider's child care software or the Provider Entry Point (PEP). Session reports must be submitted within 14 days after the end of the week when the sessions were provided.

- Secondly, once the session report has **processed**, the service can submit the claim for IDF Subsidy through the provider's child care software.
  If session reports are submitted before 9pm (AEST) on Sunday, the claim for IDF Subsidy for that week can be submitted from the following Monday onwards.
  If a service submits session reports after Sunday, or the service has submitted and amended sessions for that week ending, the service must wait at least 48hrs before submitting the claim. This is to ensure that the session report has been processed and finalised, prior to the claim for IDF Subsidy being submitted.

Please note: If a service experiences any issues with the submission of IS claims, they can refer their enquiry to the Inclusion Support Portal Helpdesk on 1800 306 182 to ensure that the associated session reports have processed correctly.

As outlined in the Condition of Funding, services must submit claims **within 60 days** of the fortnight the eligible child or children listed on the approved case attended the service. Further information on the 60-day rule is available in the ISP Guidelines, available at www.education.gov.au/inclusion-support-programme

Payments of IDF claims

The IDF Subsidy is paid directly to the service, from the Department, to the same payee details nominated in the application.

When claiming the FDC Top Up, the FDC service is required to pass the payment directly on to the relevant FDC Educator. The FDC Top Up is limited to one payment per FDC educator.

Following a successfully executed claim, the service will typically receive payment within 4-6 business days.

Rejected Claims

An IS claim will return a 'Rejected' status due to the following reasons:

- 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 sufficient funds remaining for the payment type claimed.
- The session report for the week has not been submitted or processed. If a service submits session reports after Sunday, or the service has submitted and amended sessions for that week ending, the service must wait at least 48hrs before submitting the claim. Claims can be cancelled and resubmitted if this occurs.

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Where to access claim and payment information

It is helpful for services to use the IS Portal to check details of an approved IS Case, such as the approved hours, children included, the approval period and the balances of hours, including non-face to face hours.

There are two ways to view details of the submitted claims and payments made, which are to use the Claims **or** Payment tiles in the IS Case.

- In the Claim Snapshot you are able to view the status and the week ending date.
- In the Payment Snapshot you are able to view the status, the dollar amount and the date paid.

By using the buttons on each line you can view all the details including hours submitted and paid, date of submission, payment details, child enrolment information, Additional Educator details and the sessions of care.

Reactivating a Case

If a service does not submit claims for more than 60 consecutive days during the approval period, the IS Case will automatically be inactivated and new claims cannot be submitted.

Cases can be reactivated at the agreement of the IDF Manager, and once reactivated, eligible claims must be submitted within 7 days according to the 60-day rule.

If a service requires their case to be reactivated, they should email the IDF Manager in the first instance to idfm@ku.com.au. This email must contain the Case ID, the reason that IDF was not claimed within the 60-day timeframe and confirmation that IDF is still required for all Weekly Approved Hours as stated in the Approval Letter.

Change of Circumstances

If there is a change of circumstances in the care environment where funding is approved, the service, in collaboration with the Inclusion Agency (IA), must review:

- the Strategic Inclusion Plan for the service and the relevant care environment, **and**
- whether additional support is required.

The table below provides examples and actions required to resolve any change of circumstances within the service. Where you are unsure whether there has been a change of circumstance for which you need to take action, please consult with the Inclusion Agency.

Change of Circumstance example	Service action required
New eligible child enrols in the care environment increasing the support required through this IDF approval	In collaboration with your IA, review the SIP and submit a change of circumstance application.
Approved child/ren decreases/increases their attendance at the service	In collaboration with your IA, review the SIP and submit a change of circumstance application.
A child listed on the approval for this IS Case moves into a different care environment within the service	In collaboration with your IA, review the SIP and inclusion profile of the different care environment to determine the level of support required. Where support for the IDF Additional Educator is required for the different care environment, a new application, or change of circumstances application for the new care environment must be submitted.

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Ceasing your IDF Approval

If a service no longer requires the Approved IS Case, they must notify the IDF Manager within 10 business days of becoming aware of this.

Please complete the Final Review Form at https://www.idfm.org.au/additional-educator/resources/2017/final-review-form. Services will be required to provide the date that funding should cease (i.e. the new end date of the Approval Period).This allows funding allocations in the IDF to be managed more effectively and enable funds to be redirected to maximise the support provided to ECCC services through the program.

Change of Service Owner or Operator

Where a service in receipt of the IDF Subsidy changes owner and/or operator, both the existing operator and the new operator are required to advise the IDF Manager of the change within 30 days.

If IDF support is required, the new service must apply for support through the IDF, noting that eligibility is based on meeting the requirements for the type of support they are seeking for the care environment. The service must contact the Inclusion Agency who will be required to create a Strategic Inclusion Plan (SIP) for the new service and provision the first user with access to the service's SIP.

Further information is available here FAQ: Change of Service Ownership.

Who to contact for support

For help and advice on submitting claims, cancelling claims or compromised claims, please contact your child care software provider.

For help and advice on technical issues or rejected claims please contact the Portal Helpdesk on 1800 306 182 or email InclusionSupportPortalHelpdesk@education.gov.au

For all other enquires, including advice about the service's IDF approval, please contact the Inclusion Development Fund Manager on 1800 824 955 or by email to idfm@ku.com.au or idfm@includeme.com.au

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October 2019