



# FAQ: Change of Service Ownership - Inclusion Support Programme

This FAQ contains information for early childhood and child care (ECCC) services going through a change of service ownership or change of CCB Approval ID and wish to access or continue to access assistance through the Inclusion Support Programme (ISP).

This FAQ should be read in conjunction with the [ISP Guidelines](#) available on the Department's website, which provide information on eligibility, funding conditions and application requirements for the Inclusion Development Fund (IDF).

## What do I need to do when a service changes ownership?

When an ECCC service changes ownership, or is issued with a new CCB Approval ID, and the new service recognises a need for inclusion support and/or is in receipt of the IDF, the service must:

- contact its local Inclusion Agency (IA) for assistance, and
- notify the Inclusion Development Fund Manager (IDFM) of the change within 30 days via email to [idfm@ku.com.au](mailto:idfm@ku.com.au).

## What happens to my IS Portal access if a change of service ownership results in a change to the services ABN?

Each individual that requires access to the IS Portal needs to obtain a Standard AUSkey linked to the new ABN.

For any individuals that had access to the Strategic Inclusion Plan (SIP) for the closed service, the individual will need a different unique email address to that used previously. This new email address must be used to register for the new ABN and be listed on the individual's personnel record for the new service in their CCMS software.

The service must contact the IP who will be required to create a SIP for the new service and provision the first user with access to the service's SIP.

## What will happen to the SIP that was completed for the closing service?

The new owners will not have access to the closed service's SIP. They will need to create a new SIP which is linked to the new CCB Approval for the service.

## If the closing service had an approved IS Case, will this IS Case be carried across to the new service?

No. An IS Case for the closing service, or ending CCB Approval, is not automatically carried across to the new service. 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.

## If the closing service had an approved IS Case and the new service requires support in relation to the same child or children, what does the service do?

The new service should contact their IA to discuss their inclusion support needs in the care environment. If the service requires support and a new application for IDF funding, this cannot be started until the new service has a CCB Approval ID.

When the service has a new CCB Approval ID, they should access the IS Portal to complete a SIP and application for funding.

New applications for the IDF as a result of a change of service ownership will be prioritised for assessment by the IDFM. The service and IA should mark the application as 'Urgent' in.

the IS Portal. A note should be included on the IS Case stating that the application is due to a change of service ownership and the previous CCB Approval ID should be provided, if known.

## Is backdating the approval of an IS Case possible due to change of service ownership?

Yes. A request may be made to the IDFM for the start date of a new IS Case to commence from the date when the new service's CCB approval was granted. This is done in the Notes tile of the IS Case on the IS Portal.

To be eligible to make this request:

- the application for a new IS Case must be submitted **within three months** of a change in ownership,
- the closing service must have had an approved IS Case for the same care environment and in relation to the **same child or children** at the time of the change of ownership, and
- the service must have a requirement to claim for an additional educator from their requested start date of the case, that may align with the commencement date of the new CCB Approval.

The new service should be aware that it is their business decision to employ or continue to employ an additional educator prior to notification of the outcome of their application for IDF funding.

## **If the closing service did not have an approved IS Case, but the new service identifies the need for inclusion support, what does the service do?**

The new service should contact their IA to discuss their inclusion support needs in the care environment. If the service requires support and an application for IDF funding, this cannot be started until the new service has a CCB Approval ID.

When the service has a new CCB Approval ID, they should access the IS Portal to complete a SIP and if required, an application for funding.

IDF Funding will commence from the date the application is approved by the IDFM. An earlier start date cannot be given in this circumstance.

Services should be aware that it is their business decision to employ or continue to employ an additional educator prior to notification of the outcome of their application for IDF funding.

## **If the closing service requires inclusion support funding before the change of ownership takes place or the date of effect is unknown, what does the service do?**

The closing service should contact their IA to discuss their inclusion support needs until the change of service ownership takes effect.

If it is determined that an IDF Funding application is required, the closing service may submit an application for funding before the change of ownership takes place. If the closing service already has IDF funding in place and it is due to end in less than three months, the service may submit a renewal of IDF Funding.

## **What if the new service does not have a CCB Approval?**

A new service cannot start an application for the IDF, including the development of a SIP until the new service has a CCB Approval ID.

Information on how to get CCB approval can be found at [dese.gov.au/becoming-approved-child-care-service](https://dese.gov.au/becoming-approved-child-care-service)