



Notice to Child Care Services: Registering for an AUSKey and access to the IS Portal – Inclusion Support Programme

Dear Child Care Service,

The Inclusion Support Programme (ISP) is being introduced from 1 July 2016. Services will require access to the IS Portal to receive support under the ISP.

Please be aware that to be eligible to access the IS Portal, early childhood and child care (ECCC) services and individual staff members must undertake a number of separate requirements as set out below.

New requirements to be undertaken prior to requesting IS Portal access:

1. **All IS portal users must be listed as an authorised or key person for the ECCC service on the CCMS Personnel Records AND have a unique email address that is not shared between other personnel records for different people.** Each individual user of the IS Portal will receive their own unique log-on information for the IS Portal.
2. **Each person/s responsible for accessing the IS Portal in the ECCC service must have an AUSKey.**
 - a. **If the ECCC business does not already have an AUSKey linked to their Australian Business Number**, an eligible associate recorded on the Australian Business Register for that ABN must register themselves or someone else for the first (Administrator) AUSKey for the ABN. Further information on AUSKey is available at the [Australian Business Register](#) website.
 - b. **Anyone within the business with an Administrator AUSKey can approve requests for a Standard AUSKey.** *Each individual Standard AUSKey user must be registered using the same unique email address listed on the CCMS Personnel record.* Each individual AUSKey user must also have the AUSKey software downloaded onto their computer or accessible via a USB whenever they access the IS Portal.
 - c. **Please contact your Inclusion Agency from 1 July 2016 to gain IS Portal access for your service.**

Under what circumstances can I get early access to the IS Portal prior to 1 July 2016?

If your service requires access to the IS Portal prior to 1 July 2016, to be well placed to apply for Inclusion Development Fund Subsidy for Immediate/Time Limited support for early July 2016, these access requests can be made via the Department of Education and Training.

However, please ensure that you have undertaken the steps above before contacting the Department.

- For the period prior to 1 July 2016, ECCC services will gain access to the new IS Portal by advising the department via ipsp@education.gov.au. In the email, please include the



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service's CCB Approval ID, full name and unique email address of the person requiring access. The Department will issue an email once the user has been provided access to the IS Portal. This will not occur before Monday 13 June 2016.



Do I need access to the IS Portal to make a claim for an existing IS Case that will be transitioned to support under the ISP?

ECCC services will not require IS Portal access to submit claims for current IS Cases. Services will continue to submit claims for all IS Cases using their Child Care Management System (CCMS) Software. Changes to your software products will be rolled out by third party software providers prior to Friday 1 July 2016.

However, where changes need to be made to an Approved IS Case after 1 July 2016, your service will require access to the IS Portal to submit a new application as per the ISP Guidelines.

Assistance and information about access to the new IS Portal

Information on registering for and setting up an AUSKey is available at the [Register for an AUSKey](#) and [Setting up your AUSKey](#) pages of the [Australian Business Register](#) website.

A user guide is being developed by the department and will provide detailed information on how to use the IS Portal. This will be available from the Department's website www.education.gov.au/isp. From 1 July 2016 the Inclusion Agency will work with your service to access and use the IS Portal.

Further information including Frequently Asked Questions relating to the closure of the Inclusion and Professional Support Program and the transition to the Inclusion Support Programme is available on the [Department of Education and Training](#) website.

Kind regards,

Inclusion and Professional Support Program team
Early Childhood and Child Care
Department of Education and Training