# Individual Service Support (ISS)

As part of the Kinder in LDC Project delivered by the Australian Childcare Alliance Victoria (ACAV).

## FAQs

### What is Individual Service Support (ISS)?

ISS is available for all long day care services as part of the Kinder in LDC project, which is managed by the Participation Programs Unit. The ACAV Kinder in LDC project supports children’s access to kindergarten through improving LDC providers and services understanding of kindergarten and quality funding supports.

### What kind of things is ISS used for?

Broadly, ISS is available to provide LDC services with assistance in understanding the kindergarten funding EOI processes, and the benefits of additional supports such as School Readiness funding, Early Start Kindergarten, and Central Registration and Enrolment Schemes.

To date, ISS has been delivered for services across the following topics:

* General understanding of kindergarten funding
* Maintaining funded status
* ECT requirements
* ESK
* SRF Support
* Coaching
* CRES

### How do I nominate a service for ISS?

Following discussion with your manager, use this [nomination form](https://vic.childcarealliance.org.au/individual-service-support-nomination-form/) to submit details about the service. Note: If you have multiple services with shared support needs, email ACAV directly [projects@childcarealliance.org.au](mailto:projects@childcarealliance.org.au).

### How is ISS delivered?

The background you provide in the online submission form provides insight into the context of the challenges the service may be experience, however, ACAV will approach each service in the same consistent manner to establish a background for their service and an understanding of how they perceive their challenges.

ISS may be delivered via email, phone or video call depending on the services needs.

## Newsletter/email promotion of ISS for LDC services

The Australian Childcare Alliance Victoria provides Individual Service Support (ISS) for long day care (LDC) services to support children’s access to funded kindergarten programs.

Services may be nominated for ISS if they can benefit from assistance in the following areas:

* Understanding the kindergarten funding EOI process
* Understanding the benefits of funded kindergarten
* Understanding the benefits of additional supports in kindergarten
* Maintaining funded kindergarten status
* ECT requirements
* Early Start Kindergarten (ESK)
* School Readiness Funding (SRF) Support
* Coaching and mentor support for LDC providers and service managers
* Central Registration and Enrolment Services (CRES)

Please contact your local ECIB for further information about ISS.

## Draft email for LDC service prior to ISS nomination

Your LDC service has been identified for nomination to Individual Service Support (ISS) delivered by the Australian Childcare Alliance Victoria (ACAV).

ISS provides targeted support for LDC services to support children’s access to funded kindergarten programs.

Areas your service may benefit from ISS include:

* [Fill out as required]

General categorisation regarding the nature of your ISS will be reported back to the Department of Education, however details of your support will remain confidential.