# The Australian Childcare Alliance Victoria (ACAV)

# Individual Service Support (ISS)

Information sheet for ECIB - FAQs

The Australian Childcare Alliance Victoria (ACAV) provides free individual support to Long Day Care services (LDC) to build their capacity to provide and maintain funded kindergarten programs to improve access for all children.

The ACAV in LDC supports children’s access to kindergarten through improving LDC providers and service managers understanding of funded kindergarten programs in Victoria and quality funding supports.

**To read more, visit:** [**Homepage - ACA Victoria**](https://vic.childcarealliance.org.au/)

### What is Individual Service Support?

Individualised service support (ISS) delivers practical and time sensitive information for Long Day Care services to better understand Victorian kindergarten program funding and how this may apply to their service context.

ISS is available for all long day care services as part of the Kinder in Long Day Care project, which is managed by the Kindergarten Sector Support Unit.

The ISS is available for funded and currently not funded services.

### What supports are offered as part of ISS?

ACAV can provide support to services in relation to:

* Kinder funding- Expression of Interest
* Early Start Kindergarten
* School Readiness Funding
* Central Registration and Enrolment Scheme
* Coaching/mentoring
* Policies and procedures
* Funding streams
* Early Childhood Teacher requirements
* Best Start, Best Life
* Priority of Access.

### How is ISS delivered?

The background provided in the online nomination form provides insight into the context of the challenges the service may be experiencing. 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 service’s needs.

### How can an ECIB refer a service to ISS?

An ECIB representative can nominate a service for individual support using the link [nomination form](https://vic.childcarealliance.org.au/individual-service-support-nomination-form/).

 Note: If you have multiple services with shared support needs, please email ACAV directly to discuss further at projects@childcarealliance.org.au.

## ECIB promotion of ISS for LDC services

If an ECIB would like to promote ISS via a newsletter or email, please feel free to use the information below:

*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.*

*A LDC may be nominated by the Department for ISS if they require 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 if you would like to discuss accessing support through ISS.*