

ACCS (CHILD WELLBEING)

The ACCS (Child Wellbeing) payment is an additional subsidy payable in circumstances where, amongst other things, a child is considered “at risk of serious abuse or neglect”, and therefore additional support would assist the individual, or an eligible provider where the Provider cannot identify an individual eligible for the sessions of care provided, to meet the costs of child care and help in providing an appropriate safety net for such children.

A Certificate is initially created to cover 6 weeks of care, a Determination is then created to cover an additional 13 weeks of care or in some circumstances up to 52 weeks. A Certificate is always created first and the 6 weeks must be exhausted prior to the Determination being created. A Determination follows a child’s CCS enrolment to all locations that there is an active CCS enrolment for them.

This tip sheet will walk you through:

- [Querying ACCS Percentages](#)
- [ACCS Certificate](#)
- [Querying a Certificate](#)
- [Cancelling a Certificate](#)
- [ACCS Determination](#)
- [Querying a Determination](#)
- [Update State/Territory Body](#)
- [Child no longer at risk](#)
- [Upload Supporting Evidence](#)
- [Troubleshooting](#)

Summary

To access the ACCS Module

1. Click on Childcare menu
2. Select ACCS

Query ACCS

1. Click on the ACCS Percentage Tab
2. Click on Query ACCS Percentages
3. Enter Service ID, Child's CRN and Date of Birth
4. Query

Submit ACCS Certificate

1. Click on the ACCS Certificate Tab
2. Click on Submit ACCS Certificate
3. Fill in the required details
4. Upload Supporting Documents
5. Complete the declaration
6. Submit

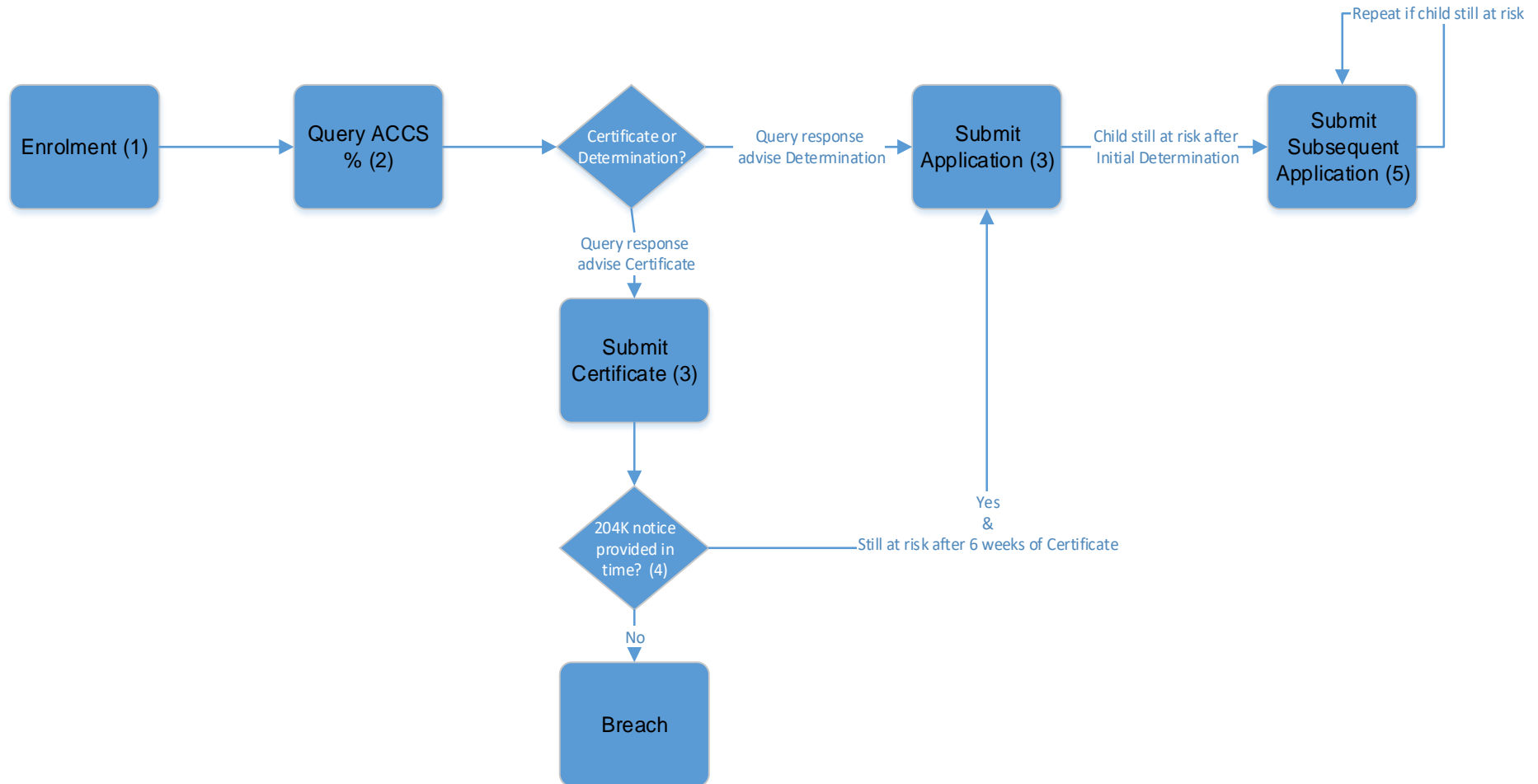
Submit ACCS Determination

1. Click on the ACCS Determination Tab
2. Click on Submit ACCS Determination
3. Fill in the required details
4. Upload Supporting Documents
5. Complete the declaration
6. Submit

Child No Longer at Risk

1. Click on the Child No Longer At Risk Tab
2. Click on Child No Longer At Risk button
3. Complete the form
4. Upload any required documentation
5. Complete the declaration
6. Submit

Diagram of the ACCS process:



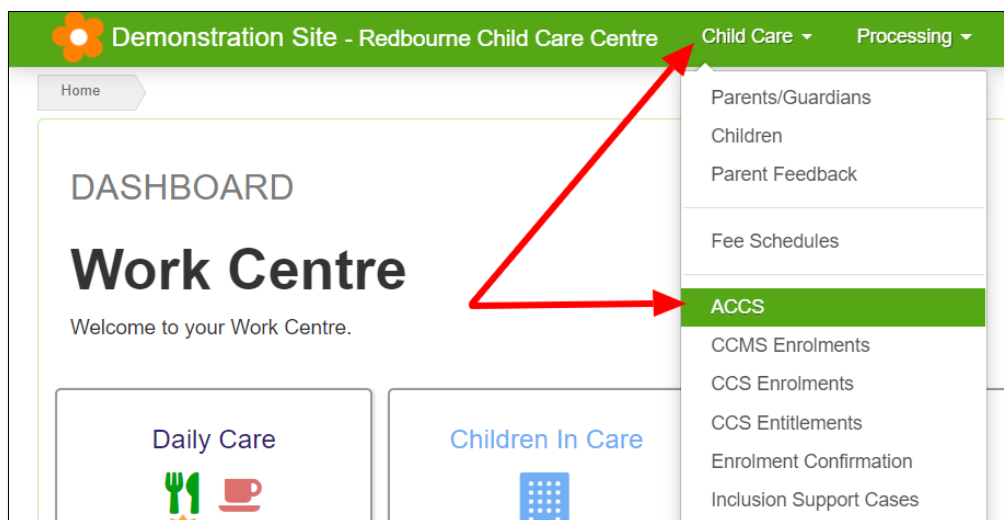
ACCS (CHILD WELLBEING)

Detailed

In order to claim ACCS payments, you will first need to ensure that a CCS enrolment exists, and the child CRN is linked to all the enrolments at least for the validity period of the Certificate/Determination. Either a **Complying Written Arrangement** or **Provider Eligible Arrangement** enrolment are applicable for ACCS.

If you need further guidance on enrolments, please refer to our tip sheet called **Creating and Updating a CCS Enrolment**.


The ACCS module is located within the **Child Care** menu and all ACCS actions can be performed within this window:



Query ACCS Percentages

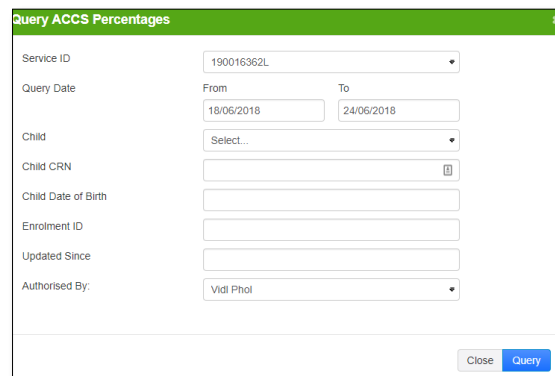
Before creating a Certificate or Determination you will need to query your service ACCS percentage. Either those with Operational or Management and Control roles with CCS can query percentages.

The 'Query ACCS Percentage' process will run using the risk start date as the basis. CCSS will return a percentage of children at risk which will indicate the percentage of children already on ACCS and therefore what ACCS percentage you are still entitled to apply for.

To query your ACCS percentages, click the  button within the ACCS Percentages tab:

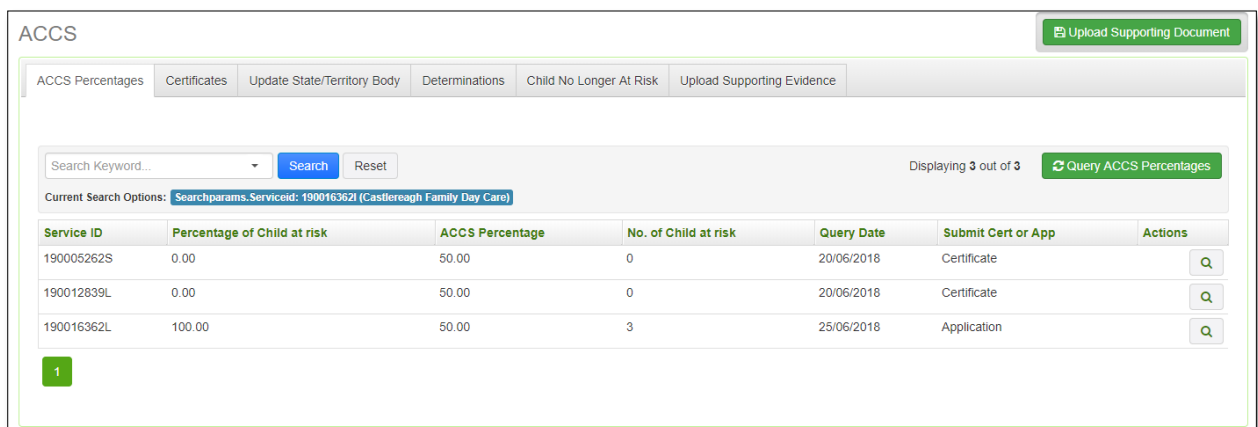


The next window will open:



Ensure your **Service ID** is selected. Next select a child from the dropdown menu to pull through the **child's CRN** and **DOB**.

Select your authorised person and click the **Query** button. Once your query has completed, the returned records for all children that have a Certificate or Determination at the service will display in the grid:



You may view the returned details by clicking the  button.

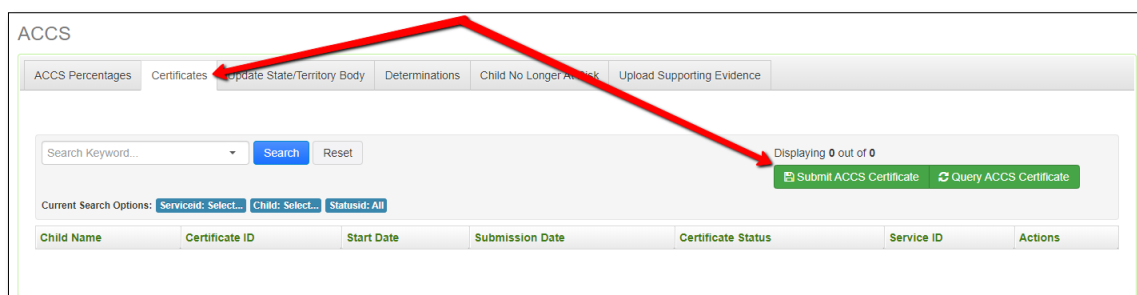
ACCS Certificate

Some important rules and guidelines you need to know:

- Certificate can be for a maximum length of 6 weeks and must start on a Monday.
- Certificate start date cannot be in the future.
- You can back date a certificate for up to 13 weeks prior to the date of submission provided the delay in submission was caused due to exceptional circumstances that were beyond the provider's control
- Certificate periods for the same child/service cannot overlap.
- Certificate periods for the same child for different services can overlap.
- 6 weeks do not need to cover consecutive weeks
- Certificates are automatically approved and the increased CCS amount will be estimated on any sessions that it is applied to after the forecast has been completed.
- Maximum of 6 weeks of certificate for a particular child/service can be submitted within a 12 month period.
- Request to cancel a certificate can be lodged any time after the certificate has been made.
- If cancellation is requested within 4 weeks from the start date of the certificate, it will auto apply. Otherwise, a work item will be generated for staff to action.
- Provider/service cannot amend a certificate once it is submitted, hence no update certificate service available.
- Instead, Provider can cancel the certificate needing amendment and create a new certificate, which will be known as a replacement certificate.
- A replacement certificate cannot have a start date earlier than the original certificate start date. Instead, Provider can submit a separate certificate to cover for the earlier period.

For more information and guidelines please see the tip sheet under the **Resources** menu called **Guide to Additional Child Care Subsidy (child wellbeing)**.

Click on the Certificates tab and then click the  button

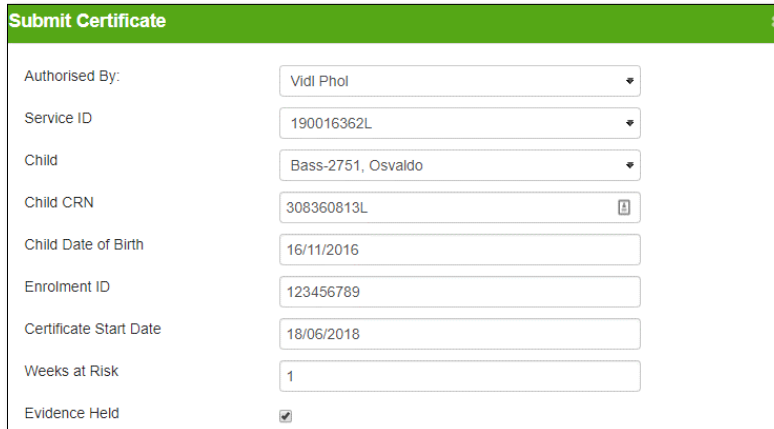


Submit Certificate

When the submit certificate window opens, you will first need to ensure that your **service ID** and **authorised person** have been selected.

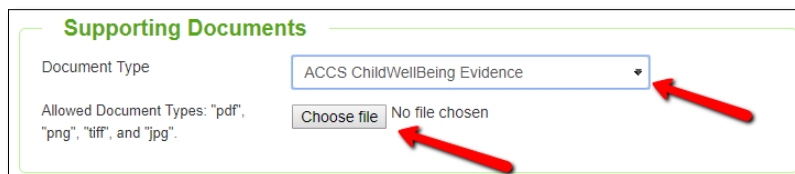
Next, **select the child** from the dropdown menu. This will pull through their CRN and DOB details. You do not need to then enter **Enrolment I.D.**

Enter the **certificate start date** and **weeks at risk** then check the **Evidence Held** checkbox:



Supporting Documents

Select your supporting document type from the dropdown menu and then click the **Choose file** button to locate a file to upload.



If you were notified by the department tick **Was provider notified of child's risk by an appropriate State/Territory body?**

- An ACC003 - State/Territory notice (204K notice) document must be uploaded

If you have had to notify then you tick **Has a notice to an appropriate State/Territory body has been made?**

- a supporting document is optional
- in most cases, services upload an ACC002 - ACCS ChildWellBeing Evidence
- the service should complete the Notice to State/Territory Body details (this can be updated later)

If you have selected Exceptional Circumstances Reason in Late submission

- An ACC008 – Evidence of exceptional circumstance document must be uploaded

Notice to State/Territory Body

Next, complete the **Notice to State Territory Body** section:

Notice to State/Territory Body

Was provider notified of child's risk by an appropriate State/Territory body?

Has a notice to an appropriate State/Territory body has been made?

Date notice was given to State/Territory body:

First Name of person of provider/service who has provided the notice

Surname of person of provider/service who has provided the notice

State/Territory Body Type

State/Territory Body Organisation

Notes

State/Territory Body Contact Person

State/Territory Body Contact Number

State/Territory Body Contact Email

State/Territory Body Reference Number

If you were notified by the department tick **Was provider notified of child's risk by an appropriate State/Territory body?**

You do not then need to enter any more information under this.

However, if you have had to notify then you tick **Has a notice to an appropriate State/Territory body has been made?**

You will then need to enter the details of the department and person you notified.

NOTE: Only one option should be selected

Notice to State/Territory Body

Was provider notified of child's risk by an appropriate State/Territory body?

Has a notice to an appropriate State/Territory body has been made?

Only select one option

Risk Reason

Select a reason for the child being at risk from the dropdown menu:

Risk Reason

Reason child is at risk

Select...

- Select...
- Is being subjected to sexual abuse
- Suffered harm due to experiencing physical, emotional or psychological abuse
- Suffered harm in the past due to being subjected to sexual abuse
- Suffered harm in the past due to experiencing neglect**
- Suffered harm in the past due to exposure to domestic or family violence
- Suffering as a result of exposure to domestic or family violence
- Suffering or is at risk of suffering harm
- Suffering, or is at risk of suffering harm caused by neglect
- Under care of a State/Territory Body

Declaration

I declare that:

- The information I have provided is true and correct; and
- I have made reasonable but unsuccessful attempts to identify an individual eligible for CCS for this child (Only insert IF enrolment for child is Service enrolment); and
- That this certificate is provided under 85CB of the A New tax system(Family Assistance) Act 1999

Use "Ctrl" key to select more than one reason

Declaration

Finally, complete the declaration and click the **Submit** button:

Declaration

I declare that:

- The information I have provided is true and correct; and
- I have made reasonable but unsuccessful attempts to identify an individual eligible for CCS for this child (Only insert IF enrolment for child is Service enrolment); and
- That this certificate is provided under 85CB of the A New tax system(Family Assistance) Act 1999

I understand that:

- The provider must give an appropriate State/Territory body notice that this provider considers the child to whom this certificate relates is or was at risk of serious harm of abuse or neglect no later than six (6) weeks after the day this certificate takes effect.
- Giving false or misleading information is a serious offence.
- I must notify the Australian Government Department of Human Services of any change(s) to this information.
- I have kept records of observations and evidence to support my certifying that the child is at risk.

Close Save as Draft Submit

You can save an ACCS Certificate to come back to late by clicking on the **Save as Draft** button:

Close Save as Draft Submit

Once submitted, your certificate will display in the grid and will now have a Certificate ID:

ACCS

ACCS Percentages Certificates Update State/Territory Body Determinations Child No Longer At Risk Upload Supporting Evidence

Search Keyword... Search Reset

Displaying 2 out of 2

Submit ACCS Certificate Query ACCS Certificate

Current Search Options: Child: Select... Status: All

Child Name	Certificate ID	Start Date	Submission Date	Certificate Status	Actions
TRACEY ELLISON-9856	9000000386	23/04/2018	17/05/2018	APPROV	Cancel ACCS Certificate
OSVALDO BASS-2751	9000000698	1/03/2018	19/06/2018	APPROV	Cancel ACCS Certificate

Querying ACCS Certificates

To query your ACCS certificates and to bring the status through, click the

Query ACCS Certificate

button. This will open the Query Certificates window:

Query Certificates

Service ID: 190016362L

Certificate Start Date: From: 18/06/2018 To: 24/06/2018

Certificate Submission Date: From: 18/06/2018 To: 24/06/2018

Certificate ID: []

Child: Select...

Child CRN: []

Child Date of Birth: []

Updated Since: []

Authorised By: Vidi Phol

Close Query

Enter the details of the certificate you wish to query and click the **Query** button. Once your query has completed, you may view the queries details by clicking the **Q** button on the record.

NOTE: Please make sure Certificate start date from and to covers the certificate start date you are querying.

Certificate Start Date

From: 18/06/2018 To: 24/06/2018

Cancelling ACCS Certificates

To cancel an ACCS Certificate, locate the certificate in the grid and click the

Cancel ACCS Certificate

button:

ACCS

ACCS Percentages Certificates Update State/Territory Body Determinations Child No Longer At Risk Upload Supporting Evidence

Search Keyword... Search Reset

Displaying 2 out of 2

Submit ACCS Certificate Query ACCS Certificate

Current Search Options: Child: Select... Status: All

Child Name	Certificate ID	Start Date	Submission Date	Certificate Status	Actions
TRACEY ELLISON-9856	9000000386	23/04/2018	17/05/2018	APPROV	Cancel ACCS Certificate
OSVALDO BASS-2751	9000000698	1/03/2018	19/06/2018	APPROV	Cancel ACCS Certificate

Select your authorised person, service ID and enter a cancellation reason.

Only those with Management and Control can be selected to cancel ACCS certificates

Complete the declaration and click the **Submit Cancellation** button:

Cancel ACCS Certificate (Certificate ID)

Authorised By: Vidl Phol

Service ID: 190016362L

Reason For Cancellation: Enter cancellation reason here.

Declaration

I declare that:

- The information I have provided is true and correct; and
- I have made reasonable but unsuccessful attempts to identify an individual eligible for CCS for this child (Only insert IF enrolment for child is Service enrolment); and
- That this certificate is provided under 85CB of the A New tax system(Family Assistance) Act 1999

I understand that:

- The provider must give an appropriate State/Territory body notice that this provider considers the child to whom this certificate relates is or was at risk of serious harm of abuse or neglect no later than six (6) weeks after the day this certificate takes effect.
- Giving false or misleading information is a serious offence.
- I must notify the Australian Government Department of Human Services of any change(s) to this information.
- I have kept records of observations and evidence to support my certifying that the child is at risk.

Cancel **Submit Cancellation**

Your cancellation request will be sent to CCSS

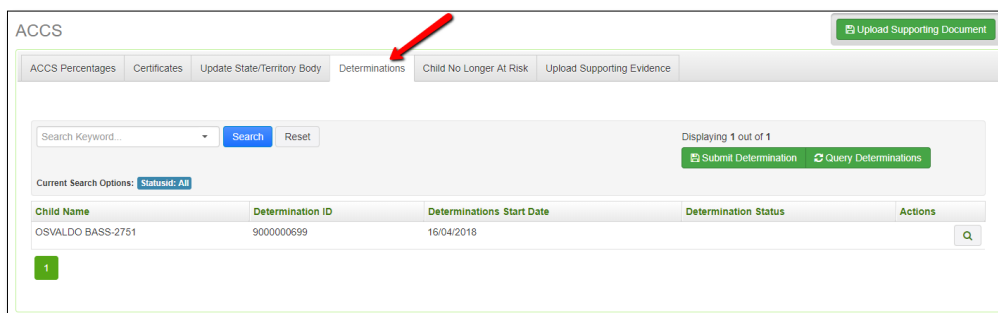
ACCS Determinations

Some important rules and guidelines:

- Determination is in effect for the child. This means a determination will be in effect for all enrolments regardless of:
 - Provider,
 - Service,
 - Enrolment type
- Determination must start on a Monday.
- Applications made are typically a length of 13 weeks
- In some circumstances you can apply for a maximum length of 52 weeks
- Determinations are not automatically approved.
- Provider cannot vary or revoke an application once submitted.
- If the child is no longer at risk, the no longer at-risk service should be used and a work item will be generated for staff to action.
- Australian Government/DHS staff can vary a determination, with certain restrictions.
- Australian Government/DHS staff can revoke a determination.
- Evidence of child being at risk is mandatory for application

For more information and guidelines please see the tip sheet under the **Resources** menu called **Guide to Additional Child Care Subsidy (child wellbeing)**.

Determination applications are located within the 'Determinations' tab of the ACCS window:



To submit a Determination application, click the **Submit Determination** button. This will open the 'Submit Determination Application' window.

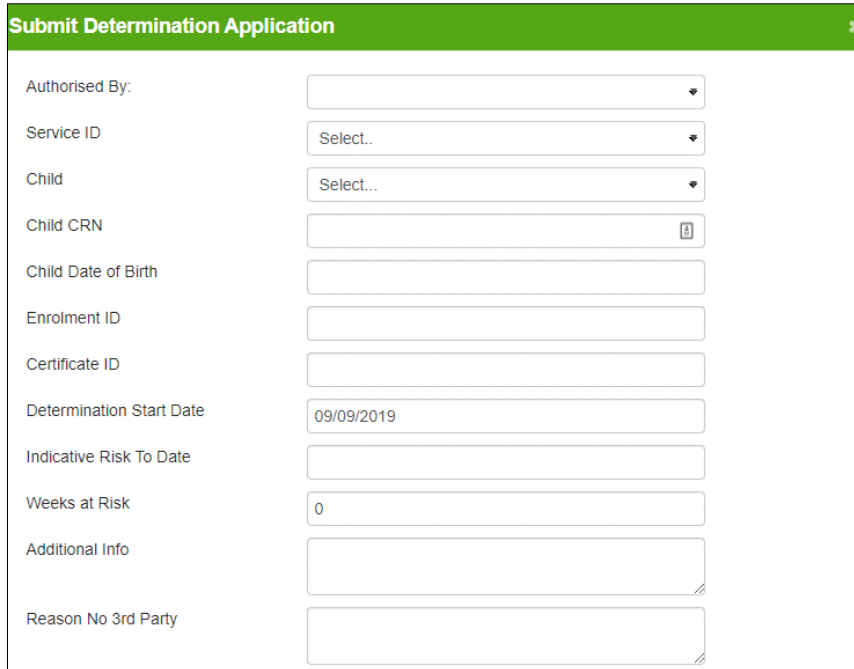
You will first need to ensure that your **authorised person** and **service ID** are selected.

Select the **child** from the dropdown menu and this will pull through the **child's CRN** and **date of birth**.

NOTE: While there are fields for the enrolment ID and certificate ID it is not a mandatory field.

Select the **Determination** start date and the end date in the **Indicative risk to date** option.

Enter the **weeks at risk**. You may also include additional info in the provided textboxes (this is optional):



Supporting Documents

The type of supporting documents depends on whether you notified or the body notified you.

If the service ticks “Was provider notified of child's risk by an appropriate State/Territory body?”:

- An ACC003 - State/Territory notice (204K notice) document must be uploaded
- An ACC002 - ACCS ChildWellBeing Evidence document must be uploaded

If the service ticks “Has a notice to an appropriate State/Territory body has been made?”:

- An ACC002 - ACCS ChildWellBeing Evidence must be uploaded
- The service must complete the Notice to State/Territory Body details (This cannot be updated later)

If you have selected Exceptional Circumstances Reason in Late submission

- An ACC008 – Evidence of exceptional circumstance document must be uploaded

Next, complete the **Notice to State Territory Body** section:

Notice to State/Territory Body

Was provider notified of child's risk by an appropriate State/Territory body?

Has a notice to an appropriate State/Territory body has been made?

Date notice was given to State/Territory body:

First Name of person of provider/service who has provided the notice

Surname of person of provider/service who has provided the notice

State/Territory Body Type

State/Territory Body Organisation

Notes

State/Territory Body Contact Person

State/Territory Body Contact Number

State/Territory Body Contact Email

State/Territory Body Reference Number

NOTE: Only one option should be selected

Notice to State/Territory Body

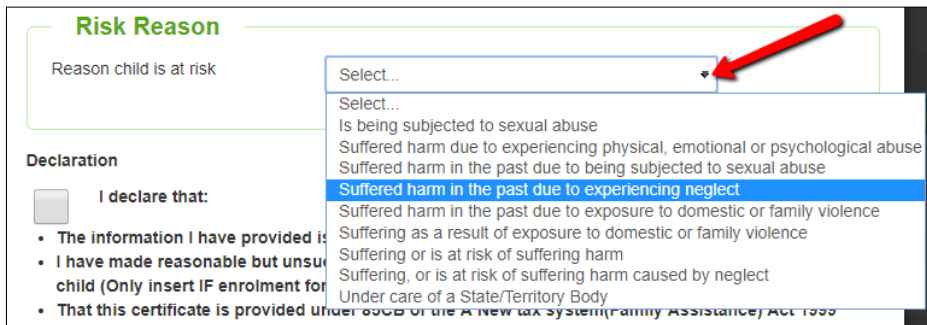
Was provider notified of child's risk by an appropriate State/Territory body?

Has a notice to an appropriate State/Territory body has been made?

Only select one option

Risk Reason

Select a reason for the child being at risk from the dropdown menu:



The screenshot shows a form titled "Risk Reason" with a dropdown menu open. The dropdown menu lists several reasons for a child being at risk, with "Suffered harm in the past due to experiencing neglect" highlighted. A red arrow points to the dropdown menu.

Risk Reason

Reason child is at risk

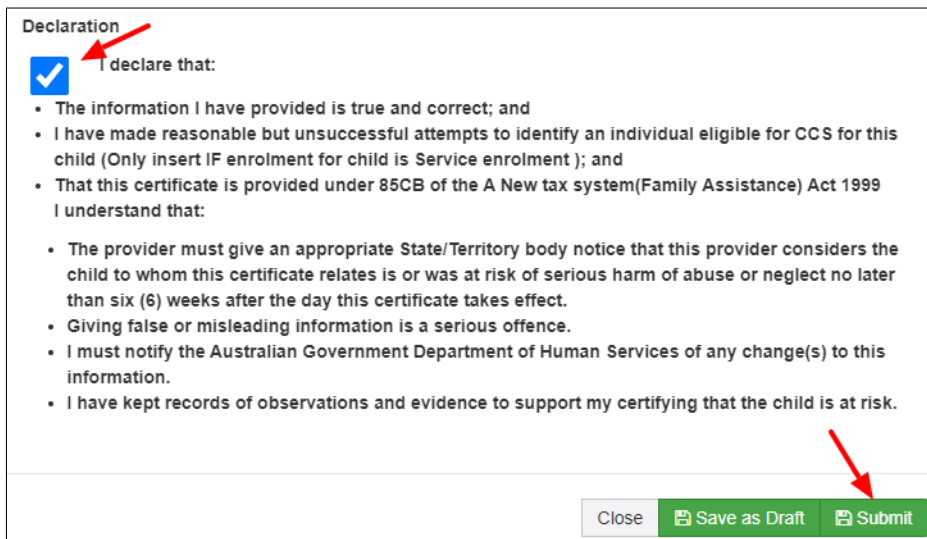
Select...

- Select...
- Is being subjected to sexual abuse
- Suffered harm due to experiencing physical, emotional or psychological abuse
- Suffered harm in the past due to being subjected to sexual abuse
- Suffered harm in the past due to experiencing neglect**
- Suffered harm in the past due to exposure to domestic or family violence
- Suffering as a result of exposure to domestic or family violence
- Suffering or is at risk of suffering harm
- Suffering, or is at risk of suffering harm caused by neglect
- Under care of a State/Territory Body
- Under 85CB of the A New tax system(Family Assistance) Act 1999

Use "Ctrl" key to select more than one reason

Declaration

Finally, complete the declaration and click the  button:



The screenshot shows the "Declaration" section of the form. A red arrow points to the "I declare that:" checkbox, which is checked. Below the checkbox is a list of declaration points. At the bottom right, there are three buttons: "Close", "Save as Draft", and "Submit". A red arrow points to the "Submit" button.

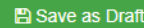

Declaration

I declare that:

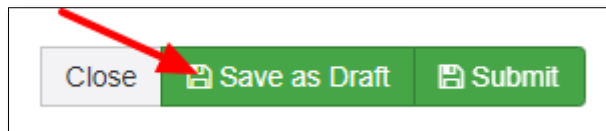
- The information I have provided is true and correct; and
- I have made reasonable but unsuccessful attempts to identify an individual eligible for CCS for this child (Only insert IF enrolment for child is Service enrolment); and
- That this certificate is provided under 85CB of the A New tax system(Family Assistance) Act 1999

I understand that:

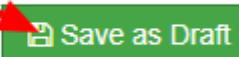

- The provider must give an appropriate State/Territory body notice that this provider considers the child to whom this certificate relates is or was at risk of serious harm of abuse or neglect no later than six (6) weeks after the day this certificate takes effect.
- Giving false or misleading information is a serious offence.
- I must notify the Australian Government Department of Human Services of any change(s) to this information.
- I have kept records of observations and evidence to support my certifying that the child is at risk.

Close  

You Can Save your ACCS Determination to come back to later by clicking on the **Save as Draft** button:



The screenshot shows three buttons: "Close", "Save as Draft", and "Submit". A red arrow points to the "Save as Draft" button.

Close  

Once submitted, your determination application will display in the grid and will now have a 'Determination ID':

ACCS Upload Supporting Document

ACCS Percentages Certificates Update State/Territory Body **Determinations** Child No Longer At Risk Upload Supporting Evidence

Search Keyword... Displaying 1 out of 1

Current Search Options: **Statusid: All**

Child Name	Determination ID	Determinations Start Date	Determination Status	Actions
OSVALDO BASS-2751	900000699	16/04/2018		<input type="button" value="Q"/>

1

Querying a Determination

To query a determination, click the button:

ACCS Upload Supporting Document

ACCS Percentages Certificates Update State/Territory Body **Determinations** Child No Longer At Risk Upload Supporting Evidence

Search Keyword... Displaying 1 out of 1

Current Search Options: **Statusid: All**

Child Name	Determination ID	Determinations Start Date	Determination Status	Actions
OSVALDO BASS-2751	900000699	16/04/2018		<input type="button" value="Q"/>

1

This will open the 'Query ACCS Determinations' window.

Ensure your service ID and authorised person is selected. You may also include additional fields to narrow your query to specific records. You may then click the button:

Query Accs Determinations ✕

Updated Since:

Determination Start Date: From To


Determination ID:

Child:

Child CRN:

Child Date of Birth:

Authorised By:

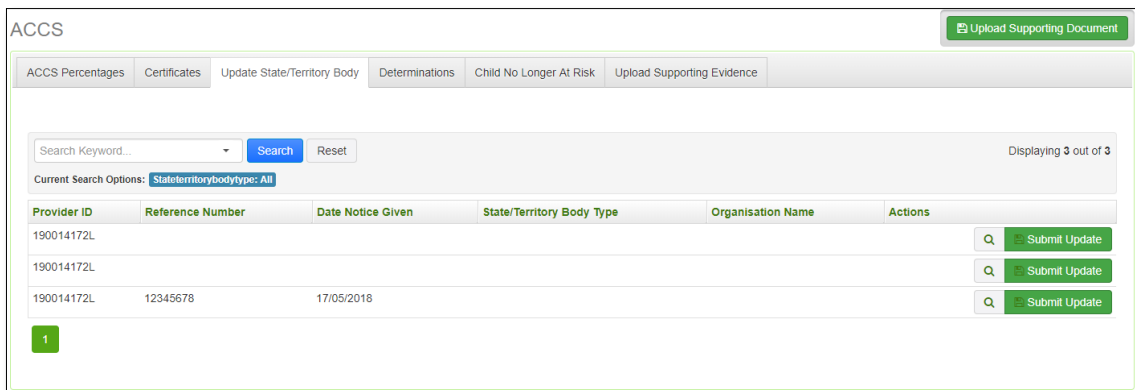
The query determination process will run. Once complete, you may view the returned data by selecting a record from the grid and clicking the  button.


NOTE: Please make sure Determination start date from and to covers the determination start date you are querying.

Update State/Territory Body Tab

If 204K notice details were not provided as part of the certificate or determination, then provider must update 204K notice.

Updates to the State/Territory body are submitted within the **Update State/Territory Body** tab:







ACCS 

ACCS Percentages Certificates **Update State/Territory Body** Determinations Child No Longer At Risk Upload Supporting Evidence

Search Keyword... Displaying 3 out of 3

Current Search Options: **State/territory/bodytype: All**

Provider ID	Reference Number	Date Notice Given	State/Territory Body Type	Organisation Name	Actions
190014172L					 <input type="button" value="Submit Update"/>
190014172L					 <input type="button" value="Submit Update"/>
190014172L	12345678	17/05/2018			 <input type="button" value="Submit Update"/>

To submit an update, select the record from the grid and click the  button.

Ensure your **authorised person** and **service ID** are selected.

You may then complete the notice to state/territory body:

Notice to State/Territory Body

Was provider notified of child's risk by an appropriate State/Territory body?

Has a notice to an appropriate State/Territory body has been made?

Date notice was given to State/Territory body:

First Name of person of provider/service who has provided the notice

Surname of person of provider/service who has provided the notice

State/Territory Body Type

State/Territory Body Organisation

Notes

State/Territory Body Contact Person

State/Territory Body Contact Number

State/Territory Body Contact Email

State/Territory Body Reference Number

Select your supporting document type from the dropdown menu and then click the **Choose file** button to locate a file to upload.

Supporting Documents

Document Type

Allowed Document Types: "pdf", "png", "tiff", and "jpg". No file chosen

Next, complete the declaration and click the **Submit** button:

Declaration

I declare that:

- The information I have provided is true and correct; and
- I have made reasonable but unsuccessful attempts to identify an individual eligible for CCS for this child (Only insert IF enrolment for child is Service enrolment); and
- That this certificate is provided under 85CB of the A New tax system(Family Assistance) Act 1999

I understand that:

- The provider must give an appropriate State/Territory body notice that this provider considers the child to whom this certificate relates is or was at risk of serious harm of abuse or neglect no later than six (6) weeks after the day this certificate takes effect.
- Giving false or misleading information is a serious offence.
- I must notify the Australian Government Department of Human Services of any change(s) to this information.
- I have kept records of observations and evidence to support my certifying that the child is at risk.

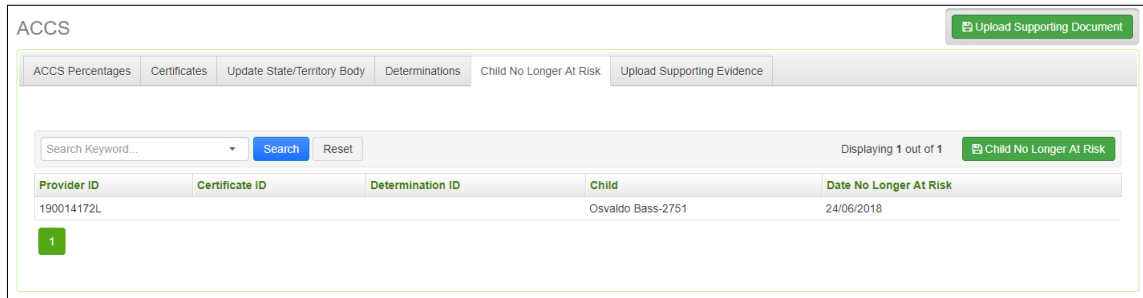
You will be notified once the update has been submitted.

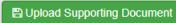
Child No Longer at Risk Tab

This option is used to advise the department that a child is no longer at risk.

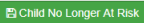
To submit first click on **Child No Longer At Risk** tab then click the

 button:



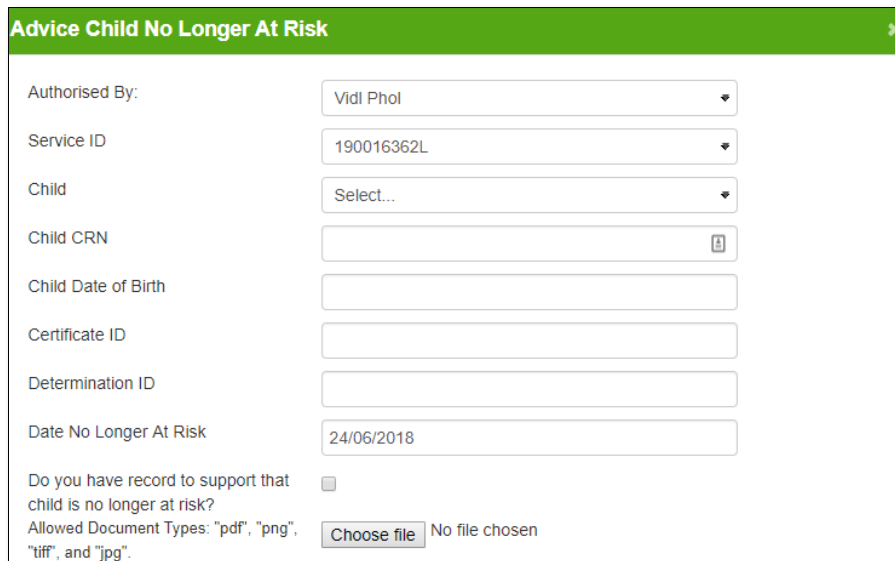
ACCS 

ACCS Percentages Certificates Update State/Territory Body Determinations **Child No Longer At Risk** Upload Supporting Evidence

Search Keyword... Displaying 1 out of 1 

Provider ID	Certificate ID	Determination ID	Child	Date No Longer At Risk
190014172L			Oswaldo Bass-2751	24/06/2018

You will then need to complete the 'Advise Child No Longer At Risk' form:



Advise Child No Longer At Risk ✕

Authorised By:

Service ID:

Child:

Child CRN:

Child Date of Birth:

Certificate ID:

Determination ID:

Date No Longer At Risk:

Do you have record to support that child is no longer at risk?

Allowed Document Types: "pdf", "png", "tiff", and "jpg". No file chosen

You will then need to complete the declaration and click the  button:

Declaration

I declare that:

- The information I have provided is true and correct; and
- I have made reasonable but unsuccessful attempts to identify an individual eligible for CCS for this child (Only insert IF enrolment for child is Service enrolment); and
- That this certificate is provided under 85CB of the A New tax system(Family Assistance) Act 1999
I understand that:
 - The provider must give an appropriate State/Territory body notice that this provider considers the child to whom this certificate relates is or was at risk of serious harm of abuse or neglect no later than six (6) weeks after the day this certificate takes effect.
 - Giving false or misleading information is a serious offence.
 - I must notify the Australian Government Department of Human Services of any change(s) to this information.
 - I have kept records of observations and evidence to support my certifying that the child is at risk.

Once submitted, the entry will display in the grid:

ACCS

ACCS Percentages Certificates Update State/Territory Body Determinations Child No Longer At Risk Upload Supporting Evidence

Search Keyword... Displaying 1 out of 1

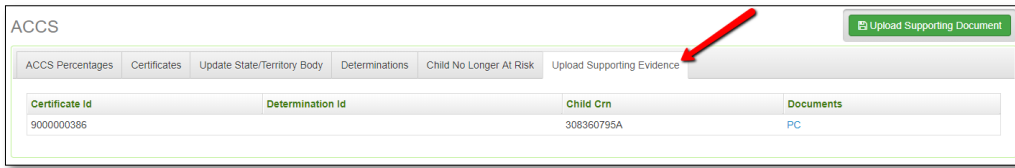
Provider ID	Certificate ID	Determination ID	Child	Date No Longer At Risk
190014172L			Oswaldo Bass-2751	24/06/2018


Upload Supporting Evidence Tab

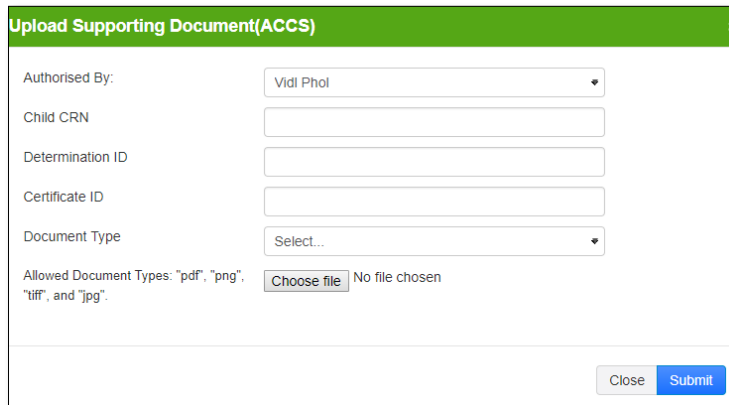
Supporting Evidence may be uploaded and submitted after submitting the initial request.

- This operation is used to complement the core ACCS operations, such as ACCS Submit Certificate, ACCS Apply for Determination.
- This operation can be performed only after the core operation has been completed.
- This operation can be used to:
 - Re-upload supporting document/evidence, if the document uploaded originally was incorrect.
 - Upload additional document/evidence, which was not uploaded initially.

This operation may be performed within the 'Upload Supporting Evidence' tab of the ACCS window:



Click the  button and the following window will open:



Select your **authorised person** and enter the **child's CRN**.

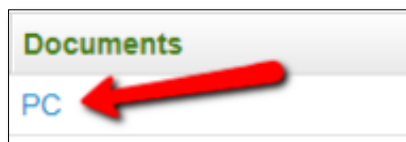
Enter the relevant **determination** or **certificate ID**.

Next, select the **document type** from the dropdown menu and select a file to upload.

Click the **Submit** button to submit the documentation and the submitted documents will display in the grid:



You may click on the document name to download and view the document:



ACCS (CHILD WELLBEING)

Troubleshooting

Below are some common errors you may see when creating a certificate or determination and how to resolve them.

Error:

- Invalid Mime Type for CCS allowable values

Why? This error is referring to the document you have uploaded doesn't match the allowable types.

Resolution: Change your document to one of the allowable types:

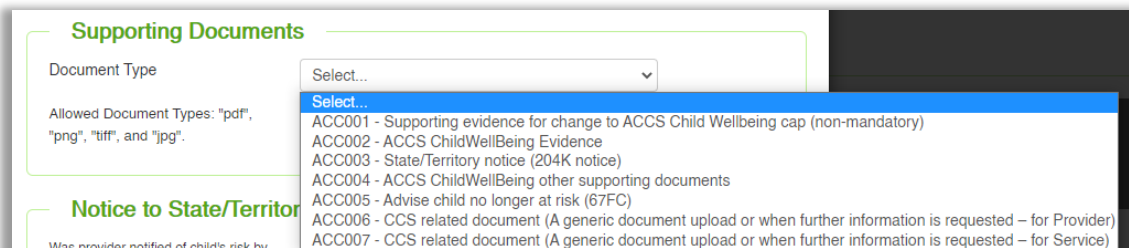
- pdf
- png
- tiff
- jpg

Then upload again.

Error:

- The supporting document type ACC003 is mandatory for Certificates,

Why? This error is relating to the document type you have selected. You can also get this error on determinations as well.



The screenshot shows a form titled "Supporting Documents". It has a "Document Type" field with a dropdown menu. Below the dropdown, it lists "Allowed Document Types: 'pdf', 'png', 'tiff', and 'jpg'". To the right, there is a "Notice to State/Territory" section with a checkbox "Was provider notified of child's risk by". The dropdown menu is open, showing a list of document types: ACC001 - Supporting evidence for change to ACCS Child Wellbeing cap (non-mandatory), ACC002 - ACCS ChildWellBeing Evidence, ACC003 - State/Territory notice (204K notice), ACC004 - ACCS ChildWellBeing other supporting documents, ACC005 - Advise child no longer at risk (67FC), ACC006 - CCS related document (A generic document upload or when further information is requested - for Provider), and ACC007 - CCS related document (A generic document upload or when further information is requested - for Service).

Resolution: There are specific document types you need to select depending on what option you have selected in Notice to State/Territory Body- whether you were notified or you had to notify an appropriate state/territory body.

CERTIFICATE

If you were notified by the department tick **Was provider notified of child's risk by an appropriate State/Territory body?**

- An ACC003 - State/Territory notice (204K notice) document must be uploaded

if you have had to notify then you tick **Has a notice to an appropriate State/Territory body has been made?**

- a supporting document is optional
- in most cases, services upload an ACC002 - ACCS ChildWellBeing Evidence
- the service should complete the Notice to State/Territory Body details (this can be updated later)

DETERMINATIONS

If the service ticks “Was provider notified of child's risk by an appropriate State/Territory body?”:

- An ACC003 - State/Territory notice (204K notice) document must be uploaded
- An ACC002 - ACCS ChildWellBeing Evidence document must be uploaded

If the service ticks “Has a notice to an appropriate State/Territory body has been made?”:

- An ACC002 - ACCS ChildWellBeing Evidence must be uploaded
- The service must complete the Notice to State/Territory Body details (This cannot be updated later)

Error:

- **Determination already exist for the child/service combination from 14.12.2020 to 14.03.2021.**

Why? This error can relate to certificate or a determination. The dates displaying in the error is dependant on the child’s record. This can happen if it was already created in your PEP system.

Resolution: Query. CCS already have the details of the certificate and/or determination. A query will help pull through this information. The information however will only pull through if the record is approved.

Error:

```
• {"code":10,"codeType":"DHSEIN","message":"Service temporarily unavailable"}
```

Why? This is a generic error from ccs and can refer to 2 different things

1. CCS is down or having intermittent connection errors
2. The document you have uploaded is too big

Resolution:

1. If CCS is down or having intermittent issues you can only wait and try again later.
2. CCS only allow max size of 7mb for all documents being submitted. You will need to make your documents smaller either by saving them as a jpg or speaking with your I.T to reduce the size another way.

Error:


```
• Notified By/To State and Territory Indicators cannot be same.
```

Why? This indicates that you have ticked both options under the heading **Notice to State/Territory Body** e.g.:



Notice to State/Territory Body

Was provider notified of child's risk by an appropriate State/Territory body? 

Has a notice to an appropriate State/Territory body has been made? 

Resolution: Untick the one that doesn't apply.

If you were notified of the child being at risk, then tick: **Was provider notified of child's risk by an appropriate State/Territory body?**

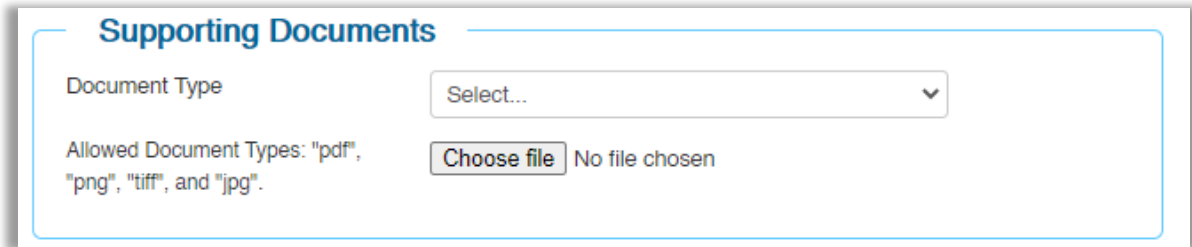
If you have had to notify someone of the child being at risk, then tick: **Has a notice to an appropriate State/Territory body has been made?**

Error:

- fileContent is a mandatory field

Why? This means that you haven't uploaded any supporting documents.

Resolution: Navigate to the heading **Supporting Documents** heading, click **Choose file** and select the file on your computer.



The screenshot shows a form titled "Supporting Documents". It contains a "Document Type" dropdown menu with "Select..." as the current selection. Below this, it lists "Allowed Document Types: 'pdf', 'png', 'tiff', and 'jpg'." To the right of this list is a "Choose file" button and the text "No file chosen".

Error:

- 6 weeks of Certificate have not been exhausted for the Child in last 12 months.

Why? A new ACCS certificate is required each calendar year. The calendar year is determined on the child's first certificate start date.

Resolution:

- Check the start date of the child's latest certificate
- Does the certificate last for 6 weeks? If not. Create a certificate for the missing weeks. If so, move to next point.
- Has it been over a year since the start date - If so, create a new certificate.

Error:

- An Extension Reason cannot be submitted for a Determination with a period of 13 weeks and under

Why? You have selected an extension reason. You are not required to select these unless your determination is greater than 13 weeks.

Extension Reason(s)	<input checked="" type="checkbox"/> The child is on long term protection order
	<input checked="" type="checkbox"/> The child is in formal foster care/kinship care

Resolution: Untick the extension reason as they do not apply.

Error:

- Exceptional circumstance reason cannot be provided where start date is not more than 28 DAYS in the past from submission date

Why? You have selected an Exceptional Circumstance reason for a Determination that has not been submitted greater than 28 days prior to the commencement date.

Late Submission

Exceptional Circumstance Reason	Other <input type="text"/>
Details (Only if "Other" selected)	<input type="text"/>

Resolution: Unselect the Exceptional Circumstance Reason

If you are uncertain of any details you are providing or the error you are experiencing please Save the ACCS Certificate or Determination and call our Support Help Desk.

