CHILDREN DASHBOARD

All families assigned to you will display on this page, along with their CCS enrolment data and booked days.

This document will guide you through:

- **Accessing the dashboard**
- **Reading the dashboard**
- **Adjusting columns**
- **Troubleshooting**

Summary

Accessing the children dashboard

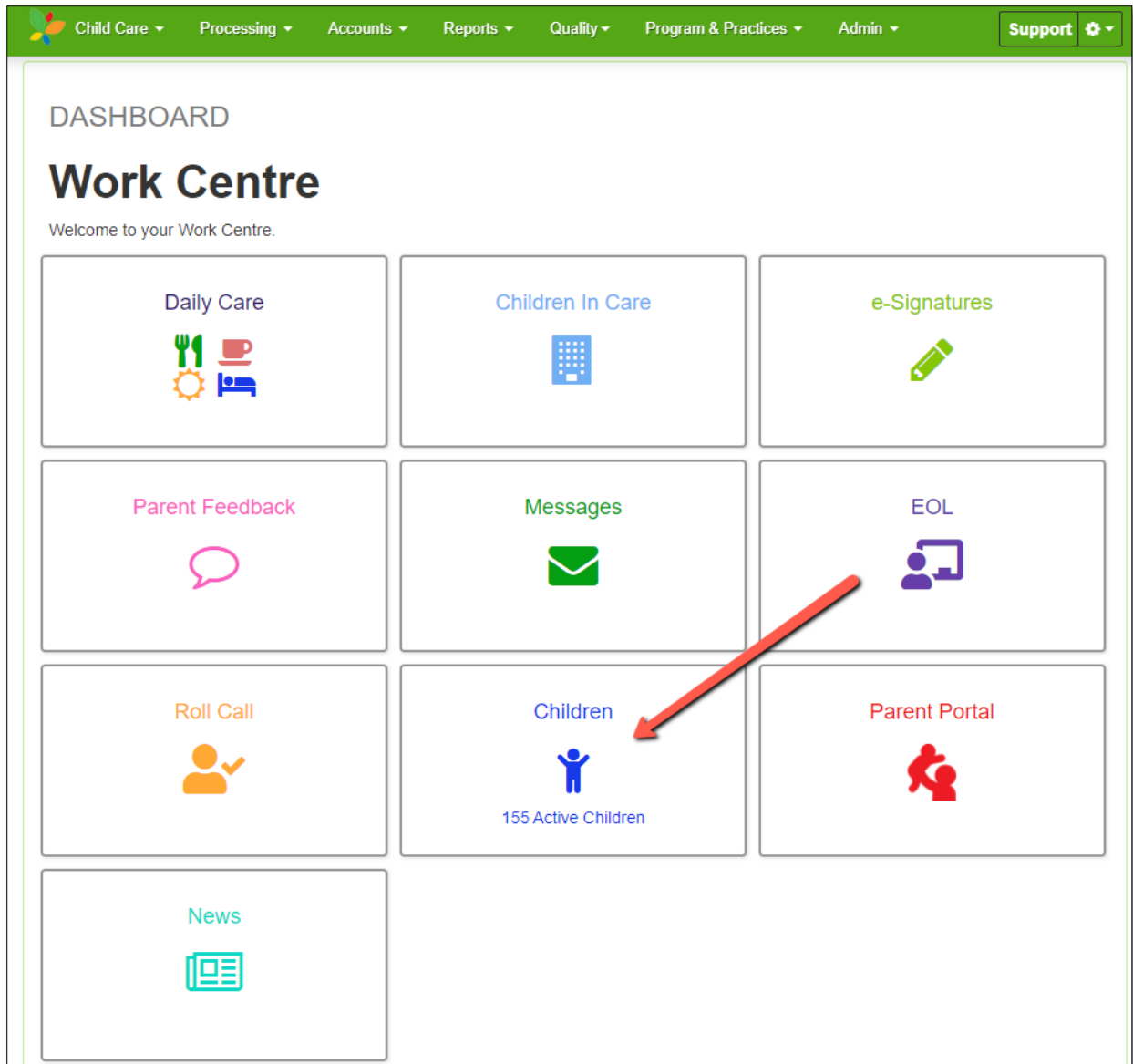- From the Work Centre click on the children tile.

I'm in another area within the software, how do I get back to the dashboard?

- Click on your service name which displays along the menu bar.

Detailed

Accessing the Dashboard

As soon as you log in the home screen will provide you with your work centre dashboard, click on the **Children** tile:

If you are in a different location within your software, you can get back to the work centre dashboard by clicking on your service name which displays along the menu bar.

Once you have selected the Children tile the following window will open:

CHILDREN

Fl...	Child Firstname	Child Surname	Guardian Firstname	Guardian Surname	CCS %	Fortnig... Hours	CCS YTD Abs	Withheld %	Guardian Balance	Boo... Days	M	Tu	W	Th	F...	Sa	Su
💜❗	Amit	Gupta	Bharat	Bhushan					-$22,774.42 G ℹ	2	Y	Y	Y				
	Allison	Anders	Alexander	Anders	85%	100	2	5%	-$31,000.00 G ℹ	3	Y	Y		Y			
	Jilly	Donalds	Lucy	Donalds	85%	100	0	5%	-$20,340.46 G ℹ	2	Y	Y	Y				
	Julie	Andrews	Maria	Andrews					-$15,006.90 G ℹ	3	Y						
	Andy	Gillies	Hannah	Gillies					-$360,935.00 G ℹ	0			Y				
	Tracey	Ellison-9856	Brice	Ellison-9856	85%	100	2	5%	-$164,277.76 G ℹ	6	Y	Y					
💜	Child	Bass	Brice	Ellison-9856					-$164,277.76 G ℹ	5	Y						
	Deandre	Rodgers-1681	Kelly	Rodgers-1681					-$72,497.50 G ℹ	3	Y		Y				
💜❗	Enrique	Copeland-7887	Cyrus	Copeland-7887	85%	100	0	5%	-$8,207.16 G ℹ	1		Y	Y				
	Greta	Flores-3844	Candy	Flores-3844					-$119,785.00 G ℹ	3							
	Tim	Lloyd-6447	Nadine	Lloyd-6447	85%	100	0	5%	-$244,943.00 G ℹ	6	Y	Y					
💜❗	Aaya	Gupta	Abhinav	Gupta					-$36,400.00 G ℹ	2	Y	Y					

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'G' indicates guardian balance

Reading the Dashboard

Flags
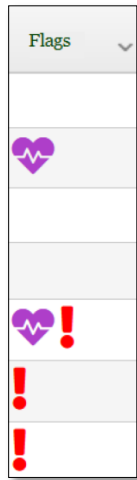
The Flags column will alert you to any children who have the following:

- Medical Warnings 💜
- Safety Warnings ❗
- Photography Warnings 🚫

Clicking the icon will open a Child Profile, displaying an extract from the Child's Record, capturing all the important information Educators may need quick access to.

This includes:

- Basic child/guardian details
- Medical Alerts, including:
    - Disability/Special Needs
    - Allergies
    - Risk of Anaphylaxis
    - Asthma
    - Dietary Requirements
    - Medical Conditions/ Medication Required
    - Diabetes
- Safety Alerts, including:
    - Court Orders, Parenting Orders or Plans in place
- Photography Alerts, including:
    - 'No' selected for one/both of the authorisations below:
        - 'I give authorisation for my child to have photos taken'
        - 'I give authorisation for my child's photos to be published'

Children first/surname column

Child Firstname ⌄	Child Surname ⌄
Alfonzo	Henry
Amy	Acoba
Bella	Rehfish
Clark	Barr
Judith	Williams
Kevin	Anderson

Parent first/surname column

Only children assigned to you will

Only parents assigned to you will display within the parent first/surname columns.

The parent's first and last name contain a hyperlink. This means that if you click on the name it will take you to the parent's record to view.

You can change the sort order by clicking on the column heading.

Eligibility – CCS%, Fortnightly Hours, CCS YTD Absences & Withheld

CCS % ⌄	Fortnightly Hours ⌄	CCS YTD Abs ▾	Withheld % ⌄
50 %	0	0	10 %
0 %	0	0	0 %
22.61 %	0	0	0 %
0 %	0	0	0 %
85 %	0	0	10 %
64.38 %	100	0	10 %

The CCS%, CCS Eligible Hours and YTD Absences columns display live enrolment data. When the query runs on the enrolment data, any changes queried will be displayed in your dashboard. Changes will be highlighted in red.

Click on the data displaying in red, to display the history of changes. After 5 days of this display, your red highlighted data will turn back to blue

Guardian Balance

The guardian balance column will show you what balance the parent is in. As you create transactions the balance will change.

Negative amounts mean the parent is in debit.

Positive amounts show that the parent is in credit.

Next to the balance you may click on the I to show a history of transactions for the parent.

The balance contains a hyperlink where if clicked on it will take you to the 'create receipts' screen.

Booked Days

This column will display the number of booked days within the child's booking.

Monday - Sunday

These columns reflect if the child has a session booked in on that particular day.

Adjusting columns

If you want to customise which columns display within the children dashboard, click on the drop-down arrow (displaying on each column heading), select columns and untick the columns you don't want to display.

Troubleshooting

Issue: Why don't I have the Children tile?

Why? You may have hidden the tile.

Resolution: If you have hidden the tile please follow the below steps to bring it back:

1. Click on setting cog
2. Select my profile
3. Scroll down to dashboard configuration heading
4. Below the heading hidden from dashboard you will see the daily care tile, click on the green tick
5. Click Save

Issue: Why don't I have any entitlements showing for a child.

Why? This may be either because the child's enrolment has not yet been created or we haven't received the data yet from the department.

Resolution: If a CCS enrolment hasn't been created, you will need to create this.

You can also query the entitlements to see if we can pull through the information manually. If the data still does not come through, then we are waiting on Centrelink to push it through to CCS.   The software cannot force this process so it's just a waiting game.

Issue: I believe the year to date absences are incorrect.

Resolution: You will need to query the entitlements to update the data coming from CCS.

Issue: I believe the parent balance is wrong.

Resolution: The parent balance is a direct reflection on the transactions you've been creating within Harmony. We would suggest you have a look at the tip sheet called **How to Investigate Invoicing** to track the parents account and find what needs adjusting.

If you need further assistance, make contact with our Support Help Desk.