

CCS ENROLMENTS

Enrolling children is a requirement under Family Assistance Law for all children who attend child care (or have an arrangement for care) regardless of their parent's or guardian's eligibility for Child Care Subsidy.

For eligible individuals and children, entitlement decisions will not occur without the right enrolment in place. An enrolment links the child, the individual claiming the subsidy and the child care service.

(Childcare Provider Handbook v2, pg 38)

This tip sheet will guide you through:

- [Notice Types](#)
- [Enrolment Arrangement Types](#)
- [Creating an Enrolment Notice](#)
- [Enrolment Status](#)
- [Updating an Enrolment Notice](#)
- [Viewing an Enrolment](#)
- [Troubleshooting](#)

Summary

1. Click the Childcare menu
2. Select Children
3. Search for the child and click Edit
4. Select the CCS Enrolments Tab
5. Click Create Enrolment
6. Select the arrangement type, Start Date, Load Sessions
7. If casual, add a casual fee
8. Click Submit

CCS ENROLMENTS

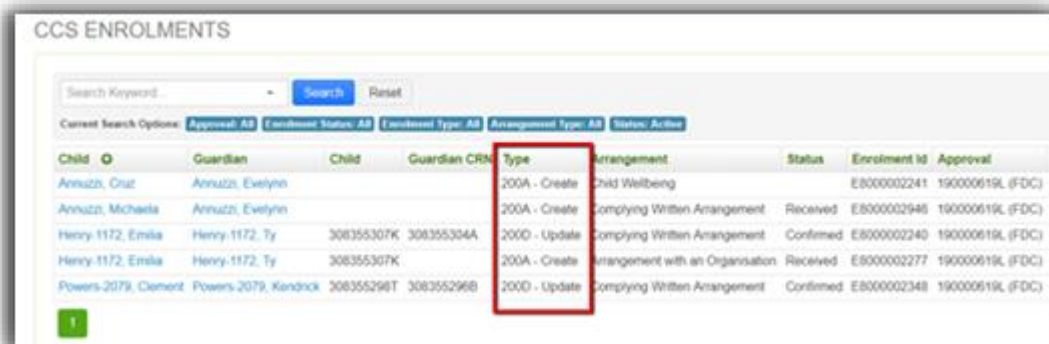
Detailed

Enrolment Notice Types

There are 2 different enrolment notice types:

200A – enrolment has been created (no updates have been done on this enrolment)

200D – enrolment notice has been updated



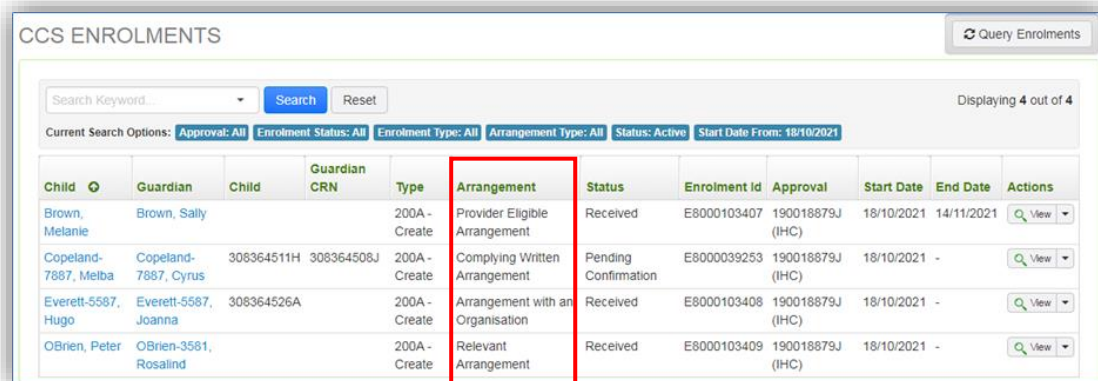
Child	Guardian	Child	Guardian CRN	Type	Arrangement	Status	Enrolment Id	Approval
Annuzzi, Cruz	Annuzzi, Ewelyn			200A - Create	Child Wellbeing		E8000002241	190000619L (FDC)
Annuzzi, Michaels	Annuzzi, Ewelyn			200A - Create	Complying Written Arrangement	Received	E8000002945	190000619L (FDC)
Henry-1172, Emils	Henry-1172, Ty	308355307K	308355304A	200D - Update	Complying Written Arrangement	Confirmed	E8000002240	190000619L (FDC)
Henry-1172, Emils	Henry-1172, Ty	308355307K		200A - Create	Arrangement with an Organisation	Received	E8000002277	190000619L (FDC)
Powers-2079, Cement	Powers-2079, Kendrick	308355296T	308355296B	200D - Update	Complying Written Arrangement	Confirmed	E8000002348	190000619L (FDC)

The enrolment notice type will display as a **200A** until it has been updated and will then change to **200D** automatically.

Enrolment Arrangements

There are 4 different CCS enrolment arrangements that can occur between a service and an individual or organisation.

Once an enrolment notice has been submitted to CCSS with an arrangement type, the arrangement type cannot be altered by an update.



Child	Guardian	Child	Guardian CRN	Type	Arrangement	Status	Enrolment Id	Approval	Start Date	End Date	Actions
Brown, Melanie	Brown, Sally			200A - Create	Provider Eligible Arrangement	Received	E8000103407	190018879J (IHC)	18/10/2021	14/11/2021	View
Copeland-7887, Melba	Copeland-7887, Cyrus	308364511H	308364506J	200A - Create	Complying Written Arrangement	Pending Confirmation	E8000039253	190018879J (IHC)	18/10/2021	-	View
Everett-5587, Hugo	Everett-5587, Joanna	308364526A		200A - Create	Arrangement with an Organisation	Received	E8000103408	190018879J (IHC)	18/10/2021	-	View
O'Brien, Peter	O'Brien-3581, Rosalind			200A - Create	Relevant Arrangement	Received	E8000103409	190018879J (IHC)	18/10/2021	-	View

Complying Written Arrangement (CWA)

- If the parent and child CRNs and DOBs are supplied, the child may receive CCS or ACCS.
- Parents must confirm the initial enrolment via their 'myGov' account.
- Services must submit the initial enrolment and update enrolment occurrences within a specified timeframe.

Relevant Arrangement (RA)

- If this arrangement is made between the service and the parent, the arrangement does not have to meet the legal requirements of a CWA arrangement.
- CCS will never be paid on sessions of care submitted under this enrolment arrangement.
- This arrangement would normally be used for parents that do not intend to claim CCS.

Arrangement with Organisation (OA)

- This is an arrangement made between a service and an organisation who is liable to pay the childcare fees under the enrolment.
- If this arrangement is made between the service and the parent, the arrangement does not have to meet the legal requirements of a CWA arrangement.
- This arrangement would most commonly be used where an organisation, such as an employer is paying all of the childcare fees.

Provider Eligible Arrangement (ACCS)

- This arrangement is used where the service provides care to a child where no eligible individual (parent) can be identified.
- Typically, this arrangement is used when a child is at risk.
- ACCS child wellbeing may be paid for sessions of care for this enrolment.

Creating an Enrolment Notice in your Software

You can only create an CCS enrolment notice from a tab in the child details page.

Select the **Child Care** menu
Select **Children**

Select the **Edit** button for the required child
Select the **CCS Enrolments** tab

CLEMENT POWERS-2079

General Details Subsidies Needs Immunisations Medications Alerts Pre-School Bookings Approved Booking Change Requests Guardians
CCMS Enrolments **CCS Enrolments** Levies Docs Portfolio 24 Hour Care Timesheets Approved Holiday Periods

Search Keyword... Search Reset Displaying 1 out of 1 Create Enrolment

Current Search Options: Approval: All Enrolment Status: All Enrolment Type: All Arrangement Type: All Status: Active

Child	Guardian	Child	Guardian CRN	Type	Arrangement	Status	Enrolment Id	Approval	Start Date	End Date	Actions
Powers-2079, Clement	Powers-2079, Kendrick	308355298T	308355296B	200D - Update	Complying Written Arrangement	Confirmed	E8000002348	190000619L (FDC)	26/03/2018	26/03/2018	View

select **Create Enrolment** button

Service Details

Approval: 1900 Authorised Person: []

Child / Guardian Details

Child: Taylor Dean Date Of Birth: 22/08/2013 CRN: [] Refresh

Child/Guardian Details: Heather Dean Date Of Birth: 27/08/1985 CRN: [] Refresh

Enrolment Sessions

Enrolment

Enrolment Id: [] Notice Type: 200A - Create Arrangement: Complying Written # Start Date: [] End Date: []

Late Submission Reason: []

Signing Party

First Name: Heather Last Name: Dean

Child in State Care

Most of the details should self populate above the tabs, unless there are multiple options. For example: multiple approvals, multiple Authorised persons, multiple guardians etc.

Enrolment tab

The **Notice Type** will automatically be set to 200A – Create

The user must select the **Arrangement**: CWA, RA, OA, or ACCS.

Depending on the Arrangement, the Signing Party details should be defaulted.

The **Start Date** is the **Arrangement** start date. (This date is when the service and agree on care, not the actual start date of care to allow parent’s to accept the enrolment in their mygov account prior to starting)

NOTE: If the Start Date is greater than 7 days prior to today's date, the user must specify a Late Submission Reason.

Sessions tab

Week	Type	Day	Start	Stop	Amount	Unit	Casual Description	Casual Hours	Actions
1	Routine	Mon	7:00 AM	9:00 AM	100	Session			Delete
1	Routine	Thu	3:00 PM	6:00 PM	100	Session			Delete
1	Routine	Fri	7:00 AM	9:00 AM	100	Session			Delete

When the tab is displayed, your software will automatically load the Regular sessions from the bookings. You can select the ‘Load Bookings’ button and load the sessions from the bookings that are current at a different specified date.

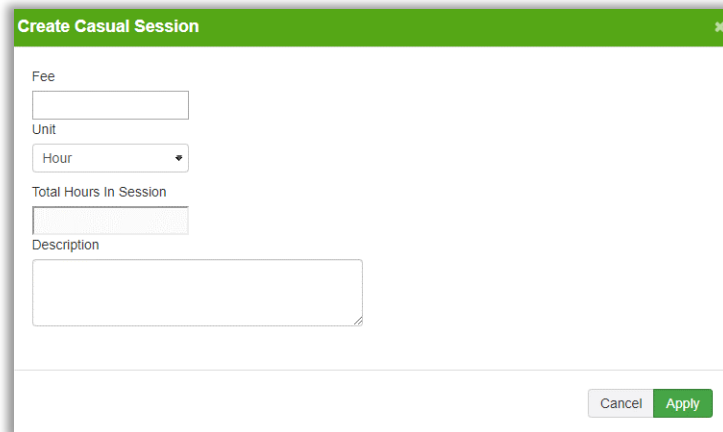
Week	Type	Day	Start	Stop	Amount	Unit	Casual Description	Casual Hours	Actions
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If the child doesn’t have a regular booking you will need to create at least 1 casual session.

To do this click on **+Create Casual Session**

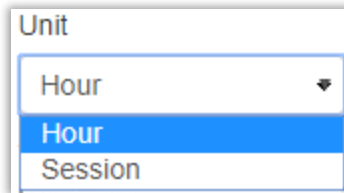
Week	Type	Day	Start	Stop	Amount	Unit	Casual Description	Casual Hours	Actions
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The following window will then display:



Fee: enter in the amount being charged

Unit: two options to select, either select hour/session.
If your fee is based on an hourly rate then select hour.
If your fee is based on a session then select session.



Total Hours in Session: If your fee is based per session enter in the how many hours the session lasts for.

Description: A comment must be entered detailing the type of care e.g After School Care, Vacation Care

Click **Apply**

Once an initial enrolment has been submitted, CCS will return an 'Enrolment ID'.

Enrolment Status

Child	Guardian	Child	Guardian CRN	Type	Arrangement	Status	Enrolment Id	Approval	Start Date	End Date	Actions
Adams, Maci	Lane, Lavender			200A - Create	Complying Written Arrangement	Received	E8000082939	190016362L (FDC)	1/04/2019	-	Q View
Adams, Maci	Adams, William			200A - Create	Complying Written Arrangement	Received	E8000082984	190016362L (FDC)	1/04/2019	-	Q View
Adams, Harper	Lane, Lavender			200A - Create	Complying Written Arrangement	Received	E8000083035	190016362L (FDC)	1/04/2019	-	Q View
Adams, Harper	Adams, William			200A - Create	Complying Written Arrangement	Received	E8000083040	190016362L (FDC)	1/04/2019	-	Q View
Adams, Tyler	Lane, Lavender			200A - Create	Complying Written Arrangement	Received	E8000082978	190016362L (FDC)	1/04/2019	-	Q View
Adams, Cole	Lane, Lavender			200A - Create	Complying Written Arrangement	Received	E8000082979	190016362L (FDC)	1/04/2019	-	Q View
Adams, Cole	Adams, William			200A - Create	Complying Written Arrangement	Received	E8000083041	190016362L (FDC)	1/04/2019	-	Q View
Bass, Child	Bass-2751, Frederick		308360812T	200D - Update	Complying Written Arrangement	Ceased	E8000081082	190016362L (FDC)	5/11/2018	3/02/2019	Q View
Bass-2751, Osvaldo	Bass-2751, Frederick	308360813L	308360812T	200D - Update	Complying Written Arrangement	Ceased	E8000075439	190016362L (FDC)	19/11/2018	3/02/2019	Q View
Bass-2751, Osvaldo	Bass-2751, Frederick	308360813L	308360812T	200D - Update	Complying Written Arrangement	Ceased	E8000075439	190016362L (FDC)	4/06/2018	2/09/2018	Q View
Bass-2751, Osvaldo	Bass-2751, Frederick	308360813L	308360812T	200A - Create	Complying Written Arrangement	Ceased	E8000075439	190016362L (FDC)	28/05/2018	3/06/2018	Q View
Booth-9846, Josh	Booth-9846, Donn	308360817V	308360816A	200D - Update	Complying Written Arrangement	Ceased	E8000079817	190016362L (FDC)	8/10/2018	3/02/2019	Q View
Booth-9846, Josh	Booth-9846, Donn	308360817V	308360816A	200A - Create	Complying Written Arrangement	Pending Confirmation	E8000079817	190016362L (FDC)	25/03/2019	-	Q View
Booth-9846, Josh	Wallace-8070, Cesar	308360817V	308360820T	200A - Create	Complying Written Arrangement	Pending Eligibility	E8000082893	190016362L (FDC)	25/03/2019	-	Q View
Branch-4794, Sandy	Branch-4794, Jacob	308360801H	308360800K	200D - Update	Complying Written Arrangement	Ceased	E8000034122	190016362L (FDC)	4/06/2018	2/09/2018	Q View

You may see the enrolments display different status:

Confirmed – parent has successfully confirmed their enrolment in their mygov account

Rejected – parent has rejected enrolment

NOTE: enrolment must be sent back to the parent for confirmation if this was done by accident. Refer to our tip sheet Updating CCS Enrolments

Withdrawn – enrolment has been cancelled/withdrawn (currently only CCS can withdraw enrolments)

Cease – enrolment has reached its end date or has been de-activated due to 8 weeks of inactivity

Pending Confirmation – enrolment is waiting on parent to confirm this enrolment in their mygov account

Disputed - parent has disputed the enrolment and is waiting on an update/amendment by the service

NOTE: on how to update this please see tip sheet called - Updating CCS Enrolments

Submitted/Received – enrolment has been submitted with no CRN. Will not be sent to parent for confirmation until enrolment has been updated with CRN numbers.

NOTE: when you have the CRN details refer to our tip sheet called - Updating CCS Enrolments

Pending Eligibility – parent assessment has not yet been completed with Centrelink.

Updating an Enrolment Notice in your Software

The main reasons for updating an existing enrolment notice include:

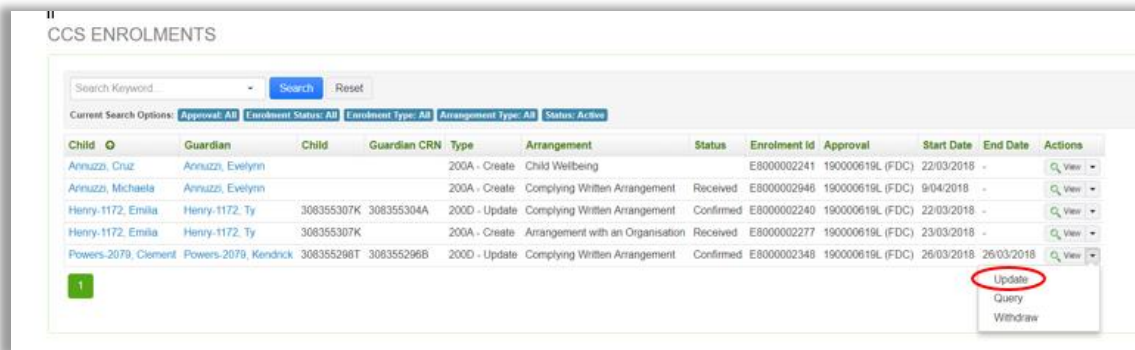
- The parent/guardian has supplied the appropriate CRNs and the original enrolment notice was submitted without CRNs.
- The child has changed their booking (including sessions of care).
- The has increased their fee schedule rates and there is a major difference in the cost of sessions that were previously submitted.

An existing enrolment notice can be updated from two locations:

Select the **Child Care** menu

Select **CCS Enrolments**

Select the **Update** button for the required enrolment notice



OR

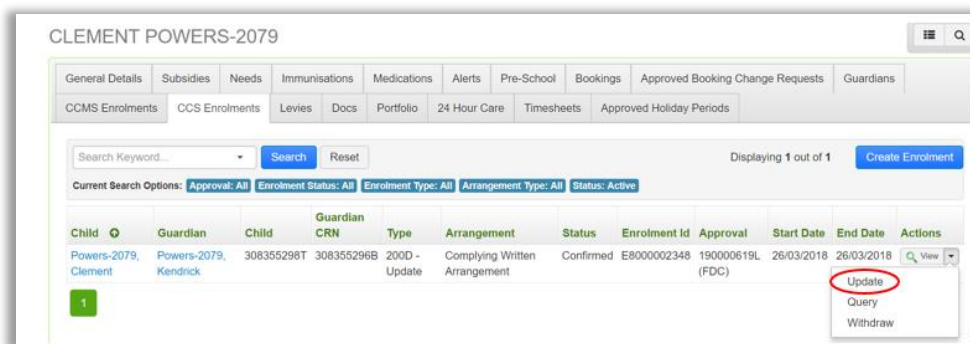
Select the **Child Care** menu

Select **Children**

Select the **Edit** button for the required child.

Select the **CCS Enrolments** tab

Select the **Update** button for the required enrolment notice.



Regardless of the option used to access the enrolment notice, the following details will be displayed:

Edit Enrolment

Service Details

Approval: 190000619L (O52189A-SERVICE-FDC) | Authorised Person: June Stanmore

Child / Guardian Details

Child: Clement Powers-2079 | Date Of Birth: 31/10/2009 | CRN: 308355298T | Refresh

Child/Guardian Details: Kendrick Powers-2079 | Date Of Birth: 23/09/1975 | CRN: 308355296B | Refresh

Enrolment

Enrolment Id	Notice Type	Arrangement	Start Date	End Date
E8000002348	200D - Update	Complying Written L	26/03/2018	(Mon)

Date Of Event: [] | Late Submission Reason: []

Signing Party

First Name: Kendrick | Last Name: Powers

Organisation Name: []

Child in State Care

Cancel Submit

NOTE: The details of the most recent enrolment notice will be loaded into the window to allow the user to change the values as needed.

Enrolment tab: The user must specify a **Date of Event**, which must be greater than or equal to the **Start Date**.

If the **Date of Event** is greater than 7 days prior to today's date, the user must specify a **Late Submission Reason**.

Make the other changes required on the **sessions** tab then click **submit**.


Viewing an Enrolment Notice in your Software

When an enrolment notice is created or updated, CCS return more information than is submitted.

Apart from creating and updating an enrolment notice, the user can view the enrolment details which were last submitted along with the other details that are returned (such as the enrolment notice status and any CCS Enrolment Advances that were carried over from associated CCMS Approvals).

An existing enrolment notice can be viewed from two locations:





1. Via the child record – CCS enrolment tab and
2. Via the CCS enrolments option within the childcare menu.

Select the  View button for the required enrolment notice.

ENROLMENTS CCS Query Enrolments

Search Keyword... Displaying 4 out of 4

Current Search Options: **Enrolmentstatus: All** **Ccsnotice: All** **Enrolmenttype: All** **Status: Active**

Child	Guardian	Child	Guardian CRN	Type	Arrangement	Status	Enrolment Id	Approval	Effective Start Date	Effective End Date	Actions
Annuzzi, Cruz	Annuzzi, Evelyn			200A - Create	Child Wellbeing		E8000002241	19000619L (FDC)	22/03/2018	31/12/9999	
Henry-1172, Emilia	Henry-1172, Ty	308355307K		200A - Create	Arrangement with an Organisation		E8000002277	19000619L (FDC)	23/03/2018	31/12/9999	
Henry-1172, Emilia	Henry-1172, Ty	308355307K	308355304A	200D - Update	Complying Written Arrangement		E8000002240	19000619L (FDC)	27/03/2018	31/12/9999	
Powers-2079, Clement	Powers-2079, Kendrick	308355298T	308355296B	200D - Update	Complying Written Arrangement		E8000002348	19000619L (FDC)	26/03/2018	26/03/2018	

1

The following details will be displayed

View Enrolments

Service Details

Approval Authorised Person

Child / Guardian Details

Child Date Of Birth CRN

Child/Guardian Details Date Of Birth CRN

Enrolment

Enrolment

Enrolment Id Notice Type Arrangement Start Date End Date

Effective Start Date Effective End Date Created Updated

Late Submission Reason

Record Overwritten

Occurrence No.: 2

Signing Party

First Name Last Name

Child in State Care

The 'Enrolment' and 'Sessions' tabs are the same as the tabs when you create or update an enrolment. Please refer to the above sections for details.

CCMS Advance tab

This tab displays any CCMS enrolment advances that were transferred for the CCMS Enrolments for the corresponding CCMS Approvals.

NOTE: Normally there will be no or only 1 CCMS enrolment advance; however, for CCS 'OSHC' services there may be up to 3 CCMS enrolment advances. One for each of the associated 'ASC', 'BSC', and 'VAC' CCMS Approvals.

Messages tab

This tab displays any messages returned from CCS regarding the Enrolment ID.

Enrolment	Status	CCMS Advances	Sessions	Messages	Entitlements
Date	Source	Type	Subject	Body	
19/06/2018	Enrolment - update	Information only	Enrolment confirmed	Parent confirmed enrolment	

When a parent/guardian confirms an enrolment, the actual message would be:
'Enrolment Notice with Date of Effect/Event 22/03/2018 Confirmed'.

CCS ENROLMENTS

Troubleshooting

Issue: When trying to submit the enrolment and you get the below error (may just be an issue with the child or the parent).

Please correct the following errors:

- Individual CRN and DOB do not exist Details: Individual CRN and DOB do not exist
- Child CRN and DOB do not exist

Why? This error means what you are submitting doesn't match what CCS have in their database.

Resolution:

- Check the CRN letter in your system is a *capital letter*. If there is a lowercase letter than you will also get this error.
- Get a copy of the information the parent is providing you. While parents can verbally say everything is fine, it's not. Something is amiss. Getting copies of the parent and/or child's date of birth and CRN will give confirmation of the details they are giving you.
- Contact CCS.

Issue: When you are trying to load the booking onto the enrolment and you get the following error:

The following errors need to be corrected: -

- Booking cannot be found for booking date, child, guardian, educator.

Why? The details you are trying to pull through and the details on your booking don't match.

Resolution:

- Check the booking start date to make sure you are loading the correct date on the enrolment
- Relevant Arrangement enrolments use a NON-Subsidy type on the booking.
- Make sure the same parent is being used on the booking and the enrolment.

Issue: When you submit the enrolment you may get the below error:

Please correct the following errors:

- Arrangement Start Date cannot be greater than Enrolment Submit Date

Why? CCS do not allow any enrolment to be submitted with a start date in advance.

Resolution: In this case you can use the date you've received confirmation from the parent that they are starting with your service. Example: If you've received confirmation from the parent today that they are starting in a week's time, instead of using a future date as you will get an error you will use today's date as the start date. This will allow parents to accept the enrolment in their MyGov account prior to the child starting with your service.