

CCS ENTITLEMENTS

Parent/Guardian eligibility for entitlements such as Child Care Subsidy (CCS) are located within the CCS Entitlements window.

Centrelink only update the CCS system once a week (Monday Night) therefore our CCS entitlements query early Tuesday morning.

You can still manually query entitlements.

This tip sheet will walk you through:

- [Querying CCS Entitlements](#)
- [Viewing/Searching CCS Entitlements](#)
- [Absence count](#)
- [Troubleshooting](#)

Summary

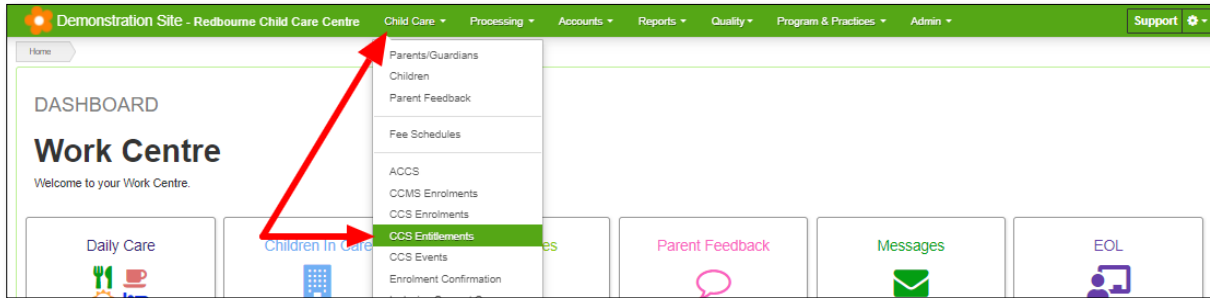
Query Entitlements

1. Click on child care menu
2. Select CCS Entitlements
3. Click query entitlements button
4. Select authorised person
5. Click on query

CCS ENTITLEMENTS

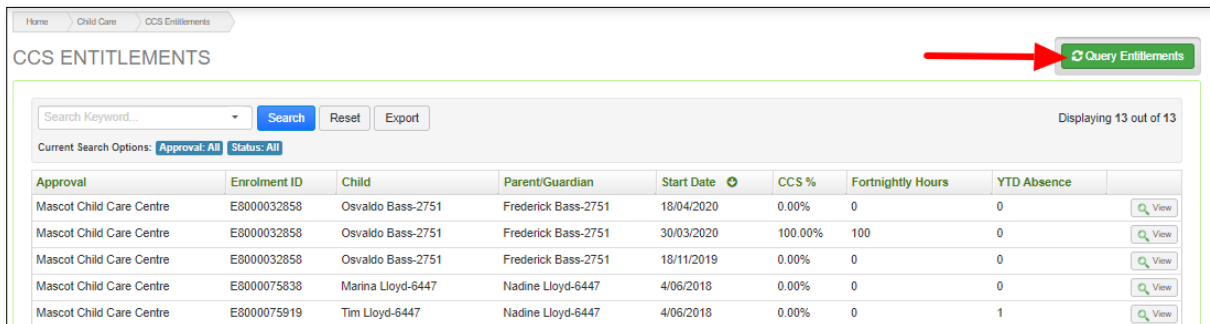
Detailed

Click on the Child Care menu and select CCS Entitlements:

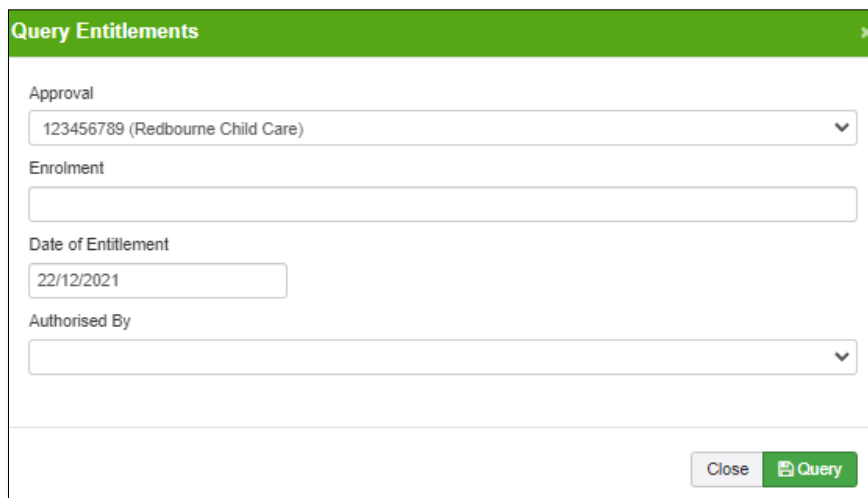


Query CCS Entitlements

CCS Entitlements may be queried by clicking the button:



This will open the 'Query Entitlements' window:

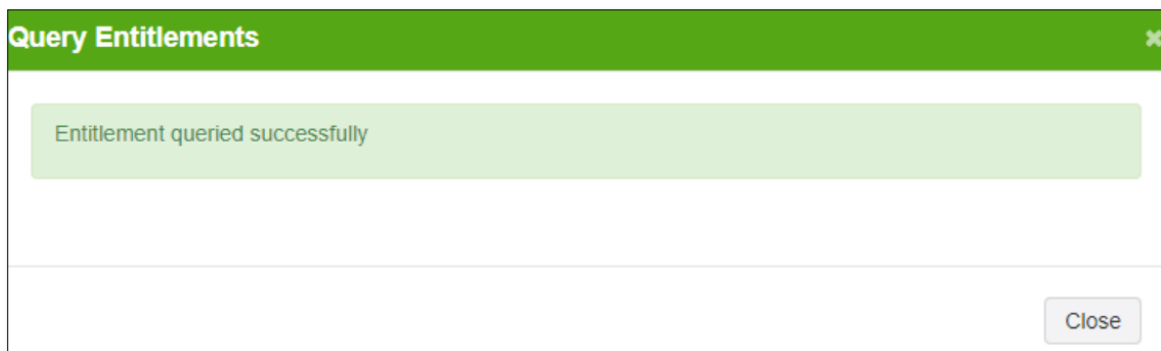


If your service has more than one approval, select an approval from the dropdown menu. If your service only has one approval, this will automatically be selected.

You may also enter an enrolment ID if you wish to query the entitlements for a specific enrolment only. Please note that this is optional. If you wish to query ALL entitlements for the approval, please leave this blank.

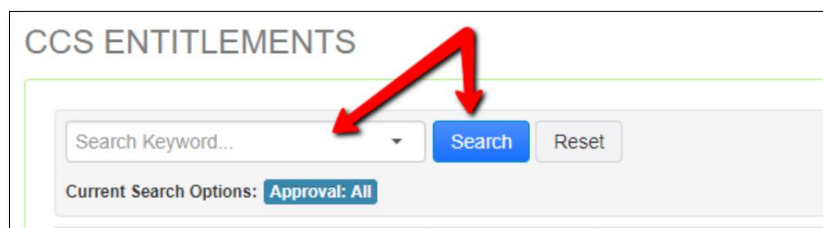
Select your authorised person from the dropdown menu and click **Query** the button.

You will be notified once your query is complete.

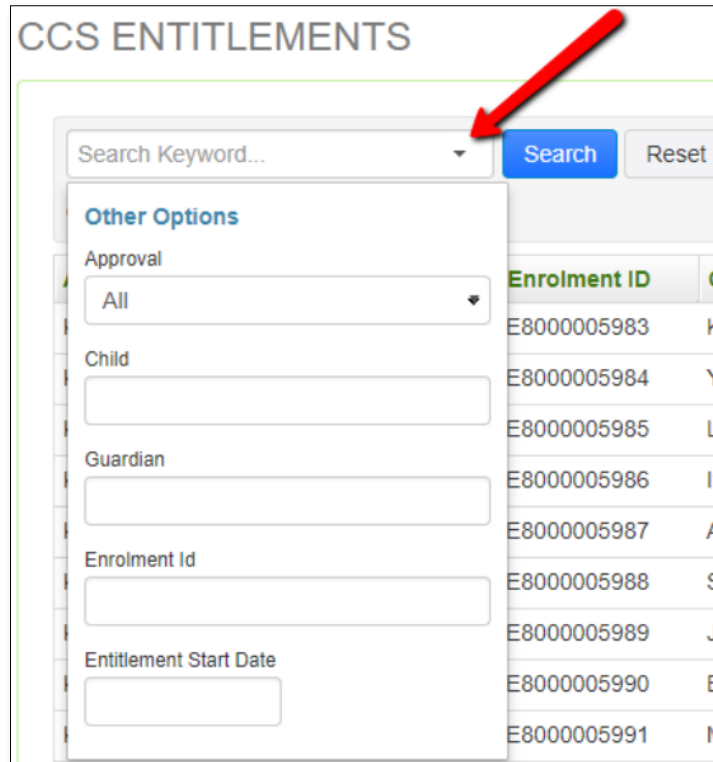


Viewing/ Searching for CCS Entitlements

To search/filter specific entitlements, you may use the keyword search by typing a name into the search box and clicking the button:



You may also click the dropdown menu in the advanced search to search by specific fields:



The grid will display basic entitlement details. To view more information, click the view button for a record.

Home > Child Care > CCS Entitlements

CCS ENTITLEMENTS Query Entitlements

Search Keyword... Displaying 13 out of 13

Current Search Options: **Approval: All** **Status: All**

Approval	Enrolment ID	Child	Parent/Guardian	Start Date	CCS %	Fortnightly Hours	YTD Absence	
Mascot Child Care Centre	E8000032858	Oswaldo Bass-2751	Frederick Bass-2751	18/04/2020	0.00%	0	0	<input type="button" value="View"/>
Mascot Child Care Centre	E8000032858	Oswaldo Bass-2751	Frederick Bass-2751	30/03/2020	100.00%	100	0	<input type="button" value="View"/>
Mascot Child Care Centre	E8000032858	Oswaldo Bass-2751	Frederick Bass-2751	18/11/2019	0.00%	0	0	<input type="button" value="View"/>
Mascot Child Care Centre	E8000075838	Marina Lloyd-6447	Nadine Lloyd-6447	4/06/2018	0.00%	0	0	<input type="button" value="View"/>
Mascot Child Care Centre	E8000075919	Tim Lloyd-6447	Nadine Lloyd-6447	4/06/2018	0.00%	0	1	<input type="button" value="View"/>

This will open the 'View Entitlement Details' window, which will display the entitlement information queried from CCSS:

View Entitlement Details ✕

Approval <input type="text" value="190015917L"/>	Child <input type="text" value="Carmine Collier-7922"/>	Guardian <input type="text" value="Nellie Collier-7922"/>
Enrolment ID <input type="text" value="E8000075992"/>	Start Date <input type="text" value="4/06/2018"/>	YTD Absences <input type="text" value="0"/>
Paid Absences <input type="text" value="0"/>	Unpaid Absences <input type="text" value="0"/>	Absences Available No Evidence <input type="text" value="0"/>
CCS Percentage <input type="text" value="0.00%"/>	ACCS Hourly Rate Cap Increase % <input type="text" value="0.00%"/>	CCS Withholding Percentage <input type="text" value="0.00%"/>
CCS Total Hours per Fortnight <input type="text" value="0"/>	Apportioned Hours Per Fortnight <input type="text" value="0"/>	Annual Cap Reached <input type="text" value="NO"/>
Preschool Exemption <input type="text" value="NO"/>		

The most recent Entitlement entry queried for a record will also display in the **Entitlements** tab on the CCS Enrolment:

Enrolment
Status
CCMS Advances
Sessions
Messages
Entitlements

Child <input type="text" value="Carmine Collier-7922"/>	Parent/Guardian <input type="text" value="Nellie Collier-7922"/>	Enrolment ID <input type="text" value="E8000075992"/>	Approval <input type="text" value="Mascot Child Care Centre"/>
Entitlements Valid As At <input type="text" value="04/06/2018"/>	CCS % <input type="text" value=""/>	CCS Total Hours per Fortnight <input type="text" value="0"/>	YTD Absences <input type="text" value="0"/>
Paid Absences <input type="text" value="0"/>	Unpaid Absences <input type="text" value="0"/>	Absences Available No Evidence <input type="text" value="0"/>	Preschool Exemption <input type="text" value=""/>
CCS Withholding % <input type="text" value=""/>	Apportioned Hours Per Fortnight <input type="text" value="0"/>	Annual Cap Reached <input type="text" value="NO"/>	ACCS Hourly Rate Cap Increase % <input type="text" value=""/>

Absence Count

Previously, CCS only returned one absence count (YTD Absences) in the CCS Entitlement Query, but now they are returning 4 separate absence counts.

View Entitlement Details

Approval <input type="text" value="190016362L"/>	Child <input type="text" value="Carmine Collier-7922"/>	Guardian <input type="text" value="Nellie Collier-7922"/>
Enrolment ID <input type="text" value="E8000089698"/>	Start Date <input type="text" value="22/11/2021"/>	YTD Absences <input type="text" value="4"/>
Paid Absences <input type="text" value="4"/>	Unpaid Absences <input type="text" value="0"/>	Absences Available No Evidence <input type="text" value="42"/>
CCS Percentage <input type="text" value="100.00%"/>	ACCS Hourly Rate Cap Increase % <input type="text" value="120.00%"/>	CCS Withholding Percentage <input type="text" value="0.00%"/>
CCS Total Hours per Fortnight <input type="text" value="100"/>	Apportioned Hours Per Fortnight <input type="text" value="0"/>	Annual Cap Reached <input type="text" value="NO"/>
Preschool Exemption <input type="text" value="NO"/>		

YTD Absences

This shows the number of absence days submitted to CCS for a child across all providers/enrolments.

Paid Absences

This shows the number of paid absences including special purpose absences for a child across all providers/enrolments.

Unpaid Absences

Shows the number of all unpaid absences for a child across all providers/enrolments.

Absences Available with No Evidence

Shows the balance of remaining absences until evidence is required.

Note: Absences are calculated based on financial year and will be reset at the beginning of a financial year. Absence counts are current as at the last time the CCS Entitlement was queried.

Important: For existing CCS Entitlement records, values will not appear in the new absence fields until the CCS entitlement record is queried.

CCS ENTITLEMENTS

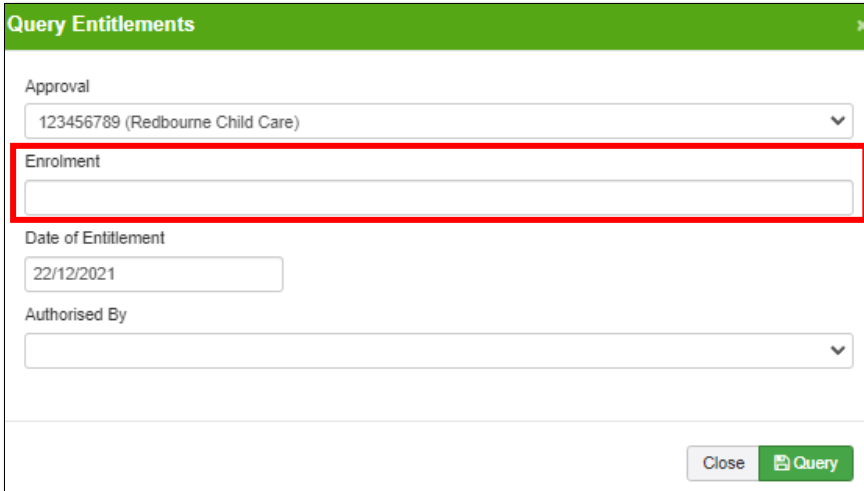
Troubleshooting

Issue: A parent has told me that their entitlements have been updated with Centrelink but its not showing the update in my system.

Why? Our system does query overnight however, if the update has been completed by Centrelink and sent to CCS during the day the system would not have updated yet.

Resolution: Run a manual query on CCS entitlements by Enrolment.

1. Copy the child's enrolment i.d.
2. Go to childcare – ccs entitlements click on Query Entitlements
3. Enter in the child's enrolment i.d
4. Click Query



The screenshot shows a web form titled "Query Entitlements" with a green header. The form contains several fields: "Approval" (a dropdown menu with "123456789 (Redbourne Child Care)" selected), "Enrolment" (a text input field highlighted with a red border), "Date of Entitlement" (a date input field with "22/12/2021" entered), and "Authorised By" (a dropdown menu). At the bottom right, there are two buttons: "Close" and "Query".

Issue: I've run the query and the details did NOT update

Resolution: This means that CCS does not have the information from Centrelink.

Confirm with the parent if they have an updated letter from Centrelink confirm the change.

If they do have a letter, then parent will need to discuss this with Centrelink. The service can try to contact CCS help desk however, as its private information they won't be able to help.

Issue: The family have entitlements, but CCS isn't calculating on an estimate.

Why? This can be due to the entitlement start date.

Approval	Enrolment ID	Child	Parent/Guardian	Start Date	CCS %	Fortnightly Hours	YTD Absence	
Kids Choice Family Day Care P/L	E8000005983	Kevin Anderson	Alana Anderson	2/04/2018	0.00%	0	0	View
Kids Choice Family Day Care P/L	E8000005984	Yolonda Abdi	Florencio Abdi	2/04/2018	0.00%	0	0	View
Kids Choice Family Day Care P/L	E8000005985	Louise Abdi	Florencio Abdi	2/04/2018	0.00%	0	0	View
Kids Choice Family Day Care P/L	E8000005986	Ivana Abegg	Casey Abegg	2/04/2018	0.00%	0	0	View
Kids Choice Family Day Care P/L	E8000005987	Amy Acoba	Raymon Acoba	2/04/2018	0.00%	0	0	View
Kids Choice Family Day Care P/L	E8000005988	Stevie Avoca	Raymon Acoba	2/04/2018	0.00%	0	0	View

Resolution: Run a manual query on CCS entitlements by Enrolment I.D and by date.

1. Copy the child's enrolment I.D.
2. Go to childcare – ccs entitlements click on Query Entitlements
3. Enter in the child's enrolment I.D and take the date page approx. 1 month (or any date prior to your estimate).
4. Click Query

Query Entitlements ✕

Approval

Enrolment

Date of Entitlement

Authorised By