# CCS Vacancies

Services are required to update their vacancy and fee information each week by 8pm (AEST) each Friday for the following week.

This tip sheet will walk you through submitting vacancy reports via your software and the different pieces of information you need to fill out:

- **Details**
- **Vacancies**
- **Fees**
- **Troubleshooting**

Submitted vacancy reports are then published to the startingblocks.gov.au website.

## Summary

1. Click on the Processing menu
2. Select Vacancies
3. Click Create CCS Vacancy
   → Here you will select the approval, Week Starting then click Save
4. This will take you back to the vacancy screen, find the week and click Edit
5. Details Tab:
   → Enter in your services Contact Details and the hours of operation
6. Vacancies Tab:
   When entering daily vacancy data, services have 2 options
   1. **Basic data only**
   For each day of the week click on the drop-down arrow and answer *yes* if you have a vacancy on that day or *no* if you do not.
   *Please note that while this option meets your CCS vacancy reporting requirement, it will not be published to the Starting Blocks website.*
   2. **Full vacancy data**
   For each day of the week click add session, select session type, tick each appropriate age group and tick if you have vacancies on a permanent or casual basis.
   Make sure you do not select 'Yes' or 'No' from the dropdown menu.
   *This data will be published to the Starting Blocks website.*

7. Fees Tab
   → Complete the fee information by adding an age range and entering the fee's you are charging *or* if your fees are detailed on your website - enter your website URL
8. Click Save
9. Click Submit

# Detailed

The CCS Vacancies may be submitted and viewed via the **Vacancies** page located in the **Processing** menu
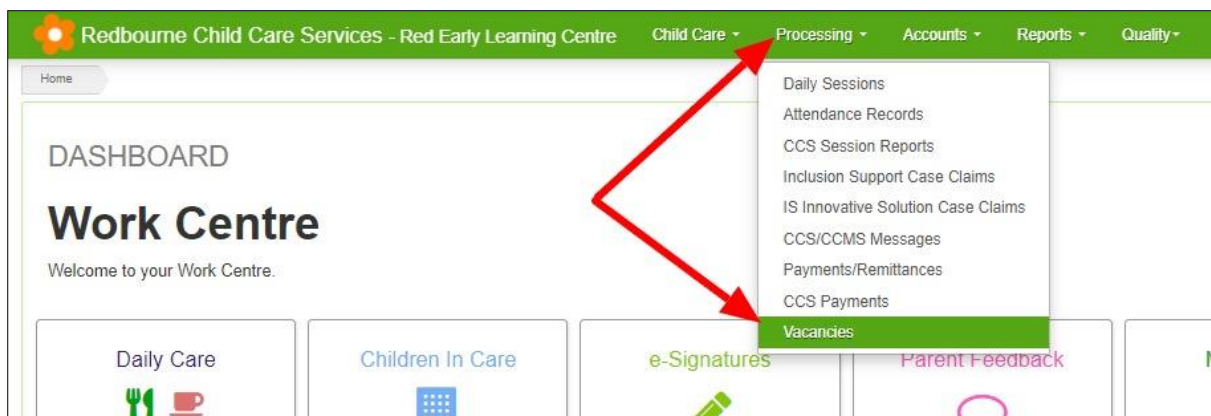


To create a new vacancy report, you will need to click the blue **+Create CCS Vacancy** button:
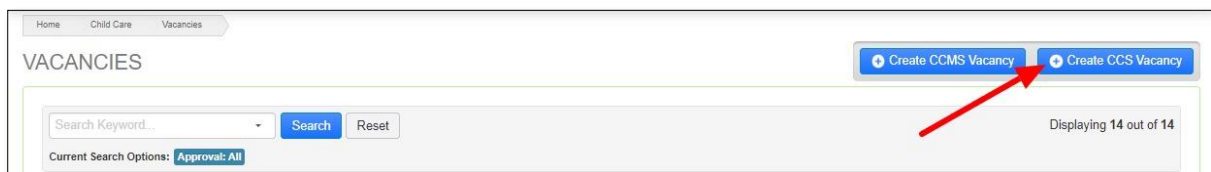


The following window will open where you will need to select your CCS approval and enter the **week starting date** for the period you are submitting vacancies for.

Click the **Save** button.

The entry will display in the list of vacancy submissions. Click **edit** on your not submitted vacancy.



This will open the Care Provided and Vacancy window:

*Note: The first time this process is completed, all details will need to be completed. Once submitted, the next vacancy report created will remember the 'Details' and 'Fees' entered for the previous report. If you miss a week of submitting vacancies this data will be forgotten and will need to be completed again.*

## Details Tab

You will need to add in your service's contact information:



The next section to be completed is **Operational Details**:



You will need to indicate your service's operational hours and services offered within this section.

Click the **+Add Session** button:

This will open a new window for the session details to be recorded within:



Select the service offered from the dropdown menu:
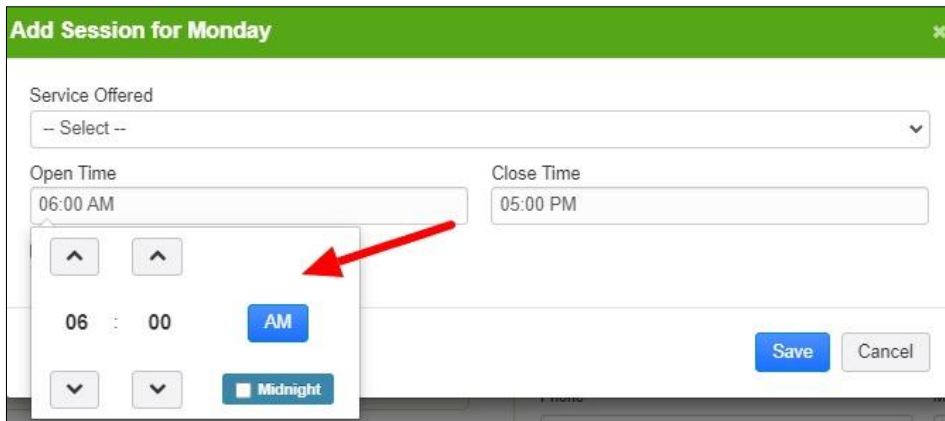


*Note: Long Day Care Services can select 'Non-OOSH' as your 'service offered' session.*
*For Out of School Hours care services select the relevant OOSH services you offer, Before School Care, After School Care or Vacation Care.*

Next, record the opening and closing times by clicking into the time box and using the time selector:
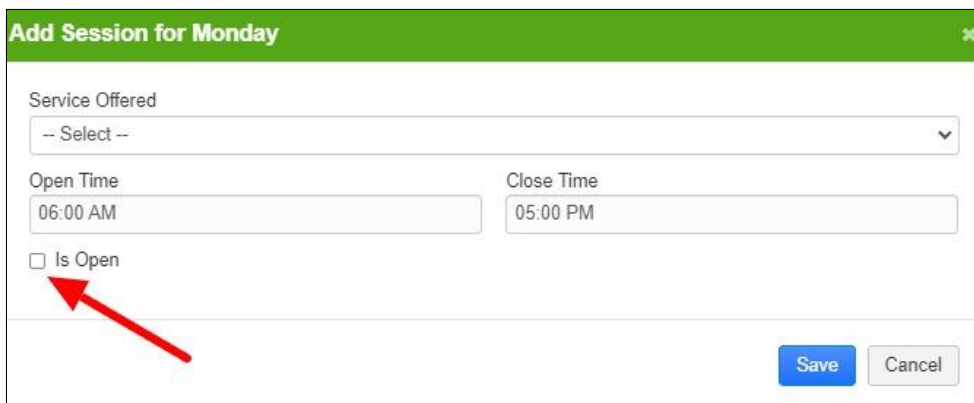


Next, tick the **Is Open** check box to indicate your service is open and operational. This box may be unchecked in the future for closures.



Once you have clicked the **Save** button, the entry will display for the day:



Please note that you may edit or delete each entry recorded:



Complete the above process for each day of the week.

## Vacancies Tab

Open the Vacancies tab to record your vacancies for each day:
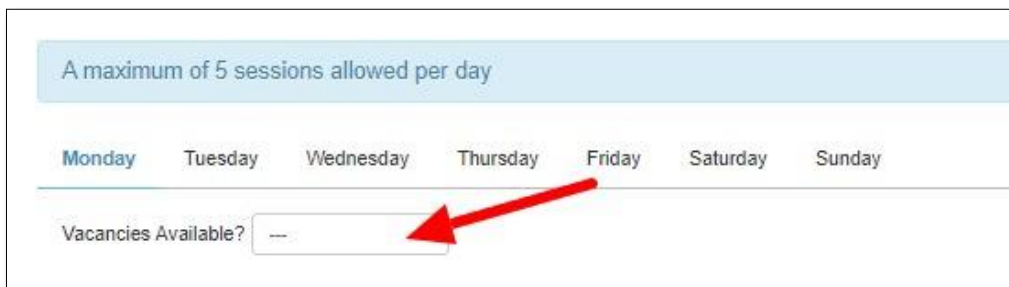


There are two options to submit your vacancies:

1. Select Yes or No each week *(will not publish to Starting Blocks)*
2. Add a session, tick age group and vacancy *(will publish to Starting Blocks)*
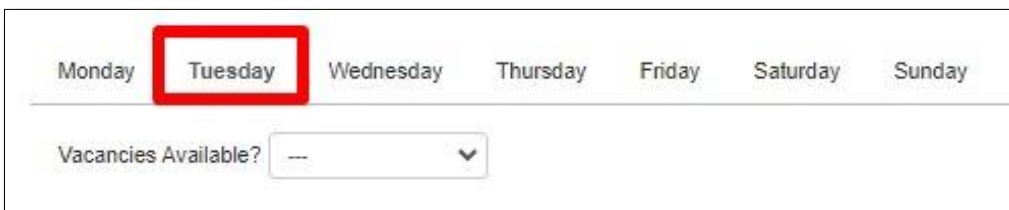
### Option 1

Select an option for the first day using the dropdown menu:



If a vacancy (or vacancies) exist for your service on this day, select 'Yes'.

If no vacancy exists, select 'No'.

Click on the next day and repeat the process:



Ensure that a value is set for all days.

## Option 2

Click on +Add Session for the first day



Select the session type from the drop down menu



Options include:



Tick the age group you cater to for permanent and/ or casual care



Tick 'Any Vacancies?' checkbox if you do have any vacancies

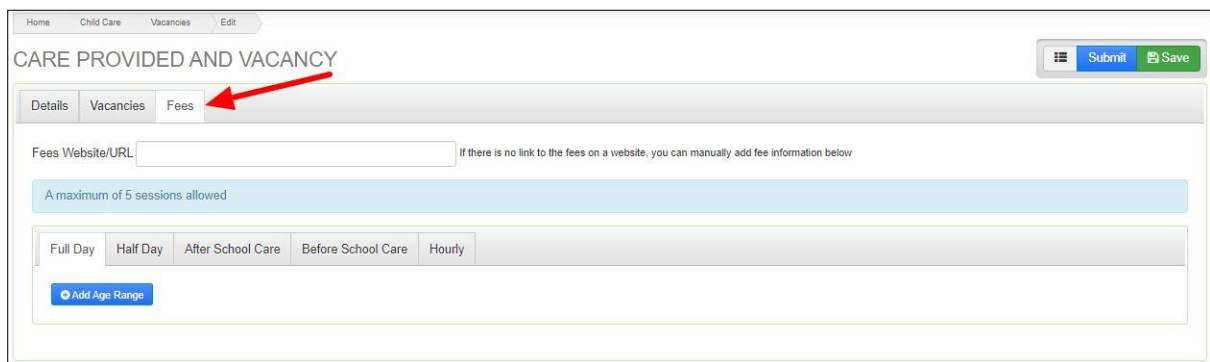*Note: Please ensure that the 'Vacancies Available?' has dash selected*



Continue this step for the session types you provide care for and for each day.

*Note: If you are closed on the weekend, you are still required to complete the chosen vacancy reporting option on those days.*
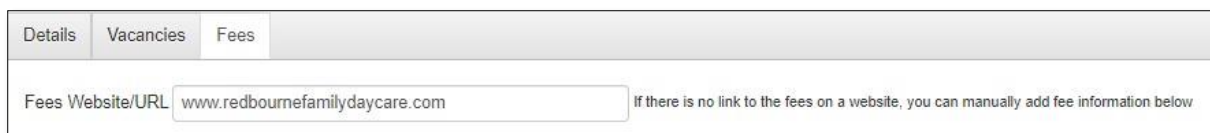
## Fees Tab

Open the **Fees** tab:



Within this window, you will record your fee details.

If your fees are published to your service's website, you may instead use your website's URL:



*Note: URLs supplied will not publish to the Starting Blocks Website.*

Alternatively, to display your fees in full, click the **+Add Age Range** button.

*Note: You will only be able to click this button if you have not entered a website/URL in the above box.*

This will allow you to specify fees for up to 5 different services/age groups:

Select an age group from the dropdown menu:



Next, enter the usual fee amount:



You may then check the boxes next to any of the services included within the fee:

If you wish to add fees for additional age groups, click the **+Add Age Range** button again and repeat the process:

Repeat this process for each care type tab and age group as required.

Once you have recorded the relevant data on each tab, you may click the **Submit** button to submit the vacancy record to CCSS.
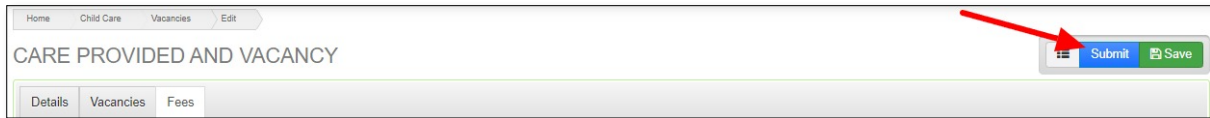


Once the record has been submitted, it will display on the main page in the status of '*Submitted*':



Alternatively, you may click the **Save** button instead to save your progress and submit at a later stage. These entries will display in the status of '*Not Submitted*'.

You may edit and submit these records by clicking the **Edit** button:

# CCS Vacancies

## Troubleshooting

**Issue:**  The age range options do not match my services, what do I do?

**Resolution:**  The age ranges available in vacancies are specified by CCSS. For services who do not operate within these specific age brackets we recommend adding the fee information to the service website so that the service website URL can be published instead.

**Issue:**  I can only add 5 different age groups, what if my service offers more than this?

**Resolution:**  This limit is set by CCSS, for services who have more than 5 different sessions offered, we recommend adding the fee information to the service website so that the service website URL can be published instead.
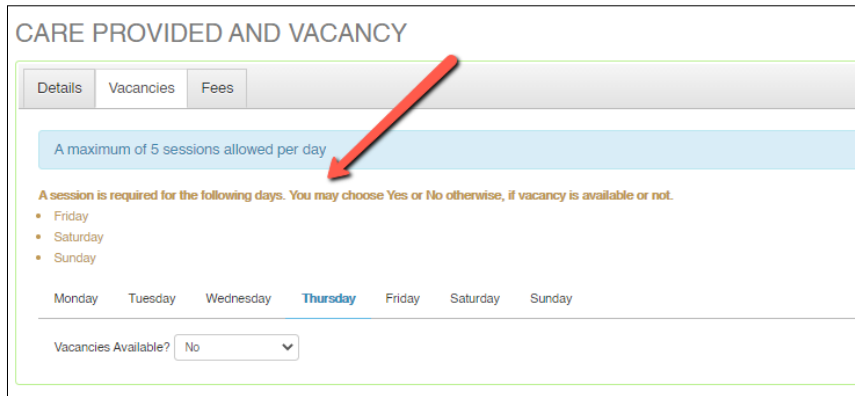
**Issue:**  The Details and Fees section isn't populating automatically for me. Why not?

**Resolution:**  The information saved in the Details and Fees section will only be saved for the following week. If a service does not submit vacancies for one week, that information will be forgotten and need to be completed again.

**Issue:**  I am trying to save/submit my vacancies and I keep getting an error:

⚠ You have entered an invalid data. Please refer to each tab for more information.
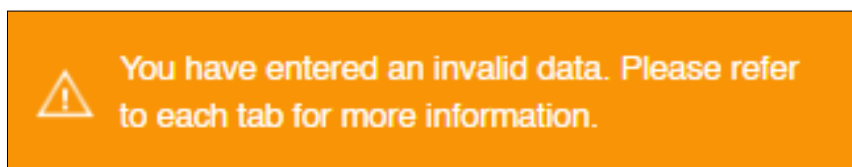
**Resolution:**  You will need to click on each tab – Details Vacancies and Fees to find the error.  It will be listed at the top:

The error will explain to you what is missing. Once you have fixed the errors you will be able to submit successfully.

Issue: Invalid format: AREA CODES (valid area codes: 02 / 03 / 07 / 08 / 13 / 18)

Resolution: Double check the details of the recorded Phone Numbers and Mobile Numbers on the Details tab:

Phone Numbers

- Maximum 10 numeric digits
- Only contain numeric 0-9 digits, other characters are not allowed
- An area code is mandatory Phone area code must be 02, 03, 07, 08, 13 or 18

Mobile Numbers

- Must start with 04