

SESSION REPORTS WITH MANUAL ATTENDANCE TIMES

Session reports are required to be submitted within 14 days of the start of the week an attendance is in. This means if a child attends care on Friday, the sessions are required to be submitted within 14 days of the Monday of that week. Additionally, from 14th January 2019, childcare services will be required to submit Actual Attendance data, in addition to session hours, on each child's session report.

The Actual Attendance time refers to the true time a child was signed into care (to the nearest minute). This will differ from the session hours which are required to be submitted to the nearest 15 minute interval.

If your families are signing in and out via our e-Signature functionality, please see our tip sheet called: Session Reports with e-Signatures.

Failure to submit the sessions within CCS timeframe will result in a breach being given to the service and a reason for late submission will be required to be provided when the sessions are submitted.

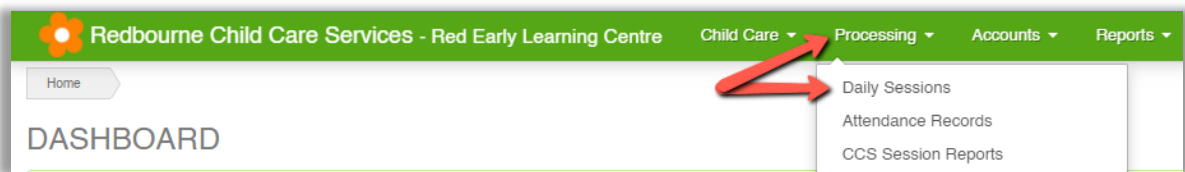
1. Daily sessions
 - Absent and Cancel
 - Casual sessions
 - Actual in/out Times
 - Other Cog Settings
2. Generating session reports
3. Errors on generating
4. Submitting session reports
5. Troubleshooting

SESSION REPORTS WITH MANUAL ATTENDANCE TIMES

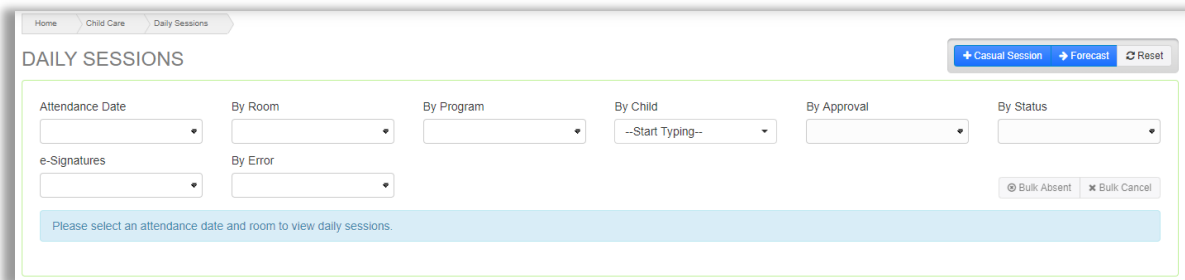
Detailed

1 - Daily Sessions

Click Processing and select Daily Sessions:

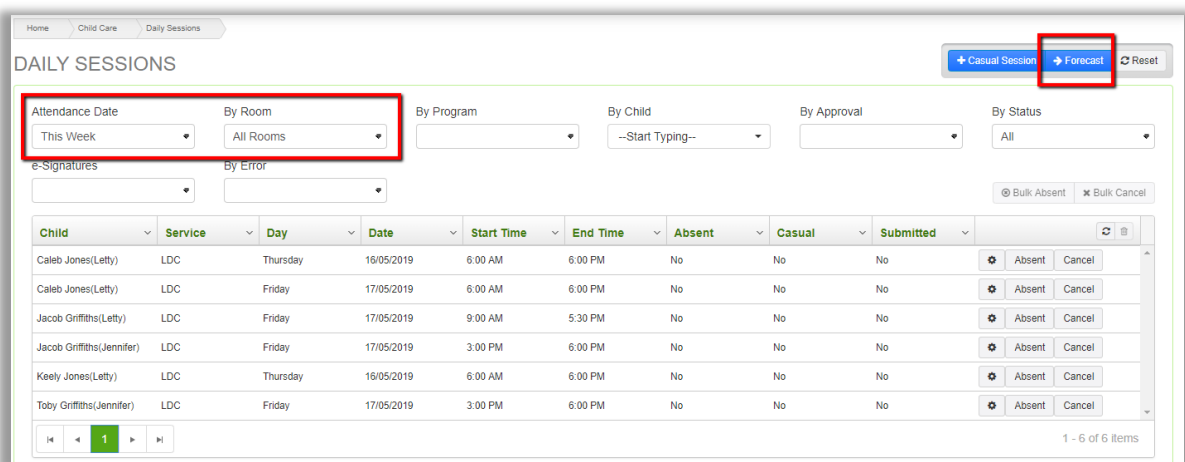


This will open the daily sessions page:



You will need to select the attendance date and room and click forecast:

NOTE: If you have any holiday periods or public holidays enter this in your setup prior to forecasting



Detailed cont.

The forecast process will pull children's booked hours through and will display below:

Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Submitted	
Caleb Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	⚙ Absent Cancel
Caleb Jones(Letty)	LDC	Friday	17/05/2019	6:00 AM	6:00 PM	No	No	No	⚙ Absent Cancel
Jacob Griffiths(Letty)	LDC	Friday	17/05/2019	9:00 AM	5:30 PM	No	No	No	⚙ Absent Cancel
Jacob Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	⚙ Absent Cancel

From here if you wish you can change your filters to narrow down your list and display children only in specific rooms or programs:

By Room

All Rooms ▾

By Program

▾

Absent and Cancel

If a child is absent, even if it is a public holiday, click the **Absent** button

Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Submitted	
Caleb Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	⚙ Absent Cancel
Caleb Jones(Letty)	LDC	Friday	17/05/2019	6:00 AM	6:00 PM	No	No	No	⚙ Absent Cancel
Jacob Griffiths(Letty)	LDC	Friday	17/05/2019	9:00 AM	5:30 PM	No	No	No	⚙ Absent Cancel
Jacob Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	⚙ Absent Cancel
Keely Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	⚙ Absent Cancel
Toby Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	⚙ Absent Cancel

NOTE: If it is a first or last day absence and the child is not eligible for subsidy please refer to our tip sheet called [First and Last day Absences](#)

If the child has reached their year to date absences for the financial year and there is a valid reason you will also then select this reason by clicking on the cog:

DAILY SESSIONS + Casual Session + Forecast + Rese

Attendance Date: This Week ▾

By Room: All Rooms ▾

By Program: ▾

By Child: --Start Typing-- ▾

By Approval: ▾

By Status: All ▾

e-Signatures: ▾

By Error: ▾

Ⓞ Bulk Absent ✕ Bulk Cancel

Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Submitted	
Caleb Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	⚙ Absent Cancel
Caleb Jones(Letty)	LDC	Friday	17/05/2019	6:00 AM	6:00 PM	No	No	No	⚙ Absent Cancel
Jacob Griffiths(Letty)	LDC	Friday	17/05/2019	9:00 AM	5:30 PM	No	No	No	⚙ Absent Cancel
Jacob Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	⚙ Absent Cancel
Keely Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	⚙ Absent Cancel
Toby Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	⚙ Absent Cancel

Detailed cont.

Select a valid reason from the drop-down menu:

Absence Reason

If you have exceeded your number of eligible year to date absences (usually 42 days), you must provide a reason to receive Child Care Benefit for this session.

NOTE: Prescribed absence reasons are only valid for a weekending greater than 13/07/2020

Child ill
Individual caring for child is ill
Partner of individual caring for child is ill
Individual who lives with child is ill
Child attending pre-school
Pupil free day
Court order or parenting order in place
Local emergency – service closed
Local emergency – unable to attend
Local emergency – child’s carer does not wish child to attend
Not immunised against particular infectious disease and absence during grace per
Prescribed - Service has changed ownership
Prescribed - Usual service closed and child attending different service under the same provider
Prescribed - Enrolment ceased incorrectly
Prescribed – Family tragedy

Select if you have the supporting document:

Absence Reason

If you have exceeded your number of eligible year to date absences (usually 42 days), you must provide a reason to receive Child Care Benefit for this session.

Child ill

Absence Supporting Document

Is absence supporting document held by the provider? Yes No

If your service is unable to provide care, therefore you aren’t submitting the sessions and are not charging then click on the cancel button:

Home Child Care Daily Sessions

DAILY SESSIONS + Casual Session + Forecast Reset

Attendance Date: This Week By Room: All Rooms By Program: By Child: --Start Typing-- By Approval: By Status: All

e-Signatures: By Error:

Bulk Absent Bulk Cancel

Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Submitted		
Caleb Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	⊗ Absent	Cancel
Caleb Jones(Letty)	LDC	Friday	17/05/2019	6:00 AM	6:00 PM	No	No	No	⊗ Absent	Cancel
Jacob Griffiths(Letty)	LDC	Friday	17/05/2019	9:00 AM	5:30 PM	No	No	No	⊗ Absent	Cancel
Jacob Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	⊗ Absent	Cancel
Keely Jones(Letty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No	⊗ Absent	Cancel
Toby Griffiths(Jennifer)	LDC	Friday	17/05/2019	3:00 PM	6:00 PM	No	No	No	⊗ Absent	Cancel

1 - 6 of 6 items

Detailed cont.

Casual Sessions

If a child attends on a day outside of their regular booking you will need to create a casual session so that you can submit and charge for this day. Click on **+Casual Session**

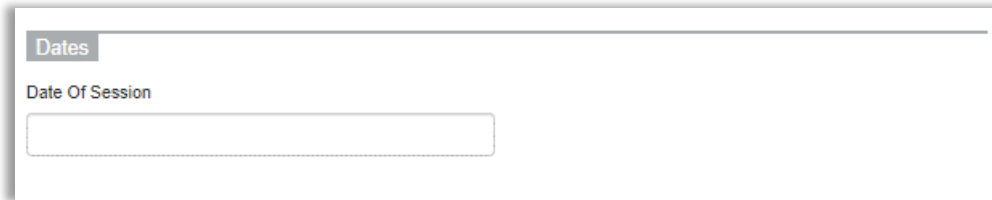
Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Submitted
Caleb Jones (Lefty)	LDC	Thursday	16/05/2019	6:00 AM	6:00 PM	No	No	No
Caleb Jones (Lefty)	LDC	Friday	17/05/2019	6:00 AM	6:00 PM	No	No	No
Jacob Griffiths (Lefty)	LDC	Friday	17/05/2019	9:00 AM	5:30 PM	No	No	No

The following window will open. As you continue selecting the information provided more will appear. Start by select the **Child and Guardian**

Once you've selected a child you will then be able to select your **approval**. You will then be able to select room, program, subsidy scheme and then enrolment ID

Detailed cont.

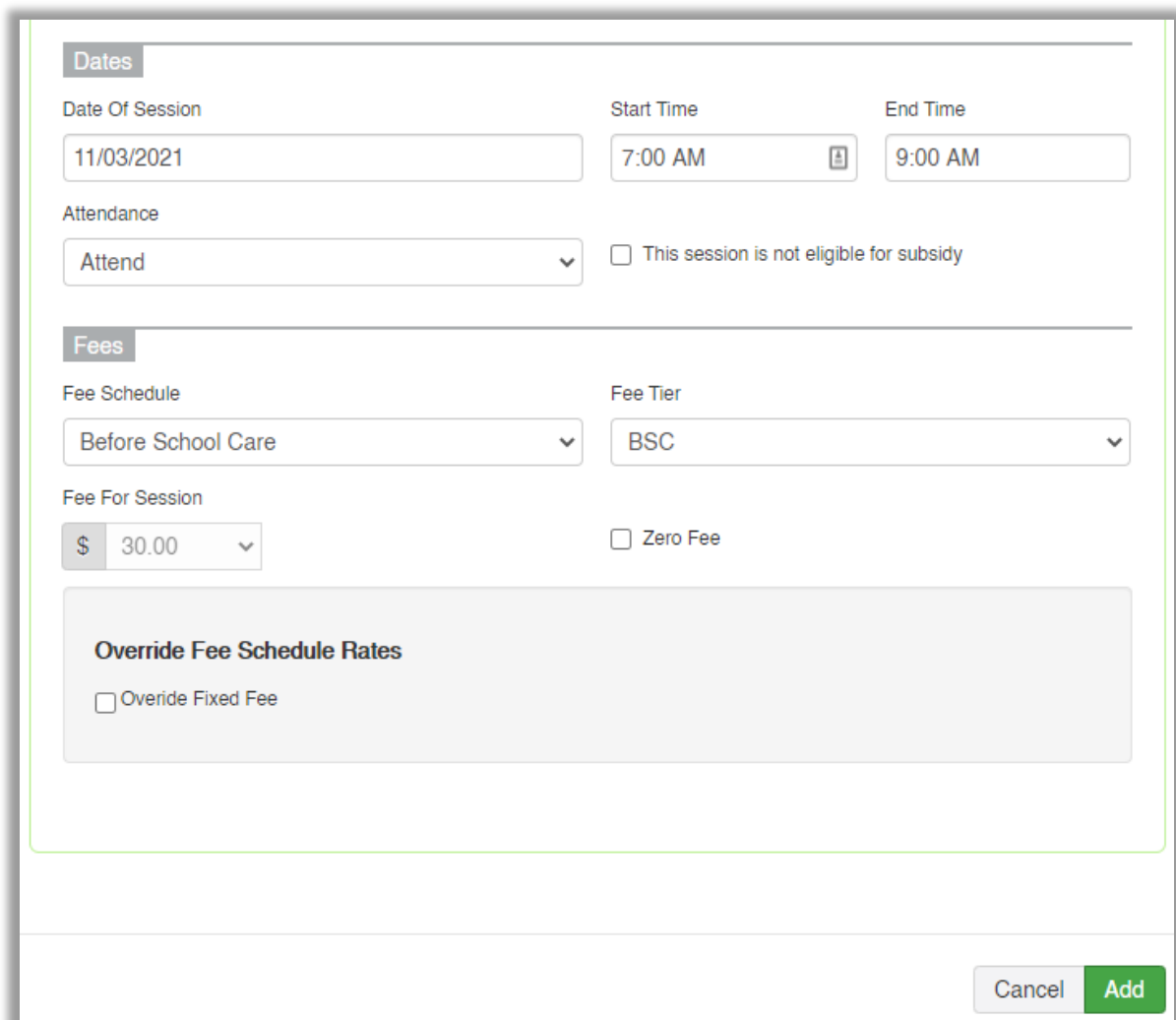
Select the Date of Session:



Dates

Date Of Session

Then the details of the session will appear and where you will then check the correct fee schedule is applied, select a fee tier and click **Add**:



Dates

Date Of Session: 11/03/2021

Start Time: 7:00 AM

End Time: 9:00 AM

Attendance: Attend

This session is not eligible for subsidy

Fees

Fee Schedule: Before School Care

Fee Tier: BSC

Fee For Session: \$ 30.00

Zero Fee

Override Fee Schedule Rates

Override Fixed Fee

Cancel Add

The casual session will then display in your list of daily sessions.

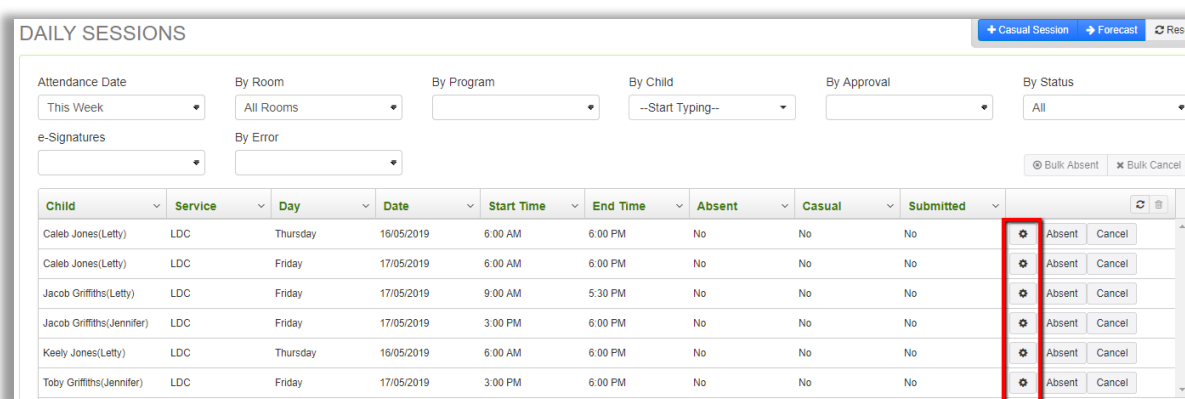
Detailed cont.

Manual Actual Attendance Times

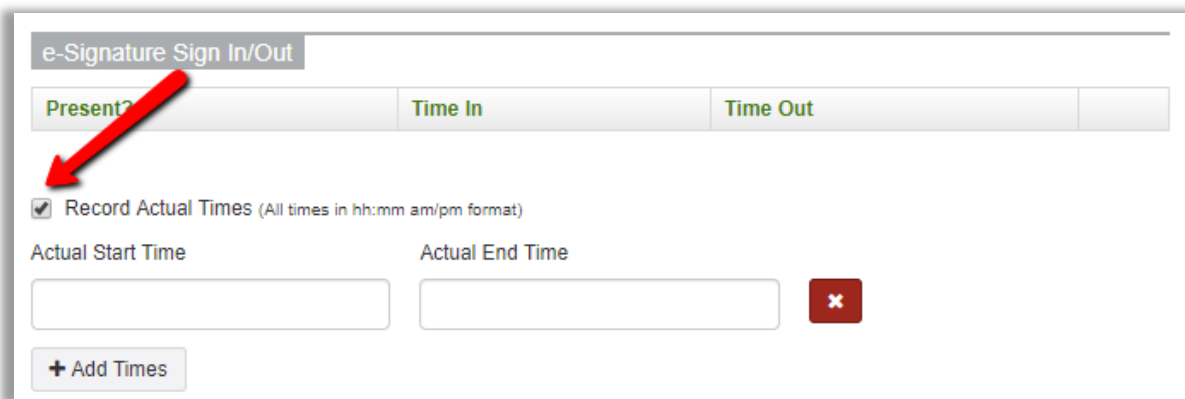
From 14th January 2019, child care services will be required to submit Actual Attendance data, in addition to session hours, on each child's session report.

The Actual Attendance time refers to the true time a child was signed into care (to the nearest minute) and is different to the session hours.

To record the child's in and out times you will click on the cog:



Scroll down to the heading e-Signature sign in/out and tick record actual times:



The actual attendance times must be entered in the format hh:mm am/pm.

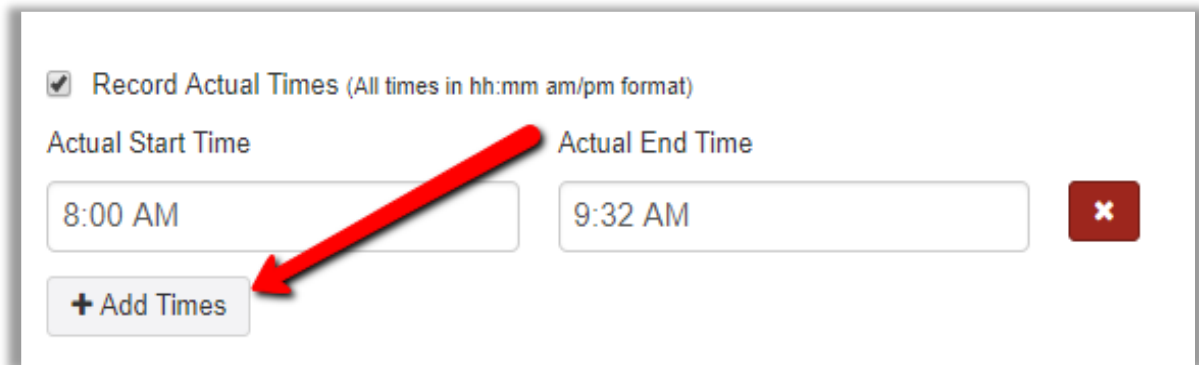
You may simply record an 'a' for 'am' or 'p' for 'pm' and the formatting will correct itself:



Detailed cont.

Ensure you have entered both an 'Actual Start Time' and 'Actual End Time'.

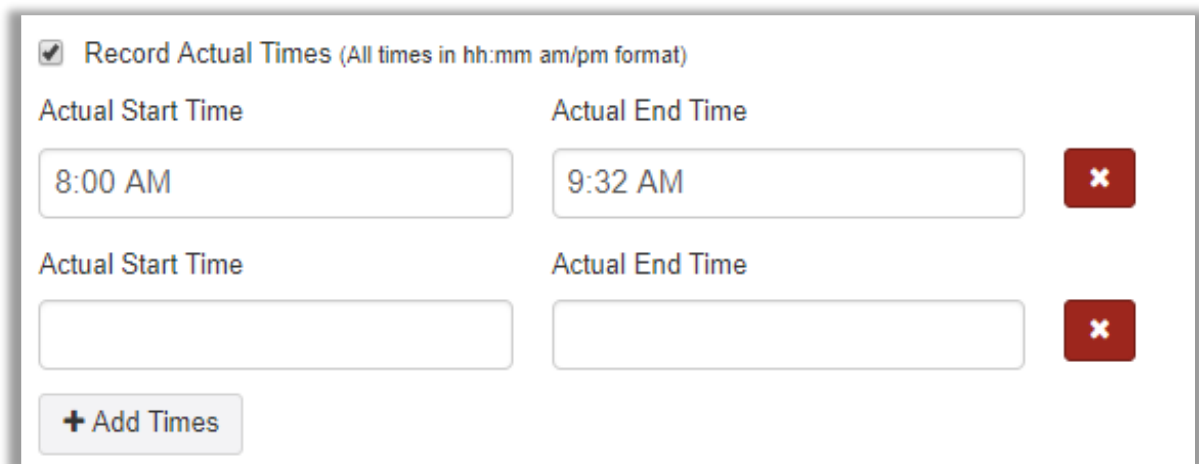
If the child has left and returned to care in the same day, you may add a second set of times by clicking the button:



Record Actual Times (All times in hh:mm am/pm format)

Actual Start Time: Actual End Time:

This will provide another set of times:



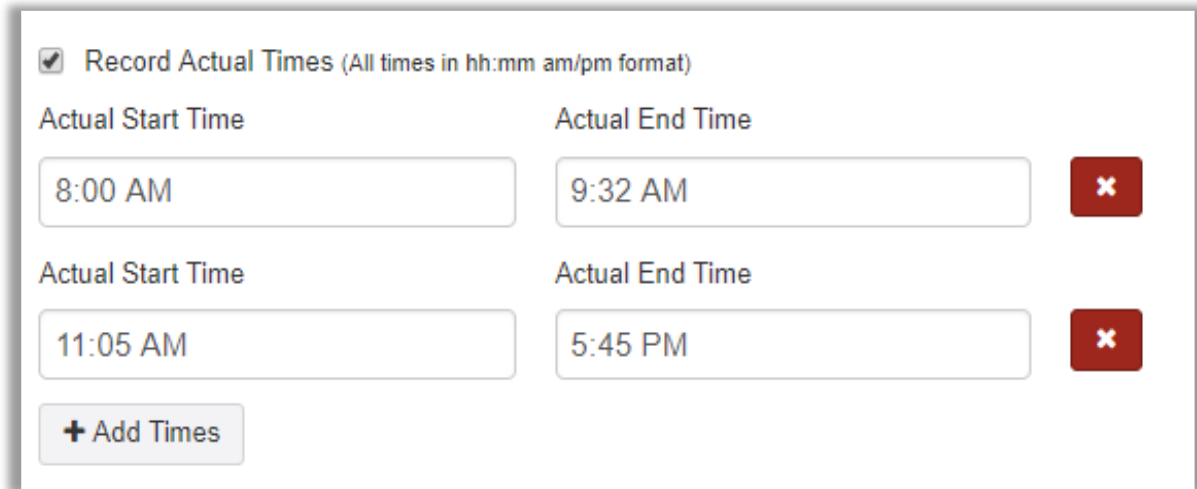
Record Actual Times (All times in hh:mm am/pm format)

Actual Start Time: Actual End Time:


Actual Start Time: Actual End Time:


The 'Actual Start Time' must not be earlier than the end time of the previous set of times.

Detailed cont.




Record Actual Times (All times in hh:mm am/pm format)

Actual Start Time: 8:00 AM Actual End Time: 9:32 AM 

Actual Start Time: 11:05 AM Actual End Time: 5:45 PM 

If additional boxes are required, you may repeat this process.

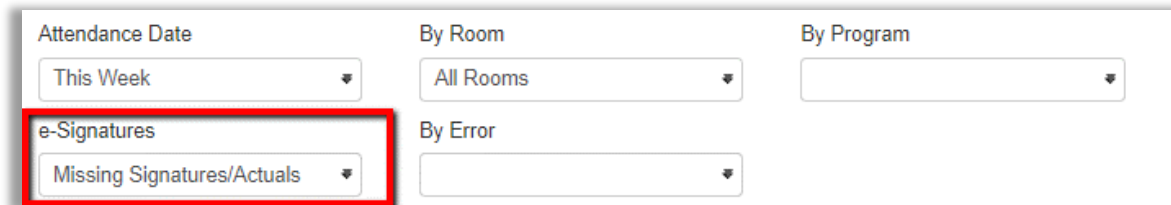
Clicking the  button will remove a set of times.


Once you have finished recording the times, make sure to click the  button at the bottom of the window.


This process will need to be repeated for all session of care attended.


NOTE: You will not be required to enter actual times on sessions which have been marked as 'absent' or which have been signed in and out using e-Signatures.


After you have entered in the times required you can also then apply the e-Signatures filter **Missing Signatures/Actuals** to double check you haven't missed entering any in.




Attendance Date: This Week 

By Room: All Rooms 

By Program: 

e-Signatures: Missing Signatures/Actuals 

By Error: 

Detailed cont.

Other Cog Settings Options

Clicking on the cog you will see the following data which is pulling through from the child's booking:

Session Editor
✕

Child: Caleb Jones Guardian: Letty Jones
 Approval: 123456 (LongDayCare) Enrolment ID: TimeSheet ID: 488411

Session Details

General

Date Of Session: Start Time: End Time: Subsidy Scheme:

Attendance: This session is not eligible for subsidy

Preschool Transport

Transport

Transport Type: Pick Up Location: Drop Off Location:

Location

Location:

Address Line 1:

Address Line 2:

Suburb:

Postcode: State:

e-Signature Sign In/Out

Present?	Time In	Time Out	

Record Actual Times (All times in hh:mm am/pm format)

Fees

Fee Description:

Program:

Fee Schedule: Fee Tier: Fee For Session: Zero Fee

Override Fee Schedule Rates

Override Fixed Fee

Detailed cont.

At the top you will see the child's details listing the parent and enrolment ID

Child: Caleb Jones	Guardian: Letty Jones
Approval: 123456 (LongDayCare)	Enrolment ID: TimeSheet ID: 488411

General: Displays the date along with start/end time of the session.

If an Absence is not eligible for Subsidy tick the option here.

If this is a preschool session tick the option (if this is already set up in your booking this will pre select)

If this is a transport only session then tick this option

General

Date Of Session	Start Time	End Time	Subsidy Scheme
16/05/2019	6:00 AM	6:00 PM	CCB

Attendance

Attend This session is not eligible for subsidy

Preschool Transport

Transport: If the child is being picked up and dropped off from care the information will display here. This can be changed if needed

Transport

Transport Type	Pick Up Location	Drop Off Location
No Transport	-- Select --	-- Select --

Location: Will display the location of care. Your centres address will automatically display here

Detailed cont.

Location

Location
Approval Address

Address Line 1

Address Line 2

Suburb

Postcode State

e-Signature Sign In/Out: Where you will either record actual in/out times or if you are using our e-Signature module the in/out times will pull through here.

e-Signature Sign In/Out

Present?	Time In	Time Out

Record Actual Times (All times in hh:mm am/pm format)

Fees: A description about the session or fees can entered in here. Will also display the program and fee's being used. If this is a make-up session you can tick zero fee to not charge the child for the session.

You can also override the fixed rate here.

Fees

Fee Description

Program
Kangaroo Room

Fee Schedule Fee Tier Fee For Session Zero Fee

Long Day Care Main Fee \$ 120

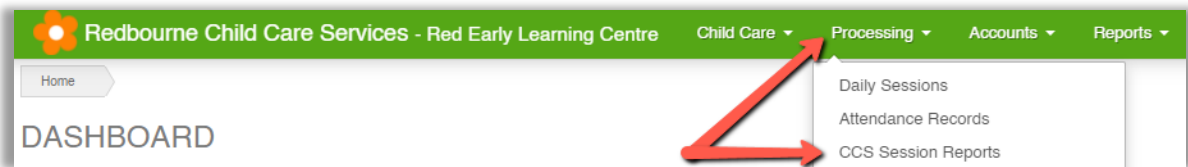
Override Fee Schedule Rates

Override Fixed Fee

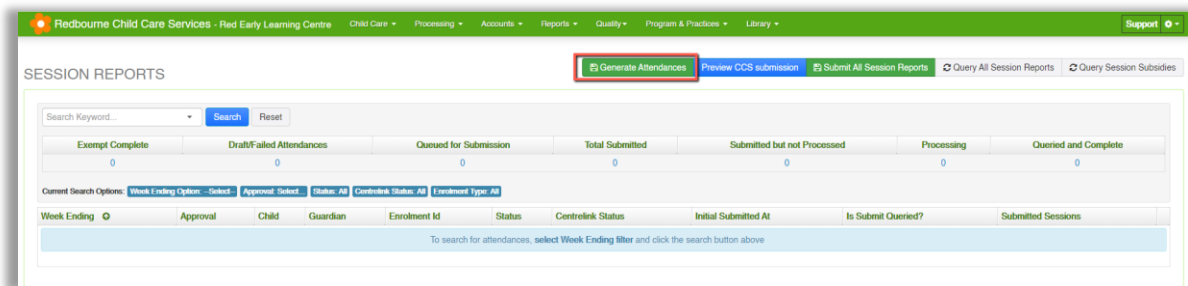
Detailed cont.

2 - Generating Session Reports

The next step is to generate session reports. Select **Processing** and click on **CCS Session Reports**:



Click on **Generate Attendances**



A child's name is not required to be entered. Select **Week Ending** and click **Generate**

Generate Attendances

Child

Approval

Week Ending

You will receive a successful message once this process has been completed.

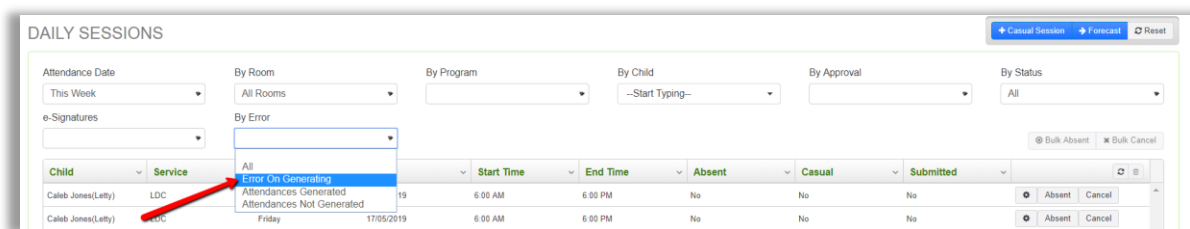
Detailed cont.

3 – Error on Generating

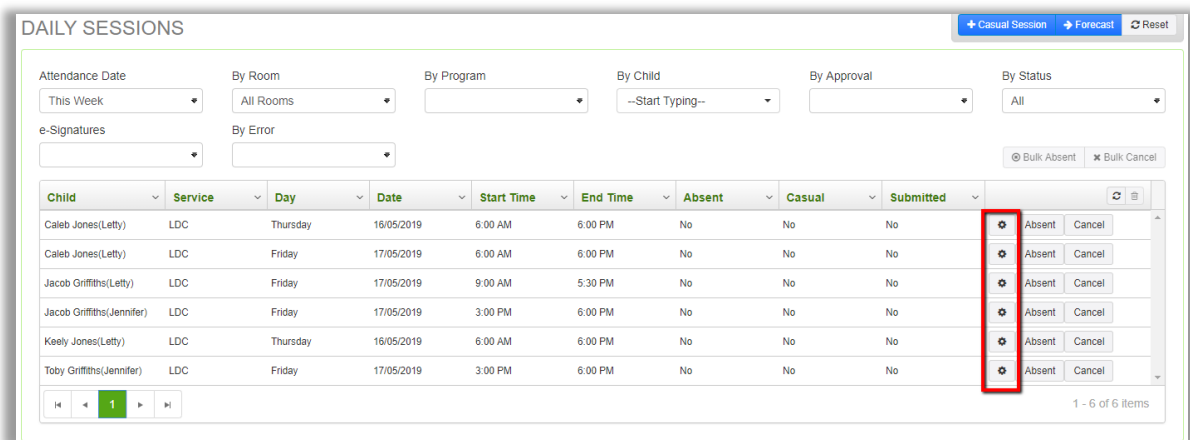
It is *extremely important* that you go back into daily sessions at this point and check if there have been errors on generating – this means that the daily sessions have not moved into CCS session reports and therefore will not be submitted.

Select Processing

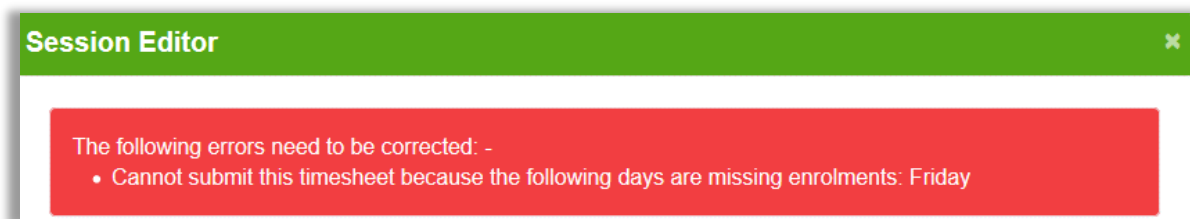
Select Daily Sessions and apply the filter error on generating.



Next you need to identify the error so that you can fix it. To find the error click on the cog:



The error will appear in red at the top of the session editor:

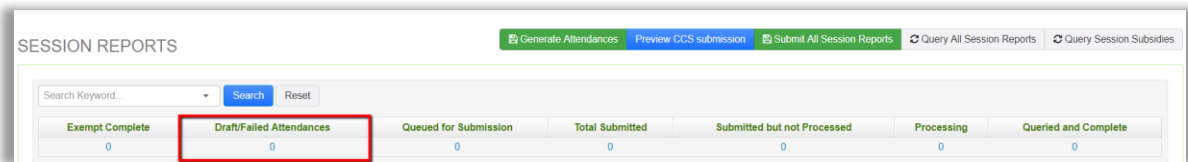


Once you have fixed the error then go back to step 2 and generate these session reports again.

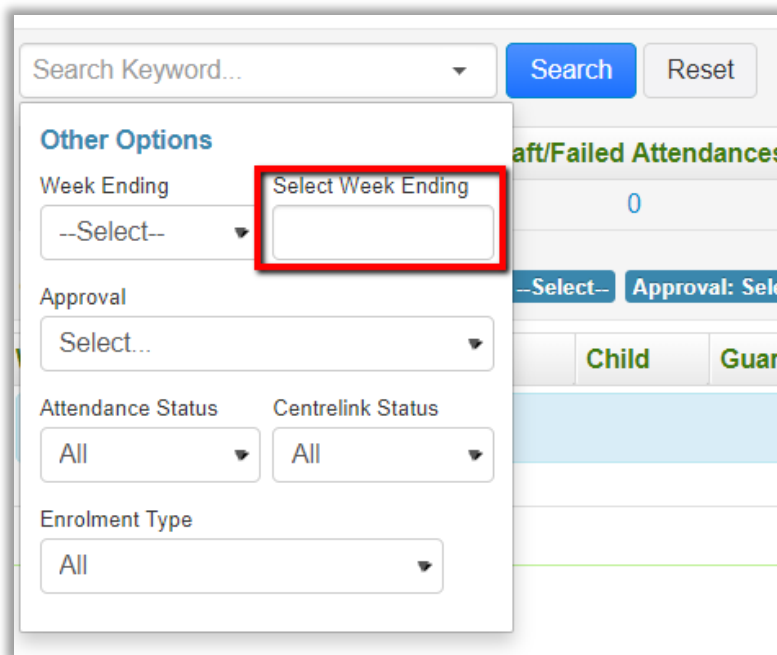
Detailed cont.

4 - Submitting Session Reports

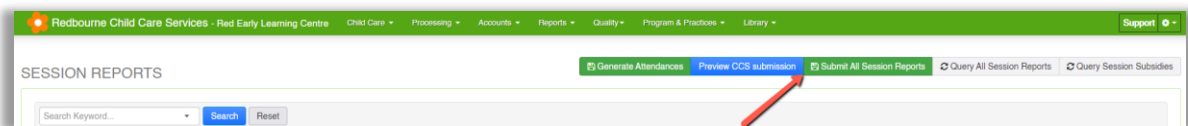
Now that all of your daily sessions have successfully generated, the number of session reports will be displaying under the status of draft/failed



To see information relating to the week you are submitting use your search keyword to select a week ending then click search.



When you are ready to submit click Submit All Session Reports



Detailed cont.

Select an authorised person and click **Submit Session Reports**

The status of the attendances will become **Queued for Submission**

Exempt Complete	Draft/Failed Attendances	Queued for Submission	Total Submitted	Submitted but not Processed	Processing	Queried and Complete
0	0	0	0	0	0	0

The attendances will continue to submit in the background, allowing you to continue using your software.

DON'T FORGET to continue refreshing the CCS Session Reports page to ensure that the sessions have been submitted. While session reports are in queued, they are also doing checks to make sure everything is ok to move on to CCS e.g. approvals, actual times, enrolments.

They may fail at this point so while this may take some time, make sure that all attendances are displaying as **Submitted** prior to closing the software.

Exempt Complete	Draft/Failed Attendances	Queued for Submission	Total Submitted	Submitted but not Processed	Processing	Queried and Complete
0	1	0	567	448	6	113

NOTE: If any of your timesheets fail, please view our tip sheet called *Errors from Failed Session Reports*

SESSION REPORTS WITH MANUAL ATTENDANCE TIMES

Troubleshooting

Issue: I've entered a holiday period but I still have daily sessions showing - why?

Why? This means that you had create the holiday period after the sessions were forecasted.

Resolution: You will need to manually cancel the sessions. Please see the section within this tip sheet called [Absent and Cancel](#).

Issue: I've created a casual session and it said successful, but I can't find it.

Why? This will have to do with the filters you've applied.

Resolution: Click on the Reset button to clear all filters. Next apply the following filters:

- **Attendance Date:** Select date the session relates to.
- **By room:** select All Rooms
- **By Child:** Select child that relates to the session.

If the child's session still isn't showing, this means their session was previously created but has since been cancelled. Now select the **By Status** filter 'Cancel'.

When the session displays, click on the cancel button to make the session active.

Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Fees	Submitted
Aly Hart/Mitchell	LDC	Tuesday	09/03/2021	6:00 AM	6:00 PM	No	No	150.00	No

Troubleshooting cont.

Issue: I'm trying to enter in manual times, but the tick box say 'Record Actual Times' is greyed out.

Why? This means that you have either generated session reports or the session report is submitted.

Resolution: If you have generated the session report, follow the below steps:

1. Click Processing menu
2. Select CCS Session Report
3. Use the search keyword options to find the session report
4. Click on the dropdown arrow (next to submit) and click on revoke
5. Confirm this action by clicking on ok.
6. Now go back to Processing menu
7. Select Daily Sessions
8. Apply the appropriate filters to find the child and then record the manual in/out times.
9. When you are ready to submit you will then generate the session report and submit as normal.

If you have submitted the session report you will first need to revise, enter the manual in/out times then resubmit. To do this follow the process below:

1. Click Processing menu
2. Select CCS Session Report
3. Use the search keyword options to find the session report
4. On the processed attendance, click on the down arrow and select revise
 - a. Click Continue
 - b. Action - Vary/Substitute
 - c. Select a Reason
 - d. If the session is outside of CCS timeframe enter a Reason for Late Change
 - e. Select Authorised Person
 - f. Click Revise Session Report
- g. This will then take you to the daily sessions screen, apply the appropriate filters to find the child and then record the manual in/out times.
- h. Now, go back to Processing
- i. Select CCS session reports
- j. Click Generate Attendance
 - a. Enter Child's Name
 - b. Weekending Date
 - c. Generate
10. Submit

Troubleshooting cont.

Issue: I tried to cancel a submission, but now there is a session report saying 'Pending Resubmission. Why?

Why? Instead of selecting cancel you selected revise. Therefore, the software is waiting on the replacement sessions to be submitted.

Resolution: You will need to resubmit the session report and then choose the correct action – Cancel. To do this, follow the below steps:

1. Click on processing menu
2. Select Daily Sessions
3. Apply the appropriate filters to find the child
4. Click on the cog button to open the session editor
 - a. Scroll down to the fees section and enter something within the 'fees description' field. Even a full stop will suffice here as you aren't changing anything it will fail if you enter something here.
 - b. Click Save
5. Click on the Processing
6. Select CCS session reports
7. Click Generate Attendance
 - a. Enter Child's Name
 - b. Weekending Date
 - c. Generate
8. Click on Submit All Session Reports
 - a. Select Authorised Person
 - b. Click on Submit Session Reports
9. Use the search keyword options to find the session report
10. On the submitted attendance, click on the down arrow and select cancel
 - a. Select a reason
 - b. Authorised Person
 - c. Then click Withdraw Session Report.

Issue: I've changed the child's room but new sessions are not coming through when I've forecasted.

Why? We have found that this happens when the service has filtered by the child's new room.

Resolution: When applying the filters select **All Rooms** then forecast. This way the child can be removed out of the old room and into the new room as needed.

Troubleshooting cont.

Issue: I cancelled the daily session by accident and now I can't find it.

Why? Cancelled sessions will show under the cancelled status.

Resolution: Click on the Reset button to clear all filters. Next apply the following filters:

Apply the following filters:

- **Attendance Date:** Select date the session relates to.
- **By room:** select All Rooms
- **By Child:** Select child that relates to the session.
- **By Status:** select Cancel

When the session displays, click on the cancel button to make the session active.

Child	Service	Day	Date	Start Time	End Time	Absent	Casual	Fees	Submitted
Ally Hart(Mitchel)	LDC	Tuesday	09/03/2021	6:00 AM	6:00 PM	No	No	150.00	No