

# SESSION REPORTS WITH e-SIGNATURES

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 14<sup>th</sup> 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 manually (via paper), please see our tip sheet called: Session Reports with Manual Attendance Times.

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.

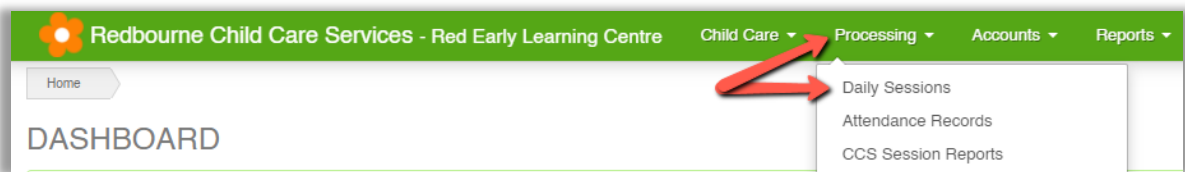
1. Daily sessions
  - Absent and Cancel
  - Casual sessions
  - e-Signature attendance times
  - Other Cog Settings
2. Generating session reports
3. Errors on generating
4. Submitting session reports
5. Troubleshooting

# SESSION REPORTS WITH e-SIGNATURES

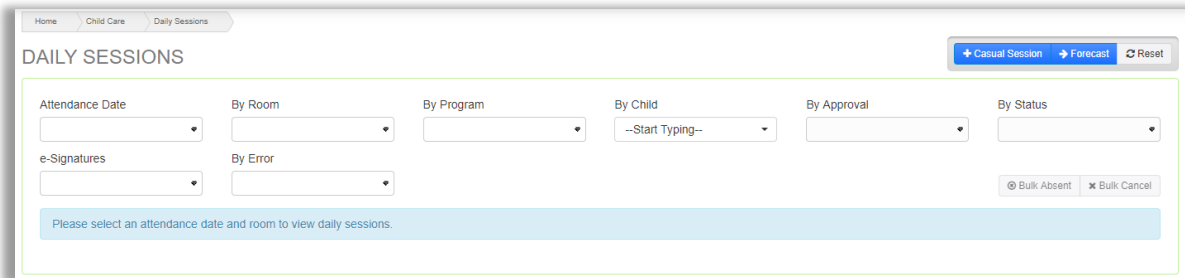
## Detailed

### 1 - Daily Sessions

Click Processing and select Daily Sessions:

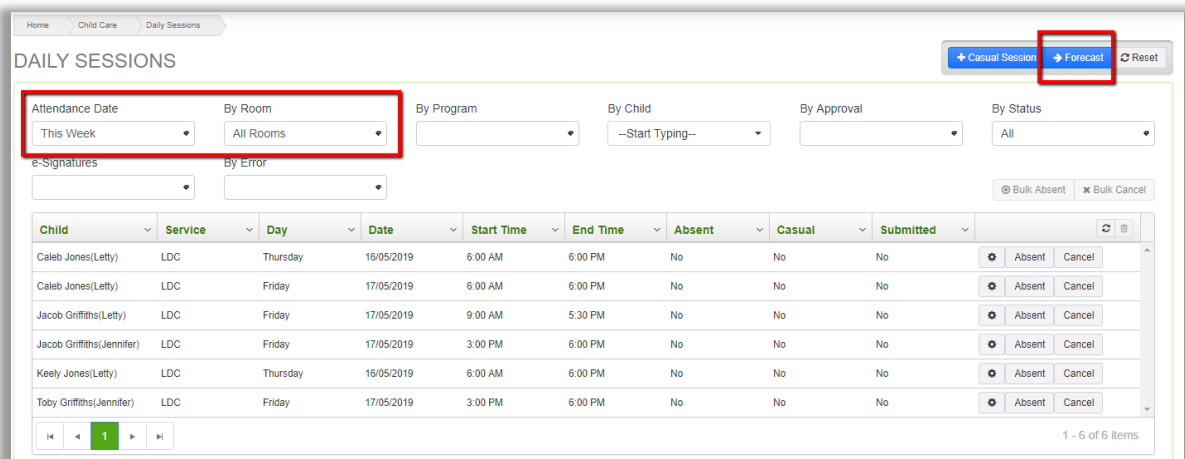


This will open the daily sessions page:



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

--Start Typing--

## 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: --Start Typing--

By Child: --Start Typing--

By Approval:

By Status: All

e-Signatures:

Ⓞ 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

+ Casual Session + Forecast Reset

DAILY SESSIONS

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        | ⊕ Absent Cancel |
| Caleb Jones (Lefty)     | LDC     | Friday   | 17/05/2019 | 6:00 AM    | 6:00 PM  | No     | No     | No        | ⊕ Absent Cancel |
| Jacob Griffiths (Lefty) | LDC     | Friday   | 17/05/2019 | 9:00 AM    | 5:30 PM  | No     | No     | No        | ⊕ Absent Cancel |

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**.

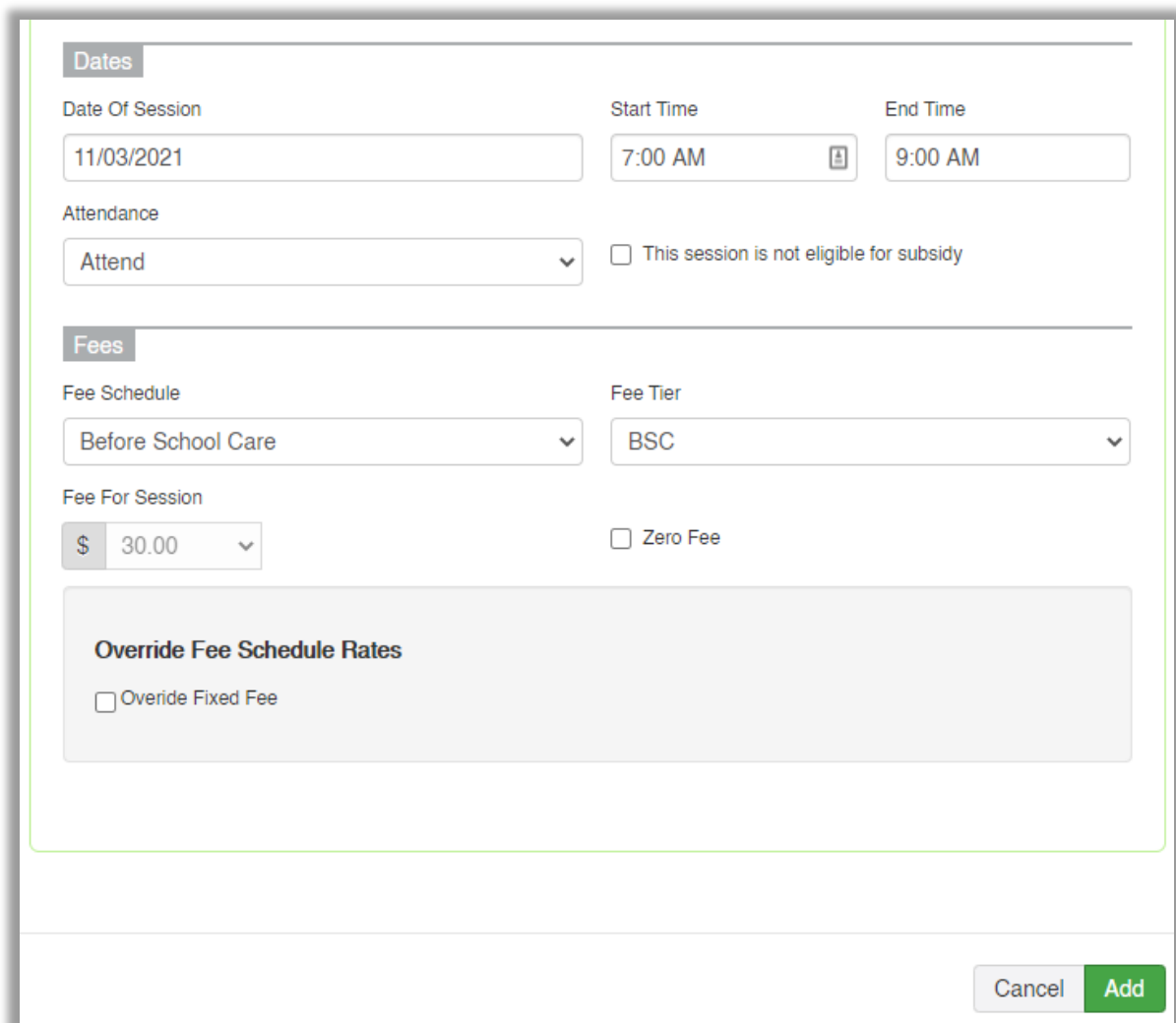
You will then be able to select room, program, subsidy scheme and then enrolment ID

## Detailed cont.

Select the Date of Session:



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**:



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

## Detailed cont.

### e-Signature Actual Attendance Times

e-Signatures is the process of electronically signing in/out children. The e-Signature data pulls through to the sessions automatically.

| Child ▾                  | Service ▾ | Day ▾     | Date ▾     | Start Time ▾ | End Time ▾ |
|--------------------------|-----------|-----------|------------|--------------|------------|
| Toby Griffiths(Jennifer) | LDC       | Friday    | 10/05/2019 | 3:00 PM A    | 6:00 PM A  |
| Keely Jones(Letty)       | LDC       | Thursday  | 09/05/2019 | 6:00 AM ✓    | 6:00 PM ✓  |
| Keely Jones(Letty)       | LDC       | Wednesday | 08/05/2019 | 6:00 AM ✓    | 6:00 PM ✓  |
| Keely Jones(Letty)       | LDC       | Tuesday   | 07/05/2019 | 6:00 AM A    | 6:00 PM A  |

✓ Times marked with a tick means that the child has been signed in and/or out

A The red A will display when a child has been marked as not present.

To view the actual sign in/out times click on the cog and scroll down to the e-Signature Sign In/Out heading:

| e-Signature Sign In/Out |          |          |                                     |
|-------------------------|----------|----------|-------------------------------------|
| Present?                | Time In  | Time Out |                                     |
| Yes                     | 6:04AM G | 5:32PM G | <input type="button" value="View"/> |

Here you can see the child was in care and the in/out times that the child was signed in and out of care:

Next to the times, letters represent who signed in /out.

These letters mean:

G – Parent/Guardian

AP – Authorised Pickup (Family Contact)

S – Staff Member

If you would like to see the name of the person who signed in/out the child and any comments left on the record click on **view** button:

# Detailed cont.

You can check you have not missed any e-Signatures by applying the e-Signatures filter **Missing Signatures/Actuals** to double check e-Signature data hasn't been missed:

Any children who have been signed as absent/not present, you still need to mark them as absent within Daily Sessions.

To make this process easier, use the e-Signatures filter to search for those children signed as absent:

Now, you can bulk mark all children as absent.



# 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 |  |
|--------------------------|---------|----------|--|
| <input type="checkbox"/> |         |          |  |

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

|                                       |   |
|---------------------------------------|---|
| <b>Child:</b> Caleb Jones             | <b>Guardian:</b> Letty Jones              |
| <b>Approval:</b> 123456 (LongDayCare) | <b>Enrolment ID:</b> 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**

|                        |                   |                 |                       |
|------------------------|-------------------|-----------------|-----------------------|
| <b>Date Of Session</b> | <b>Start Time</b> | <b>End Time</b> | <b>Subsidy Scheme</b> |
| 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**

|                       |                         |                          |
|-----------------------|-------------------------|--------------------------|
| <b>Transport Type</b> | <b>Pick Up Location</b> | <b>Drop Off Location</b> |
| 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

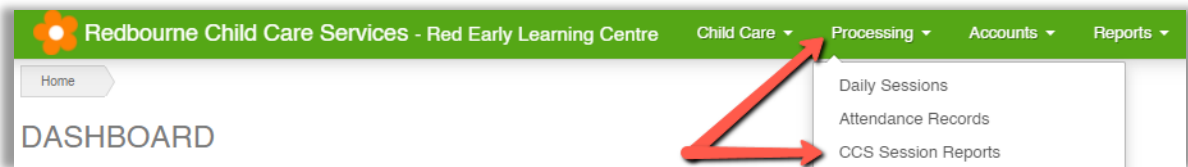
**Override Fee Schedule Rates**

Override Fixed Fee

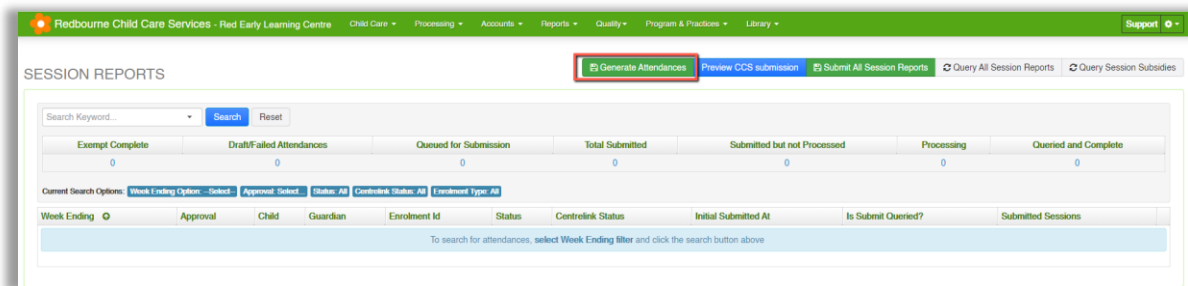
# Detailed cont.

## 2 - Generating Session Reports

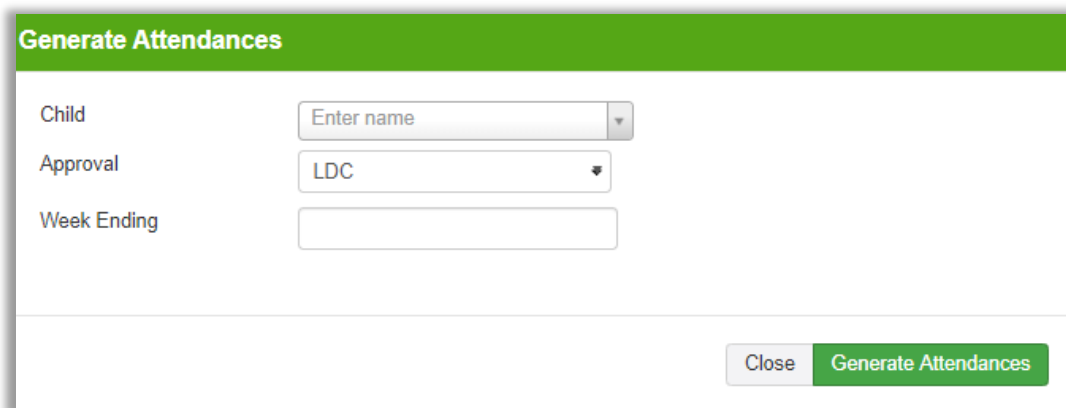
The next step is to generate session reports. Select **Processing** and click on **CCS Session Reports**:



Click on **Generate Attendances**



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



The screenshot shows the 'Generate Attendances' form. It has three main input fields: 'Child' with a dropdown menu containing 'Enter name', 'Approval' with a dropdown menu containing 'LDC', and 'Week Ending' with a text input field. At the bottom right, there are two buttons: 'Close' and 'Generate Attendances'.

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

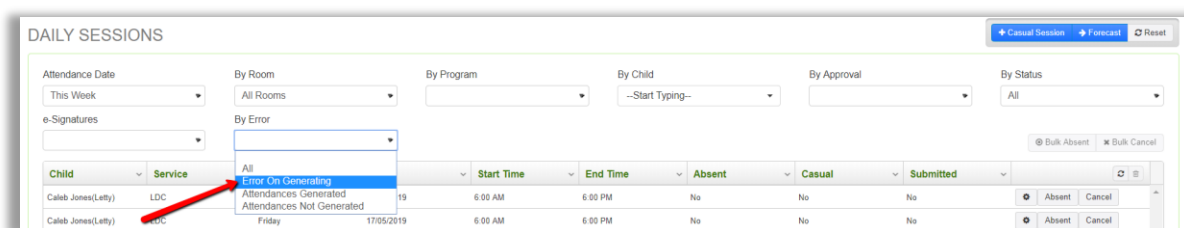
# Detailed cont.

## 3 – Error on Generating

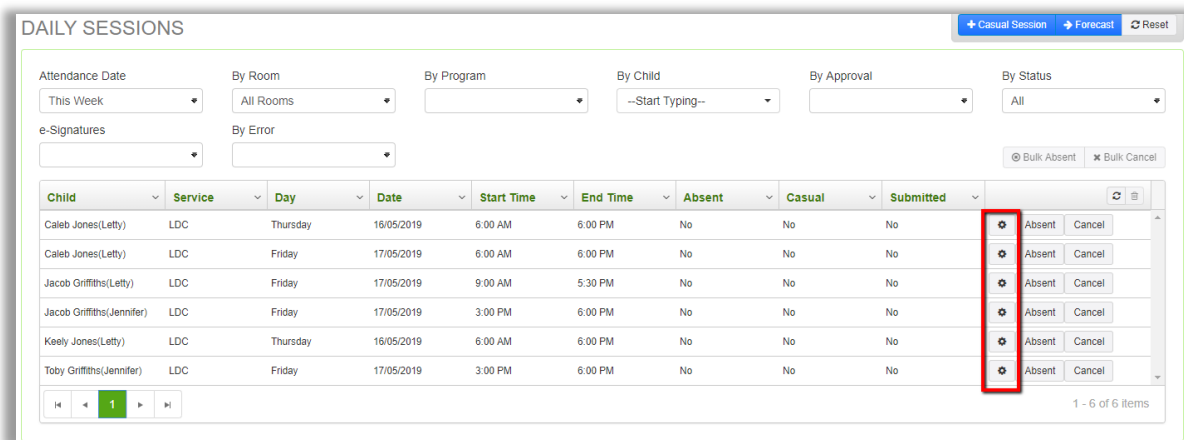
It is extremely important that you go back into daily sessions at this point and check if there have been errors on generating – this means that the daily sessions have not moved into CCS session reports and therefore will not be submitted.

Select Processing

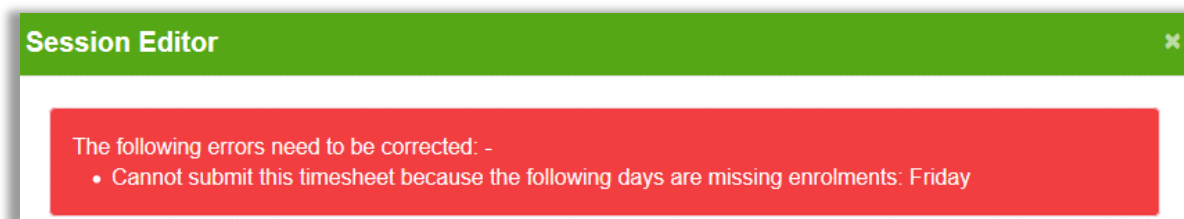
Select Daily Sessions and apply the filter error on generating.



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:

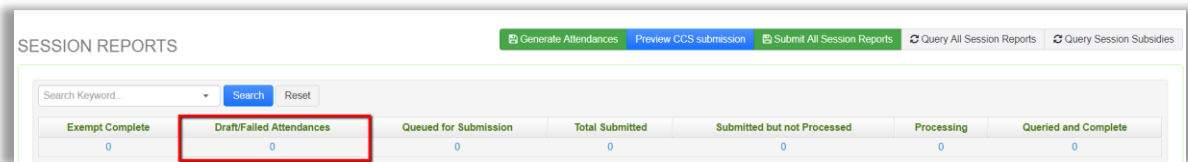


Once you have fixed the error then go back to step 2 and generate these session reports again.

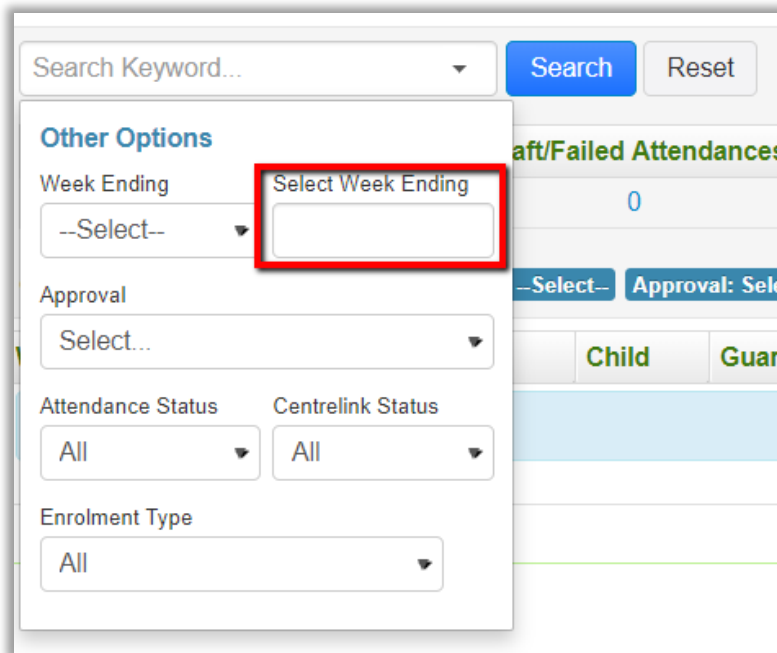
# Detailed cont.

## 4 - Submitting Session Reports

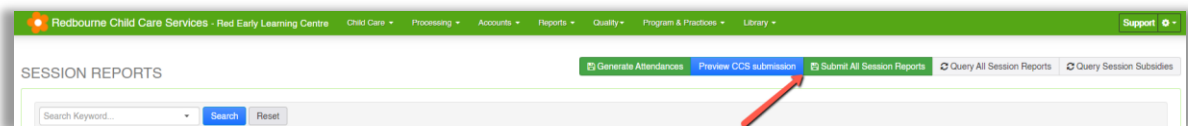
Now that all of your daily sessions have successfully generated, the number of session reports will be displaying under the status of draft/failed



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 e-SIGNATURES

## 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        | <input checked="" type="checkbox"/> Absent <input type="checkbox"/> Cancel |



## 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 don't 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 or hasn't forecasted again.

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

# Troubleshooting cont.

**Issue:** The child was marked 'not present' on e-signatures why isn't he showing absent?

**Why?** While the e-Signature data will display in daily sessions, it *will not* change the attendance status.

**Resolution:** An easy way to identify absences via e-signatures and mark the daily sessions as absent before submitting, is to follow the below process:

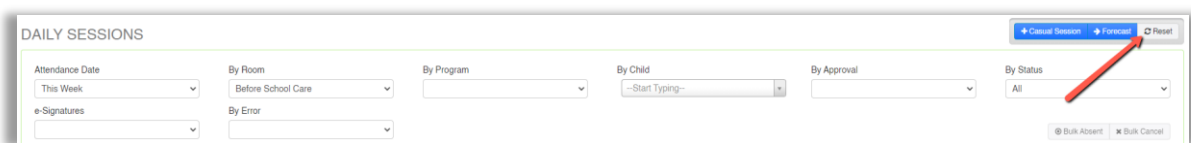
1. Click on the processing menu
2. Click on Daily Sessions
3. Apply date filter
4. Room filter – Select All rooms
5. By status filter – Select Attended
6. e-Signatures filter – Select Signed Absent

Now, you will be easily able to bulk mark all absences.

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

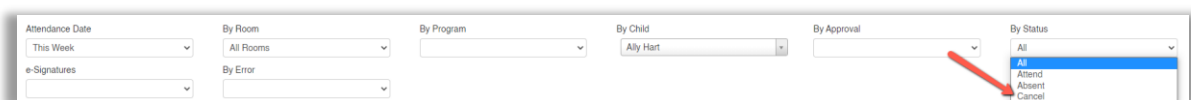
**Why?** Cancelled sessions will show under the cancelled status.

**Resolution:** First to click on the Reset button to clear all filters. Next apply the following filters:



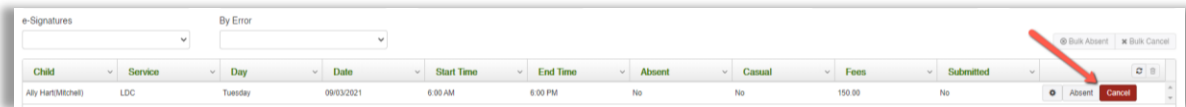
Now apply the following filters:

- **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



## Troubleshooting cont.

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(Michael) | LDC     | Tuesday | 09/03/2021 | 6:00 AM    | 6:00 PM  | No     | No     | 150.00 | No        | <input type="radio"/> Absent <input type="button" value="Cancel"/> |

**Issue:** The child has been Incorrectly signed in or out.

**Resolution:** If a parent has accidentally signed the child incorrectly the signature can be removed via the dashboard. Once this has been removed the child can be signed in correctly. Please see our tip sheet called **Deleting an e-Signature Entry**.