

Statement of Entitlement

Once every fortnight, providers must under the Family Assistance Law provide a Statement of Entitlement to parents eligible for Child Care Subsidy for children enrolled in your service.

(Child Care Provider Handbook, Version 2, June 2019, page 72)

This tip sheet will guide you through:

- [Creating and Submitting Statement of Entitlement Reports](#)
- [Parents accessing the Statement on the Parent Portal](#)
- [Understanding the Statement of Entitlement](#)
- [Troubleshooting](#)

Summary

1. Click Reports
2. Select Parent/ Guardians
3. Select Statement of Entitlement CBC
4. Select Report Parameters
5. Download or email the Statement

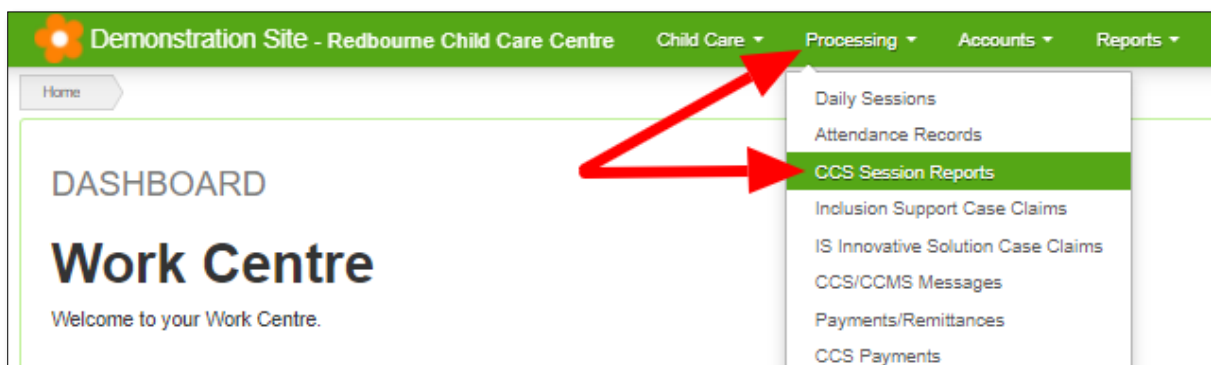
Statement of Entitlement

Detailed

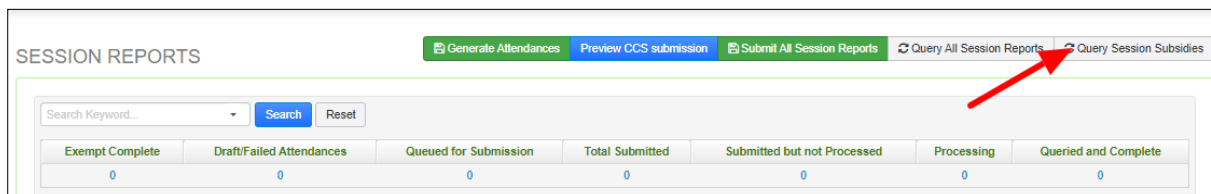
Before you create the Statement of Entitlement it is important to check your payments have disbursed and the session subsidies have queried.

To query the session subsidies, select **Processing** menu

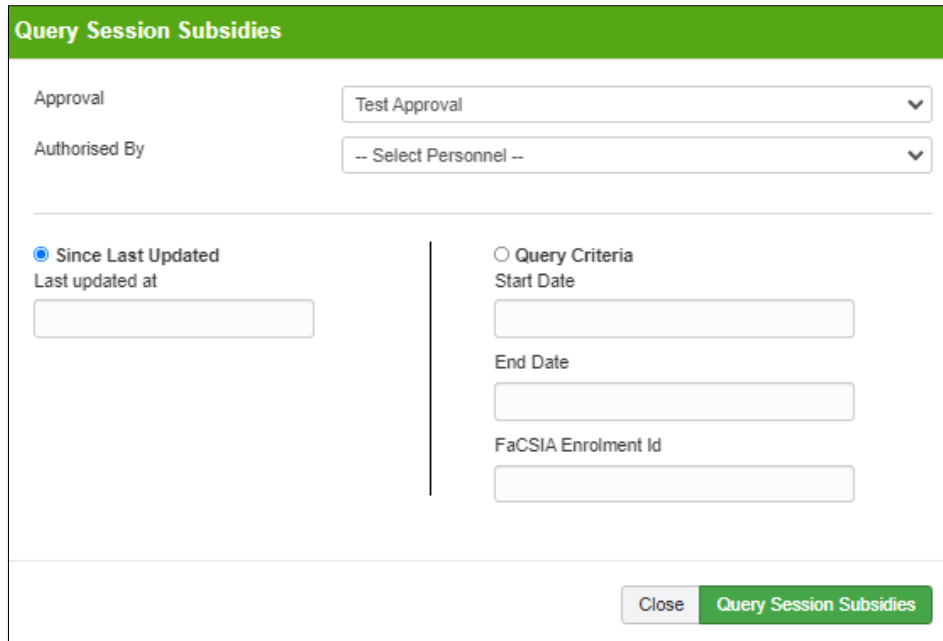
Click **CCS Session Reports**



Click **Query Session Subsidies**



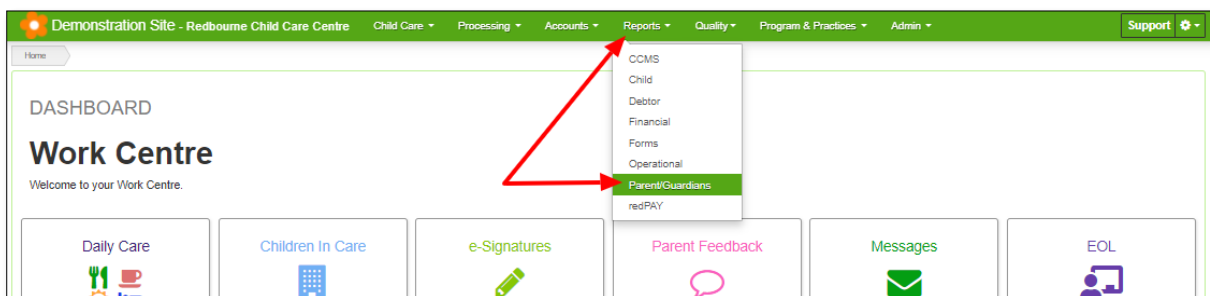
The following screen will open where you will select your **authorised person**.



Select **Query Criteria** and enter the **start and end date** of your current billing period.
Then click **Query Session Subsidies**.

Creating and Submitting Statement of Entitlement

Click **Reports Menu** and **Select Parent/ Guardian**



Select report **Statement of Entitlement CBC**

Demonstration Site - Redbourne Child Care Centre Child Care Processing Accounts Reports

PARENT/GUARDIAN REPORTS

1. Select Report

Select Report

Select...

- Parent Child Care Usage
- Parent/Guardian Balance Report
- Parent/Guardian Registration Report
- Parent/Guardian Immunisation
- Parent/Guardian Statement
- Statement of Entitlement CBC**
- Family Contacts Report

The following screen will appear:

PARENT/GUARDIAN REPORTS

1. Select Report

Select Report

Statement of Entitlement CBC

2. Set Report Parameters

Approval

Test Approval

From Monday 15/11/2021 To Sunday 28/11/2021

Guardian

Select All

Include Inactive Guardians

Report output:

Download (Download for Non-Email Guardians)

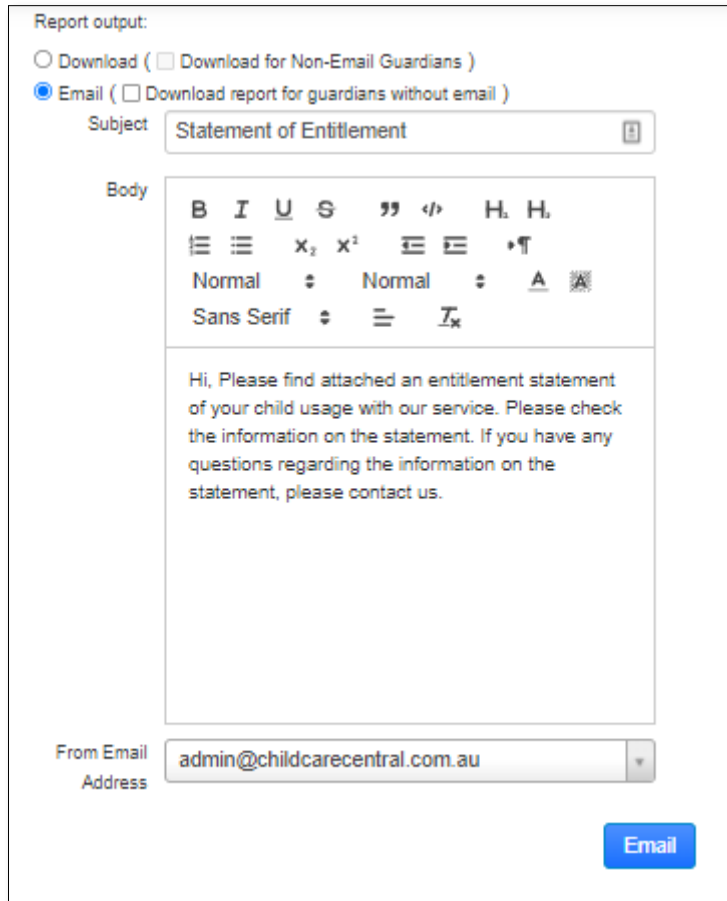
Email (Download report for guardians without email)

Download

Select Report Parameters by changing the date range, selecting either individual families or all.

You can either **download** or **email** the statement.

If you choose email you will get more options to customise the email that parents will receive including the subject and body.




Report output:

Download (Download for Non-Email Guardians)

Email (Download report for guardians without email)

Subject

Body

B I U S " </> H, H,
≡ ≡ x₂ x² ≡ ≡ →¶
Normal : Normal : A 
Sans Serif : ≡ I_x


Hi, Please find attached an entitlement statement of your child usage with our service. Please check the information on the statement. If you have any questions regarding the information on the statement, please contact us.

From Email Address

NOTE: When you email multiple families, Parents will only see the statement intended for them.

If parents do not have an email address in their parent/guardian record or the settings are turned off to receive emails their statements will download.

Sample Report

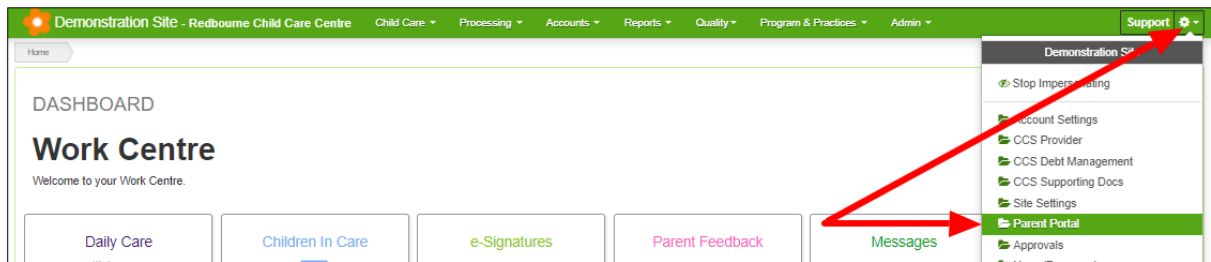
Centre Based Care 12 Lakeview Drive Chermside QLD 4032				Provider Id: 190014172L Name: Warrumbungle Shire Council ABN: 63348671239 Date of Issue: 02/12/2021											
Statement of Entitlement Statement Period: 28/10/2019 to 28/11/2021 (109 weeks)															
Copeland-7887, Cyrus															
18 William Slim Drive Chermside QLD 4032 Copeland-7887, Enrique															
Enrolment ID: E8000083475		Service Type: Centre Based Care		Service ID: 190016364C											
				YTD Absences: 0											
				Absences for Period: 1											
Date	Session			Attendance			Fee before Discounts	Total Fee (for CCS)	Hourly Fee	CCS Hours	Fee Reduction to Service		Fee Reduction to Guardian		Parent Payment
	Start	End	Hours	Sign In	Sign Out	Hours					CCS	ACCS	CCS	ACCS	
Week 2/03/2020 to 8/03/2020 (CCS Week 2)															
Fri 6/03/2020	08:00	17:00	9.00				\$180.00	\$180.00	20.0000	9.0000	87.0390	92.96100
Fri 6/03/2020	17:00	18:00	1.00				\$20.00	\$20.00	20.0000	1.0000	9.6710	10.32900
Total:			10.00				\$200.00	\$200.00		10.0000	\$96.7100	\$0.0000	\$0.0000	\$0.0000	\$103.2900
Week 9/03/2020 to 15/03/2020 (CCS Week 1)															
Fri 13/03/2020	08:00	17:00	9.00				\$180.00	\$180.00	20.0000	180.00000
Fri 13/03/2020	17:00	18:00	1.00				\$20.00	\$20.00	20.0000	20.00000
Total:			10.00				\$200.00	\$200.00		0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$200.0000
Week 16/03/2020 to 22/03/2020 (CCS Week 2)															
Fri 20/03/2020	08:00	17:00	9.00	Abs			\$0.00	\$0.00
Fri 20/03/2020	17:00	18:00	1.00	Abs			\$0.00	\$0.00
Total:			10.00				\$0.00	\$0.00		0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000
Week 23/03/2020 to 29/03/2020 (CCS Week 1)															
Fri 27/03/2020	08:00	17:00	9.00				\$0.00	\$0.00	9.0000	87.0390
Fri 27/03/2020	17:00	18:00	1.00				\$0.00	\$0.00	1.0000	9.6710
Total:			10.00				\$0.00	\$0.00		10.0000	\$96.7100	\$0.0000	\$0.0000	\$0.0000	\$0.0000
Child Total:			40.00				.00	\$400.00	\$400.00	20.0000	\$193.4200	\$0.0000	\$0.0000	\$0.0000	\$303.2900
NOTE: 1. The data displayed in the "Fee Reduction to Service" and "Fee Reduction to Guardian" columns is entitlement data and not necessarily the amount that was actually paid to the service/guardian because the actual payment may have been reduced by Centrelink adjustments or debts.															
2. The Parent Payment does not include any Fee Waiver that may have been applied to the week.															

Parents accessing Statement of Entitlement online

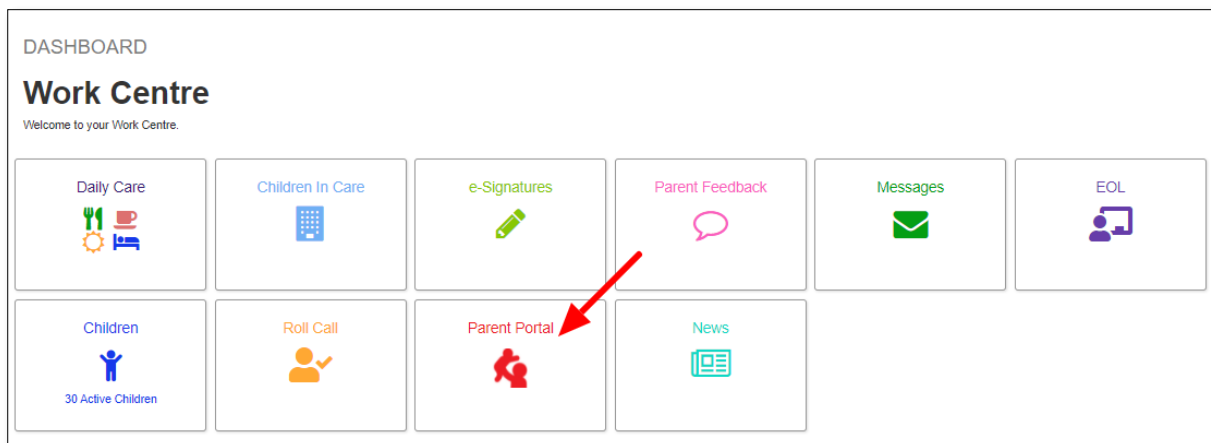
Parents can view their Statement of Entitlement through the Parent Portal, if configured.

The parent portal configuration is accessible from two areas of the software:

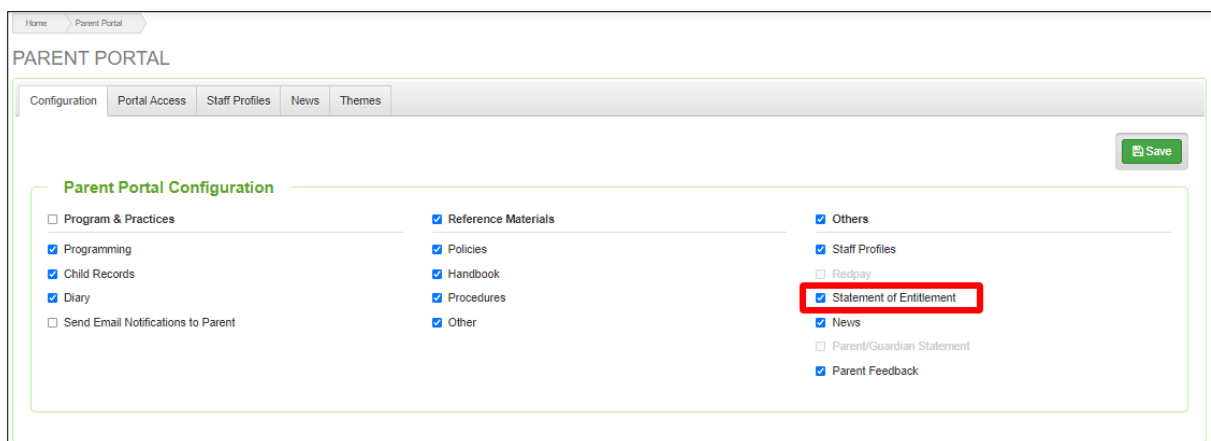
via the **settings cog** then select **Parent Portal**:



or via the Work Centre, by clicking on the **Parent Portal** tile:



The following screen will open where the first tab displaying is **Configuration**:



Check the tick box **Statement of Entitlement** and click **Save**.

Understanding the Statement of Entitlement

Statement of Entitlement is required to display the actual sign in and out:

Date	Session			Attendance			Fee before Discounts	Total Fee (for CCS)	Hourly Fee	CCS Hours	Fee Reduction to Service		Fee Reduction to Guardian		Parent Payment
	Start	End	Hours	Sign In	Sign Out	Hours					CCS	ACCS	CCS	ACCS	
Week 2/03/2020 to 8/03/2020 (CCS Week 2)															
Fri 6/03/2020	08:00	17:00	9.00				\$180.00	\$180.00	20.0000	9.0000	87.0390	92.96100
Fri 6/03/2020	17:00	18:00	1.00				\$20.00	\$20.00	20.0000	1.0000	9.6710	10.32900
Total:			10.00				\$200.00	\$200.00		10.0000	\$96.7100	\$0.0000	\$0.0000	\$0.0000	\$103.2900

The total fee is after any discounts or refunds have been applied to the fees:

Date	Session			Attendance			Fee before Discounts	Total Fee (for CCS)	Hourly Fee	CCS Hours	Fee Reduction to Service		Fee Reduction to Guardian		Parent Payment
	Start	End	Hours	Sign In	Sign Out	Hours					CCS	ACCS	CCS	ACCS	
Week 2/03/2020 to 8/03/2020 (CCS Week 2)															
Fri 6/03/2020	08:00	17:00	9.00				\$180.00	\$180.00	20.0000	9.0000	87.0390	92.96100
Fri 6/03/2020	17:00	18:00	1.00				\$20.00	\$20.00	20.0000	1.0000	9.6710	10.32900
Total:			10.00				\$200.00	\$200.00		10.0000	\$96.7100	\$0.0000	\$0.0000	\$0.0000	\$103.2900

The details displayed in the Fee Reductions to Service or to Guardian is the subsidy entitlements and not necessarily the amount that was actually paid, the payment may have been reduced by Centrelink adjustments of debts.

Date	Session			Attendance			Fee before Discounts	Total Fee (for CCS)	Hourly Fee	CCS Hours	Fee Reduction to Service		Fee Reduction to Guardian		Parent Payment
	Start	End	Hours	Sign In	Sign Out	Hours					CCS	ACCS	CCS	ACCS	
Week 2/03/2020 to 8/03/2020 (CCS Week 2)															
Fri 6/03/2020	08:00	17:00	9.00				\$180.00	\$180.00	20.0000	9.0000	87.0390	92.96100
Fri 6/03/2020	17:00	18:00	1.00				\$20.00	\$20.00	20.0000	1.0000	9.6710	10.32900
Total:			10.00				\$200.00	\$200.00		10.0000	\$96.7100	\$0.0000	\$0.0000	\$0.0000	\$103.2900

Date	Session			Attendance			Fee before Discounts	Total Fee (for CCS)	Hourly Fee	CCS Hours	Fee Reduction to Service		Fee Reduction to Guardian		Parent Payment
	Start	End	Hours	Sign In	Sign Out	Hours					CCS	ACCS	CCS	ACCS	
Week 2/03/2020 to 8/03/2020 (CCS Week 2)															
Fri 6/03/2020	08:00	17:00	9.00				\$180.00	\$180.00	20.0000	9.0000	87.0390	92.96100
Fri 6/03/2020	17:00	18:00	1.00				\$20.00	\$20.00	20.0000	1.0000	9.6710	10.32900
Total:			10.00				\$200.00	\$200.00		10.0000	\$96.7100	\$0.0000	\$0.0000	\$0.0000	\$103.2900

The parents gap fee for the period/ session, this will not include any Fee Waiver that may have been applied to the week:

Date	Session			Attendance			Fee before Discounts	Total Fee (for CCS)	Hourly Fee	CCS Hours	Fee Reduction to Service		Fee Reduction to Guardian		Parent Payment
	Start	End	Hours	Sign In	Sign Out	Hours					CCS	ACCS	CCS	ACCS	
Week 2/03/2020 to 8/03/2020 (CCS Week 2)															
Fri 6/03/2020	08:00	17:00	9.00				\$180.00	\$180.00	20.0000	9.0000	87.0390	92.96100
Fri 6/03/2020	17:00	18:00	1.00				\$20.00	\$20.00	20.0000	1.0000	9.6710	10.32900
Total:			10.00				\$200.00	\$200.00		10.0000	\$96.7100	\$0.0000	\$0.0000	\$0.0000	\$103.2900

Statement of Entitlement

Troubleshooting

Issue: There is no subsidies showing on the Statement of Entitlement Report?

Why? The details of the families' entitlements haven't been instructed to populate the report.

Resolution: You will need to Query the Session Subsidies then regenerate the Statement of Entitlement.

Issue: There was subsidy details on the report now there isn't?

Why? You may have revised the Session Report and when resubmitted it's still processing

Resolution: First check the Session Report for the period. If the Session Reports has been processed, you may need to Query the CCS Payments to pull through the new CCS Payments. Then Query the Session Subsidies.