





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
- <u>Understanding the Statement of Entitlement</u>
- 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

Demonstration Site - Redbourne Child Care Centre	Child Care 🔻	Processing Account	ts ▼ Reports ▼
Home		Daily Sessions	
		CCS Session Reports	
DASHBOARD		Inclusion Support Case C	laims
Work Contro		IS Innovative Solution Ca	se Claims
WORK Centre		CCS/CCMS Messages	
Welcome to your Work Centre.		Payments/Remittances	
		CCS Payments	

Click Query Session Subsidies

	2	Cenerate Attendances	Preview CCS submission	Submit All Session Reports	C Query All Session Rep	oorts				
SESSION REPORTS										
Search Keyword	✓ Search Reset									
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 following screen will open where you will select your **authorised person**.







Query Session Subsidies		
Approval Authorised By	Test Approval Select Personnel	*
Since Last Updated Last updated at	Query Criteria Start Date End Date FaCSIA Enrolment Id	
	Close Query Session Subsidi	ies

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

Demonstration Site - Red	bourne Child Care Centre Child Ca	re • Processing • Accounts •	Reports - Quality -	Program & Practices +	Admin +	Support 🔹 🗝
Home			ссмя			
		/	Child			
DASHBOARD			Debtor			
			Financial			
Work Centre			Forms			
			Operational			
Welcome to your Work Centre.			Parent/Guardians			
			redPAY			
Daily Care	Children In Care	e-Signatures	Parent Feedba	ack I	Vlessages	EOL
<u> 11 📰</u>		e	P		\checkmark	

Select report Statement of Entitlement CBC







Demonstration Site - Redbourne Child Care Centre	Child Care 🔹	Processing •	Accounts -	Reports •
PARENT/GUARDIAN REPORTS				
4. Select Deport				
1. Select Report				
Select Report				
Select *				
٩				
·				
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 F	REPORTS
- 1. Select Report	
Select Report	
Statement of Entitlement CBC	T
Approval	ters
Test Approval	v
From Monday	To Sunday
15/11/2021	28/11/2021
Guardian	
	Select All
Include Inactive Guardians	
Report output:	
Download (Download for Non-Email	I Guardians)
O Email (🗌 Download report for guardiar	is 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:	
O Download (Download for Non-Email Guardians)
🖲 Email (🗌 Do	ownload report for guardians without email)
Subject	Statement of Entitlement
Body	$\begin{array}{cccccccccccccccccccccccccccccccccccc$
	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	admin@childcarecentral.com.au *
	Email

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.



redbourne



Sample Report

entre Based Care 2 Lakeview Drive nermside QLD 4032	2						Lorem				Provider le Nam ABI Date of Issue	d: 190014172 e: Warrumbu N: 633486712 e: 02/12/2021	2L ngle Shire C 239 1	ouncil	
					Sta	tatem	eriod: 28/10/	Entitle	ment	09 weeks)				
opeland-7887, Cyru	us														
William Slim Driv nermside QLD 403 Copeland-7887, Enriqu	e 2														
Enrolment ID: E8	000083475		Sen	vice Type:	Centre Based	Care		Service ID: 19	90016364C		YTD Abs	ences: 0	Absences	for Period: 1	
		Session			Attendance		Fee before	Total Fee	Hourly	ccs	Fee Reduction	on to Service	Fee Reduction	on to Guardian	Paren
Date	Start	End	Hours	Sign In	Sign Out	Hours	Discounts	(for CCS)	Fee	Hours	CCS	ACCS	CCS	ACCS	Payme
Week 2/03/2020 to 8/03	3/2020 (CCS V	Veek 2)	0.00				£190.00	£190.00	20,0000	0.0000	97.0200				02.0
Fri 6/03/2020	17:00	17:00	9.00				\$180.00	\$180.00	20.0000	9.0000	9,6710				92.9
Total:	17.00	10.00	10.00				\$20.00	\$20.00	20.0000	10.0000	\$96.7100	\$0.0000	\$0.0000	\$0.0000	\$103.
			10.00				\$200.00	\$200.00							
Week 9/03/2020 to 15/0	03/2020 (CCS	Week 1)	0.00				6 400.00	6 400.00	00.0000						400.0
Fri 13/03/2020	08:00	17:00	9.00				\$180.00	\$180.00	20.0000						180.0
Fri 13/03/2020	17:00	18:00	1.00				\$20.00	\$20.00	20.0000						20.0
Total:			10.00				\$200.00	\$200.00		0.0000	\$0.0000	\$0.0000	\$0.0000	\$0.0000	\$200
Week 16/03/2020 to 22	2/03/2020 (CCS	S 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
Week 23/03/2020 to 29	/03/2020 (CCS	S 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
- Chan															

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:

Demonstration Site - Redbourne Child Care Centre	Child Care Processing	Accounts * Reports *	Quality • Program & Practices	▼ Admin ▼	Support 🔅 -
Home					Demonstration S ^a
DAGUDGADD					Stop Impersenting
DASHBOARD					Count Settings
Work Centre					E CCS Provider
Work Ochac					CCS Debt Management
Welcome to your Work Centre.					CCS Supporting Docs
					Site Settings
	11][Parent Portal
Daily Care Children In Care	e e-Signat	ures Pare	nt Feedback	Messages	Approvals

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

DASHBOARD Work Centre	9				
Daily Care	Children In Care	e-Signatures	Parent Feedback	Messages	EOL
Children ** 30 Active Children	Roll Call	Parent Portal	News		

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

Iguration Portai Access Stail Profiles 1	News Themes		
Devent Devtel Configuration			
Parent Portal Configuration			
Program & Practices		Reference Materials	Others
Programming		Policies	Staff Profiles
Child Records		Handbook	Redpay
Diary		Procedures	Statement of Entitlement
Send Email Notifications to Parent		☑ Other	News
			Parent/Guardian Statement

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:

Session			Attendance		Fee before	Total Fee	Hourly	ccs	Fee Reduct	ion to Service	Fee Reduction	on to Guardian	Parent		
Date	Start	End	Hours	Sign In	Sign Out	Hours	Discounts	(for CCS)	Fee	Hours	CCS	ACCS	CCS	ACCS	Payment
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:

													-		
	Session			Attendance			Fee before	Total Fee	Hourly	ccs	Fee Reduct	ion to Service	Fee Reduction	on to Guardian	Parent
Date	Start	End	Hours	Sign In	Sign Out	Hours	Discounts	(for CCS)	Fee	Hours	CCS	ACCS	CCS	ACCS	Payment
Week 2/03/2020 to 8/03/	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.

	Session			Attendance			Fee before Total Fee		Hourly (CCS	Fee Reduction to Service		Fee Reduction to Guardian		Parent
Date	Start	End	Hours	Sign In	Sign Out	Hours	Discounts	(for CCS)	Fee	Hours	CCS	ACCS	CCS	ACCS	Payment
Week 2/03/2020 to 8/03/	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

														<u> </u>	
	Session				Attendance		Fee before	Total Fee	Hourly	CCS	Fee Reducti	on to Service	Fee Reduction	on to Guardian	Parent
Date	Start	End	Hours	Sign In	Sign Out	Hours	Discounts	(for CCS)	Fee	Hours	CCS	ACCS	CCS	ACCS	Payment
Week 2/03/2020 to 8/03/	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:

	Session			Attendance			Fee before	e before Total Fee		CCS	Fee Reduction to Service		Fee Reduction to Guardian		Parent
Date	Start	End	Hours	Sign In	Sign Out	Hours	Discounts	(for CCS)	Fee	Hours	CCS	ACCS	CCS	ACCS	Payment
Week 2/03/2020 to 8/03/															
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.