



Australian Government

Department of Education, Employment and Workplace Relations

Child Care Management System

July 2011

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CCMS Operations & Helpdesk Section
Office of Early Childhood Education & Child Care

What's covered in the session?

- CCMS Operations & Helpdesk Section – what do we do? What are we responsible for?
- CCR Changes
- Community Support Funding changes
- Inclusion Support Funding changes
- Key legal obligations for Approved Services
- Common issues and errors
- Questions and Discussion



CCMS Operations & Helpdesk – what do we do?

- **CCMS Helpdesk** – phone, email and fax enquiries from Approved Services on the CCMS, including processing, payments and problems, legislation and policy. Refer services to other DEEWR Teams where necessary.
 - **Child Care Support** – includes the Compliance Tip Off Line, MyChild referrals, child care related complaints
 - **Contact Once** – referral process between Centrelink/the FAO and DEEWR to resolve customer issues.
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- **Records Management** – update and maintain system records about Approved Services, eg bank details, Authorised Personnel, email address etc
- **Software Provider Support** – technical and policy support to CCMS Registered Software Providers
- **System enhancements** – develop technical specification and design of system changes
- **Reference materials** for the sector, eg CCMS Newsletter, CCMS Fact Sheets



CCR Changes - 4 July 2011

- Effective from 4 July 2011 customers have more choice in CCR payment options; they can:
 - Still receive CCB and CCR as a Lump Sum after the end of financial year when tax return/s have been lodged and the customer submits a claim to the Family Assistance Office (FAO)
- **CCB Fee Reduction Customers have four options:**
 - CCR paid as a fee reduction on their behalf to approved services. Payment triggered by attendance processing through the CCMS, i.e weekly or fortnightly
 - CCR paid directly to the customer by the FAO. Payment triggered by attendance processing through the CCMS, ie weekly or fortnightly
 - CCR paid directly to the customer by the FAO quarterly
 - CCR paid directly to the customer by the FAO annually



CCR Changes cont.

- The FAO sent letters to all current CCB/CCR customers in April 2011 explaining the new options and how customers can choose a new CCR payment method
- Customers testing eligibility for CCB and CCR are now offered the five CCR Payment choices
- There has been an advertising campaign on television and radio, in print media and on the internet explaining the new options
- Customers were asked to make a CCR Payment choice by 17 June 2011.
- Where no choice is made, the customer retains the same CCR method as in 2010/11.



CCR Changes cont.

- CCR Payment choice will only be changed under ***exceptional circumstances*** once the financial year begins
- Exceptional Circumstances are a legal requirement, examples include:
 - An administrative error by Centrelink or DEEWR
 - Death or serious illness in the family causing extra expense or reduced income
 - Hospitalisation or medical treatment
 - Natural disasters, including voluntary work in an emergency or natural disaster
 - Reduction in income due to loss of employment, or business failure



CCR Changes cont.

- For the 2011/12 financial year only one change to a customer's CCR payment method will be allowed as an Exceptional Circumstance where the customer did not make a payment choice by the required cut off date.
- This is to ensure all customers have access to more timely CCR payments after 4 July 2011.



CCR Changes cont.

- Where a customer has chosen to receive CCR as a fee reduction payment made to their service on their behalf, the enrolment information returned from the CCMS contains a CCR Method of **CCR Fee Reduction**
- Where a customer has chosen to receive CCR using one of the other payment methods, or the customer isn't eligible for CCR, the enrolment information returned from the CCMS contains a CCR Method of **Other**



CCR Changes cont.

- Customers who elect to receive CCR as a Fee Reduction paid to their service on their behalf that receive a legislated CCB rate of more than 0 rate will have 15% of their CCR calculation withheld during the financial year.
- Customers who elect to receive CCR paid directly to themselves weekly or fortnightly that receive a legislated CCB rate of more than 0 rate will have 15% of their CCR calculation withheld during the financial year.
- The 15% withholding is to ensure as much as possible customers that underestimate their income don't have CCB/CCR Reconciliation debts at the end of the year.



CCR Changes cont.

- Customers who elect to receive CCR as a Fee Reduction paid to their service on their behalf and are **entitled to a legislated CCB rate of 0 rate will not have any withholdings** from their CCR calculation during the financial year.
- Customers who elect to receive CCR paid directly to themselves weekly or fortnightly that are entitled to a legislated CCB rate of 0 rate will not have any withholdings from their CCR calculation during the financial year.
- These customers are not entitled to CCB and their CCR entitlement does not change after the annual FAO CCB/CCR Reconciliation process.

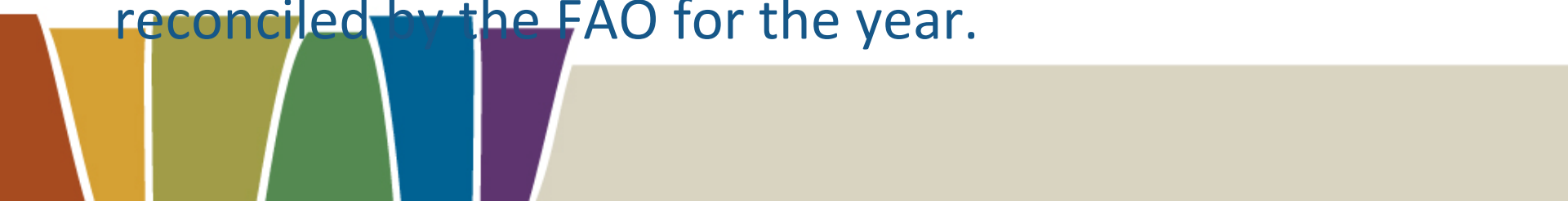


CCR Changes cont.

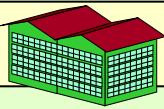
- Customers who elect to, or who continue to receive CCR quarterly will continue to have their April-June CCR payment withheld until tax return/s are lodged for the financial year.
- Customers who elect to, or who continue to receive CCR annually will continue to receive their entitlement once tax return/s are lodged for the financial year.
- All customers receive their full and correct entitlement once the FAO complete the annual CCB/CCR Reconciliation process.



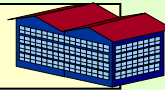
CCR Fee Reduction Payments from 4 July 2011

- Calculation, payment and adjustment on cancellation of CCR Fee Reduction throughout a financial year mirrors the current CCB processing arrangements through the CCMS
 - CCR Fee Reduction payments from a previous financial year will mirror the current CCB arrangements and be managed by the FAO directly with the customer once the customer's CCB and CCR entitlement has been reconciled by the FAO for the year.
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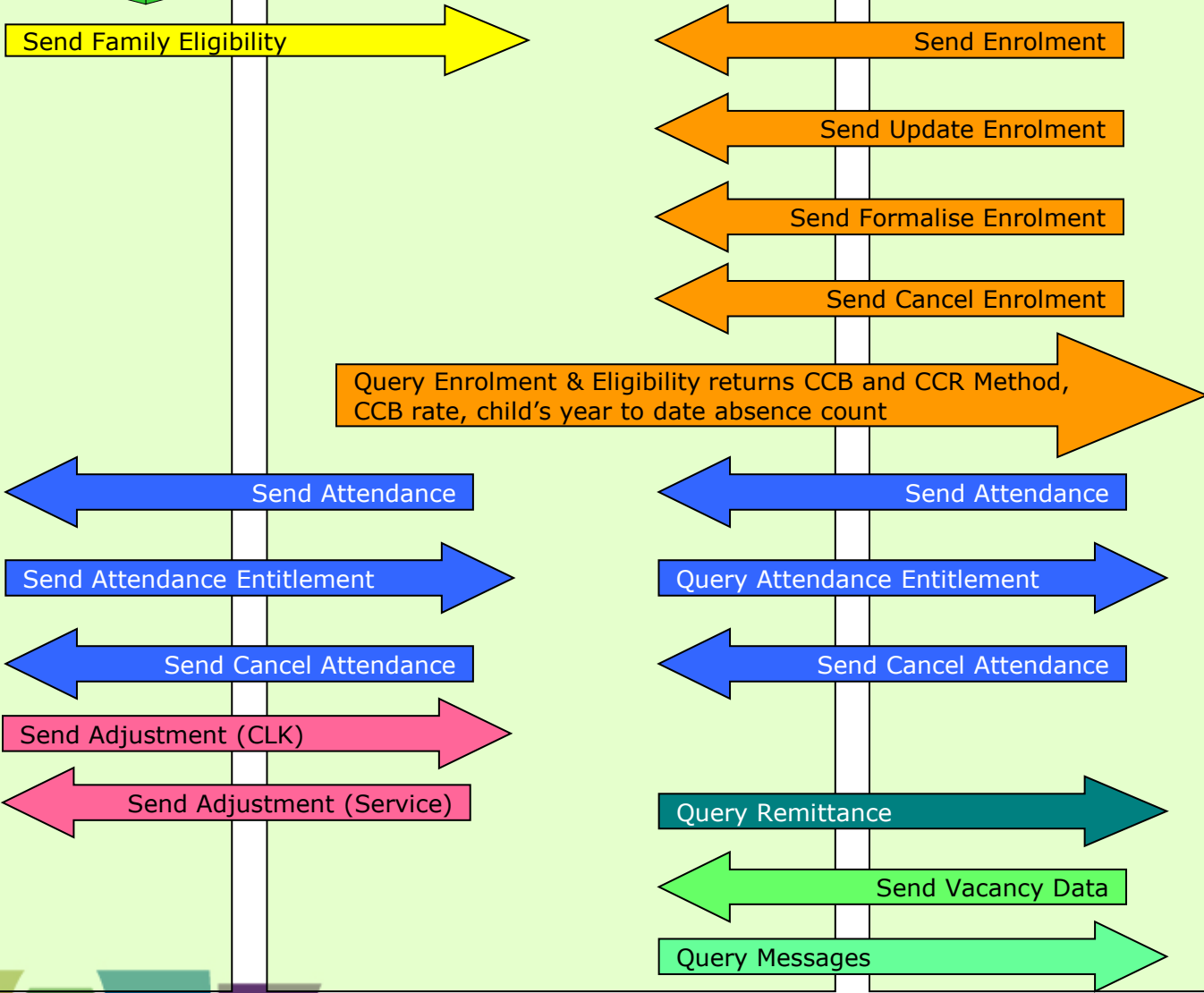
Centrelink



DEEWR/CCMS



Service



CCR Fee Reduction Payments from 4 July 2011

- Estimating CCR in advance is complex
 - The 15% withholding
 - *No withholding for customers on a legislated rate of 0 – services won't know which 0 rate customers are subject to withholdings*
 - Families using more than one service
 - *The annual cap – services don't know how much CCR has been paid for each child*
 - *Year to date CCR total for a child is confidential information – Centrelink and DEEWR can't disclose*



CCR Fee Reduction Payments from 4 July 2011 cont.

- Any change in CCB rate impacts on CCR calculation
- Families losing eligibility for CCR (still eligible for CCB)
- Absences and Additional Absences
- It is possible for the eligibility information returned from the CCMS for a child's enrolment to have a CCR Method when the customer is not eligible for, or is no longer receiving CCR
- **CCR will stop paying once the annual CCR Cap is reached**



CCR and Statements

- Statements must include CCR Fee Reductions passed on by the service for sessions of care provided in each week – exactly the same rules as for CCB Fee Reductions
- The actual amount of CCB and CCR Fee Reductions calculated by the FAO and paid to the service via the CCMS on behalf of a customer must be shown on Statements

STATEMENT

NAME: 000-000-207

Service Name: blank
 blank QLD 0000
 Ph: blank
 Email:
 ABN:

PARENT NAME:

General Account
 Statement Printed: Friday, 19 November 2010
 Statement Begins: Monday, 27 September 2010
 Statement Ends: Wednesday, 1 December 2010

Due Now: \$81.94

Date	Description	Session Hrs	Fee	CCB	CCR Fee Reduction	Debit	Credit	Balance	
Balance Carried Forward								117.81	\$117.81
27-Sep-10	CHILD NAME	12.00	95.00	93.00	0.00	1.20		\$116.61	
28-Sep-10	CHILD NAME	12.00	95.00	93.00	0.00	1.20		\$115.41	
29-Sep-10	CHILD NAME	12.00	95.00	93.00	0.00	1.20		\$114.21	
30-Sep-10	CHILD NAME	12.00	95.00	11.52	0.00	83.08		\$31.13	
01-Oct-10	CHILD NAME	12.00	95.00	11.52	0.00	83.07		-\$51.94	
01-Nov-10	CHILD NAME	3.00	30.00		0.00	30.00		-\$81.94	

Child Care Benefit & CCR Summary


Service Name (1-TEST)											
Week Start	Week Ends	Child	Percentage	Session Hrs	JFA Hrs	Fee	CCB	JFA	Gap	CCR Paid	
1/11/2010	7/11/2010	CHILD NAME		3.0	0	\$30.00	\$0.00	\$0.00	\$30.00	0.00	

Service Name (1-TEST)											
Week Start	Week Ends	Child	Percentage	Session Hrs	JFA Hrs	Fee	CCB	JFA	Gap	CCR Paid	
27/09/2010	3/10/2010	CHILD NAME	27.00	60.0	36	\$475.00	\$59.62	\$245.63	\$169.75	0.00	
						\$505.00	\$59.62	\$245.63	\$199.75	0.00	

Period Absences: Period ending 1/12/2010
CHILD - 0

YTD Absences: CHILD - 1 Last Update(21/06/2010)

Issuer's Signature: Date:...../...../.....



Bill Code:
Ref:

Telephone & Internet Banking – BPAY®
 Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au
 ® Registered to BPAY Pty Ltd ABN 69 079 137 518

Please note: A minimum payment of \$25 is required when using BPAY

CCR Questions???



Operational Support Funding for FDC and IHC

- Approved Family Day Care and In Home Care Schemes currently receive quarterly Operational Support Funding Payments from DEEWR's Community Support Program based on the care provided in the previous quarter.
- Schemes have been required to submit quarterly Utilisation Reports to DEEWR to receive funding.
- The process for calculating and paying Operational Support payments will change from 4 July 2011.



Operational Support Funding for FDC and IHC, cont.

- Using the information contained on Attendance Reports submitted to the CCMS, Operational Support payments will be automated from 4 July 2011. (first funding calculated is for week ending 10 July 2011)
- The number of hours of care provided across all of a Scheme's Enrolments in the CCMS will be calculated from the Attendance Reports submitted for each week by the Scheme.



Operational Support Funding for FDC and IHC, cont.

- The total number of hours of care for each week is then converted to equivalent full time places for the week and Operational Support is calculated using the rate applicable to the Scheme.
- Operational Support payments will be made in the same time frame as CCB and CCR payments, ie after Attendance reports are submitted to the CCMS for processing.



Operational Support Funding for FDC and IHC, cont.

- The processing arrangements for Operational Support mirror CCB and CCR Fee Reductions.
 - Funding is calculated and paid after Attendance Reports are submitted to the CCMS.
 - Where an Attendance Report is submitted, processed and funding is calculated and paid and the Attendance Report is cancelled, an offsetting recovery payment will be automatically raised by the CCMS.
 - Offsetting recovery payments are adjusted against future payments processed through the CCMS.



Operational Support Funding for FDC and IHC, cont.

- In Home Care services have a maximum amount of Operational Support Funding they are eligible to be paid based on their number of allocated places.
- Each quarter services will have the amount of funding paid to them reconciled against the amount of funding they are entitled to.
- Any funding exceeding their entitlement will be raised as an offsetting recovery in CCMS for the following period.



Operational Support Funding for FDC and IHC, cont.

- Where an FDC or IHC Scheme believes its Operational Support rate should be reassessed due to Carer movements, a review can be requested.
 - Formally request a review in writing to DEEWR.
 - Provide details of the physical address of each location where care is provided
 - If a rate change is approved, the higher rate is payable from the next payment after the review is finalised.



Operational Support Funding Questions???



IMPORTANT

You must install a CCMS Registered Software upgrade before 4 July 2011.

All current software providers have confirmed their clients will receive their upgrade before that date.





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Inclusion Support Program – online Application and Claims; more timely payments



Overview

- What is the Inclusion Support Program?
- Who is eligible for the program?
- Key players
- How does ISS work now (old way)
- What is changing
- Helpful Q&A
- Questions



What is the Inclusion Support Program?

- The Inclusion Support Program provides financial assistance and support to help child care services to include all children, including those with additional needs, in the child care environment.
- Funding is provided in two ways:
 - Inclusion Support Subsidy (ISS): Funding provided to services to include a child with ongoing high support needs in the care environment;
 - Flexible Support Funding (FSF): Is time-limited support provided to child care services to build their capacity to include children with additional needs.



Who is eligible for the Program?

- Services may be approved for Inclusion Support Subsidy if they require additional support to include children with ongoing high support needs.
- Services may be able to access Flexible Support Funding if they provide care to children with additional needs.
- Assessment is done on a service-by-service or carer-by-carer basis.

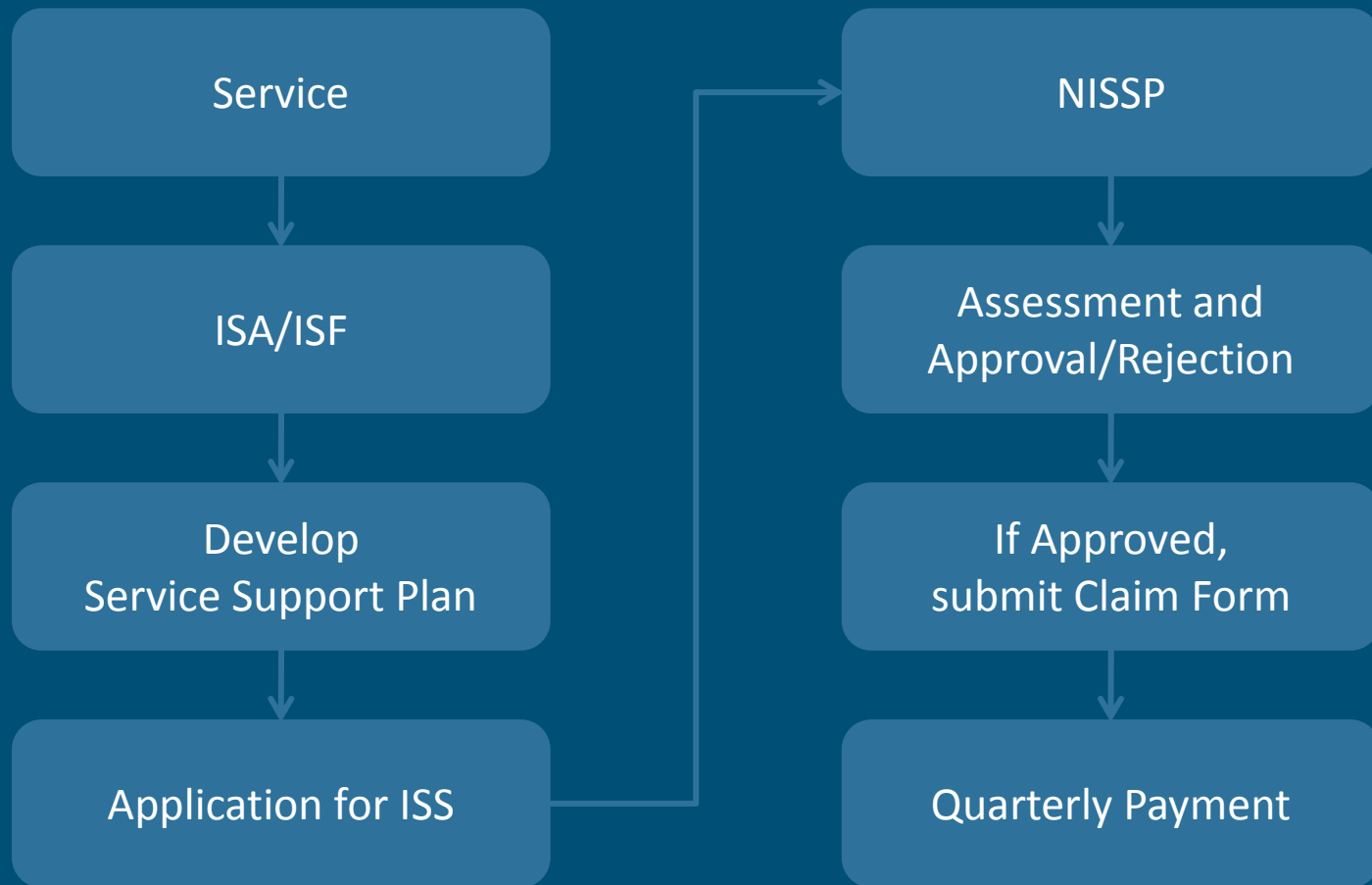


Key players

- DEEWR – responsible for managing the Inclusion Support Program and policy;
- National Inclusion Support Provider (NISSP) – responsible for the administration of the Inclusion Support Subsidy program across Australia;
- Inclusion Support Agency (ISA) – provides practical support to services, including access to resources and funding through an Inclusion Support Facilitator (ISF). The ISF will work with services to build their capacity to provide an environment that is inclusive of all children, as well as help you develop your Service Support Plan and ISS/FSF applications.



How does ISS work now (old way)



What is changing

- From 3 October 2011, the process changes - services (except Vacation Care) will continue to complete their paper based Service Support Plan (SSP);
- The ISF will assist to create a 'shell' ISS application (called the "SSP record") through an online website called the Inclusion Support Portal
 - *Vacation Care Services will begin using the ISS Portal from the beginning of the Christmas holiday period;*
- Once the online SSP record is created, service can then complete the online application for ISS/FSF payments;
- If approved, you will use your CCMS registered software to submit claims to DEEWR as part of your weekly attendance reports;
- Payments will be made directly into your bank account in a similar way to CCB



Helpful Q&A

- Will the ISS payment amount change?
 - No, the payment amount for 2011/12 will remain the same under the new system;
- Can I continue to do paper claims?
 - No, all claims for periods after 3 October 2011 must be made through your CCMS registered software;
- Will training be provided?
 - Your ISA or ISF will assist you with the Service Support Plan and creating your online applications;
 - Your software provider will be able to assist with any questions you have when submitting an online claim



Helpful Q&A

- Have the ISS rules and regulations also changed?
 - The policy details will stay the same under the new system. Minor changes will be made to the guidelines to cater for the new online payments;
- What will happen to older applications after the new system starts?
 - Paper based applications approved prior to 3rd October will be uploaded into IS Portal. You will then claim ISS through your software product.



IPSP Discussion Paper

Available from the DEEWR
website:

www.deewr.gov.au

Submissions close on 11 July 2011

Feedback or queries:

IPSP.Feedback@deewr.gov.au



Questions?



Key obligations for Approved Services

- Use a CCMS Registered Software product
- Create an electronic enrolment in the CCMS for every child commencing care with your services within seven (7) days of the beginning of care
- Lodge electronic Attendance Record Reports in the CCMS for every child attending care with your service within 14 days of the Sunday of the week where care was provided.



Key obligations for Approved Services

- Charge no more than your usual standard fee for SCCB, GCCB and JET customers
 - A service cannot charge a higher fee for a particular child than you would have charged if that child's parent was not in receipt of SCCB, GCCB or JET.
- Approve the first 13 weeks of SCCB for a child in each financial year
 - Family Assistance Law requires that the service fully completes and holds a FAO23 form showing the dates SCCB is applied for and the reason for approving SCCB (or applying for 2nd and subsequent applications).
- Monitor and observe the SCCB 18% limit



Key obligations for Approved Services

- Accurately report fee information to the CCMS
 - The fee a service reports to the CCMS should always be the fee the *family is actually liable for* and must genuinely reflect the arrangement for care agreed between the service and the family.
 - The fee a service reports to the CCMS should not be falsified in order to maximise a family's CCR calculation, or the service's own income, eg SCCB, GCCB or JET.



Key obligations for Approved Services

- Accurately report Absences from care to the CCMS
 - Family Assistance Law is explicit – CCB is not payable after the last day a child was physically in care unless the child has previously used its 42 Absence days and evidence to support an Additional Absence is provided
 - Family Assistance Law is explicit – CCB is not payable before the first day a child commences care with a service under any circumstances.
- Pass on the amount of CCB and CCR Fee Reduction payment calculated by the FAO accurately.



Key obligations for Approved Services

- Provide Statements to families no less frequently than quarterly
- Return any fee reduction amount to DEEWR that cannot be passed on to a customer
- Provide 42 days notice of your intention to cease operating an Approved Service
- Keep records and have access to CCMS Registered Software for at least three (3) years, even after closure or sale



Common and repeat issues

- Services estimating CCB Fee Reductions and reducing customer invoices in advance.
 - Services are not required to calculate CCB
 - Services are not required to reduce customer invoices in advance
 - CCB and CCR calculations are complex and can change due to a family's circumstances from week to week. Only The FAO has all the information required to calculate accurately.
 - Services that estimate CCB and CCR and reduce customer invoices in advance are at risk of financial loss.
 - Many families dispute invoices where the estimate and the actual are different. Some refuse to pay.



Common and repeat issues

- Incorrect Customer data
 - Sometimes a family provides the service with the wrong information
 - Sometimes the service enters the data into their software incorrectly
 - Just because a customer has a CRN doesn't mean they have established eligibility for CCB and/or CCR. CRNs are used across all Income Support Payments, most people are issued with one and it's used throughout their life.
 - Read the error messages returned from the CCMS when CRN and DOB information doesn't match records held in the CCMS.



Common and repeat issues

- JET
 - JET Sessions not correctly flagged on Attendance Reports
 - Customer eligibility issues
 - Letters – latest not provided to the service by the customer
 - Customer not meeting obligations for continuing JET and eligibility is cancelled by the FAO
 - System issues



Common and repeat issues

- SCCB
 - Sessions not correctly flagged on Attendance Reports
 - SCCB Applications not completed and/or supporting documentation is not provided to the FAO for second and subsequent periods and for Service Level SCCB Applications to DEEWR
 - Using SCCB to settle unpaid fees



Common and repeat issues

- Absences

- After a child has ceased care
- Before a child has commenced care
- Public Holidays
- Where a service is closed

- Enrolment Forms

- Is the family eligible for CCB and/or CCR?
- How many children are in care? Does the family use another service?
- CRN for both parents – which CRN does the family want to use to claim?
- Who is liable for the cost of care and responsible for payment of the fees? Have the person who is liable sign the Enrolment Form.
- Include a statement telling families they need to notify of changes to their circumstances

Common and repeat issues

- Fee Charging

- Family Assistance Law sets out the circumstances where CCB and CCR can be paid to eligible customers.
- Family Assistance Law does not set out how much a service can charge, or when a service can charge a fee - EXCEPT:
 - *Family Assistance Law is clear that a service cannot charge a customer who is in receipt of SCCB, GCCB or JET more than the fee the service charges to a family not in receipt of those payments for the same or a similar session of care.*



Questions and Discussion??





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