

CCS VACANCIES

Services are required to update their vacancy and fee information each week by 8pm (AEST) each Friday for the following week.

(Child Care Provider handbook version2, June 2019 pg 50, 80)

This tip sheet will walk you through submitting vacancy reports via your software and the different pieces of information you need to fill out:

- Details
- Vacancies
- Fees
- Troubleshooting

Submitted vacancy reports are then published to the childcarefinder.gov.au website.

Summary

1. Click on the Processing menu
2. Select Vacancies
3. Click Create CCS Vacancy
 - Select the approval, Week Starting then click Save
4. This will take you back to the vacancy screen, find the week and click Edit
5. Details Tab:
 - Enter in your services Contact Details and the hours of operation
6. Vacancies Tab
 - For each day of the week click on the drop-down arrow and answer **yes** if you have a vacancies on that day or **no** if you do not
7. Fees Tab
 - Complete the fee information by adding an age range and entering the fee's you are charging **or** if your fees are detailed on your website - enter your website URL
8. Click Save
9. Click Submit

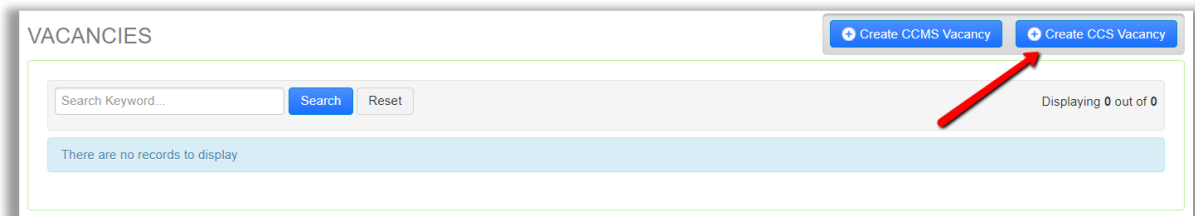
CCS VACANCIES

Detailed

The CCS Vacancies may be submitted and viewed via the **Vacancies** page located in the **Processing** menu:



To create a new vacancy report, you will need to click the blue **+Create CCS Vacancy** button:



The following window will open where you will need to select your CCS approval and enter the **week starting date** for the period you are submitting vacancies for. Click the **Save** button.



Detailed cont.

The entry will display in the grid. Find your entry and click edit.

VACANCIES Create CCMS Vacancy Create CCS Vacancy

Search Keyword... Displaying 7 out of 7

Current Search Options: **Approval: All**

| Approval | Approval Info | Week Ending | Status | Report Id | Vacancies Sent | |
|--------------|---------------|-------------|---------------|-----------|----------------|--|
| CCS Approval | 123456 | 15/09/2019 | Not Submitted | | 0 | <input checked="" type="checkbox"/> Edit <input type="checkbox"/> View |
| CCS Approval | 123456 | 14/07/2019 | Not Submitted | | 0 | <input checked="" type="checkbox"/> Edit <input type="checkbox"/> View |
| CCS Approval | 123456 | 20/01/2019 | Not Submitted | | 0 | <input checked="" type="checkbox"/> Edit <input type="checkbox"/> View |

This will open the Care Provided and Vacancy window:

CARE PROVIDED AND VACANCY Submit Save

Details Vacancies Fees

Details

Week Starting (Monday) Status

Contacts

Email Website

Phone Mobile

Operational Details

There must be at least 1 and maximum of 3 sessions per day

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|------------------|-----------|------------|------------|-------------------|--------|--|--|--|------------------|---------|-----------|------------|-------------------|--|--|--|--|------------------|---------|-----------|------------|-------------------|--|--|--|--|------------------|---------|-----------|------------|-------------------|--|--|--|--|------------------|---------|-----------|------------|-------------------|--|--|--|--|------------------|---------|-----------|------------|-------------------|--|--|--|--|------------------|---------|-----------|------------|-------------------|--|--|--|
| <p><input type="button" value="Add Session"/></p> <table border="1"> <thead> <tr> <th>Services Offered</th> <th>Is Open</th> <th>Open Time</th> <th>Close Time</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">No sessions found</td> </tr> </tbody> </table> | Services Offered | Is Open | Open Time | Close Time | No sessions found | | | | <p><input type="button" value="Add Session"/></p> <table border="1"> <thead> <tr> <th>Services Offered</th> <th>Is Open</th> <th>Open Time</th> <th>Close Time</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">No sessions found</td> </tr> </tbody> </table> | Services Offered | Is Open | Open Time | Close Time | No sessions found | | | | <p><input type="button" value="Add Session"/></p> <table border="1"> <thead> <tr> <th>Services Offered</th> <th>Is Open</th> <th>Open Time</th> <th>Close Time</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">No sessions found</td> </tr> </tbody> </table> | Services Offered | Is Open | Open Time | Close Time | No sessions found | | | | <p><input type="button" value="Add Session"/></p> <table border="1"> <thead> <tr> <th>Services Offered</th> <th>Is Open</th> <th>Open Time</th> <th>Close Time</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">No sessions found</td> </tr> </tbody> </table> | Services Offered | Is Open | Open Time | Close Time | No sessions found | | | | <p><input type="button" value="Add Session"/></p> <table border="1"> <thead> <tr> <th>Services Offered</th> <th>Is Open</th> <th>Open Time</th> <th>Close Time</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">No sessions found</td> </tr> </tbody> </table> | Services Offered | Is Open | Open Time | Close Time | No sessions found | | | | <p><input type="button" value="Add Session"/></p> <table border="1"> <thead> <tr> <th>Services Offered</th> <th>Is Open</th> <th>Open Time</th> <th>Close Time</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">No sessions found</td> </tr> </tbody> </table> | Services Offered | Is Open | Open Time | Close Time | No sessions found | | | | <p><input type="button" value="Add Session"/></p> <table border="1"> <thead> <tr> <th>Services Offered</th> <th>Is Open</th> <th>Open Time</th> <th>Close Time</th> </tr> </thead> <tbody> <tr> <td colspan="4" style="text-align: center;">No sessions found</td> </tr> </tbody> </table> | Services Offered | Is Open | Open Time | Close Time | No sessions found | | | |
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| Services Offered | Is Open | Open Time | Close Time | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| No sessions found | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Please note that the first time this process is completed, all details will need to be completed. Once submitted, the next vacancy report created will remember the 'Details' and 'Fees' entered for the previous report. If you miss a week of submitting vacancies this data will be forgotten and need to be completed again.

Next you will need to enter your vacancy details.

Detailed cont.

Details Tab

You will need to add in your service's contact information:

Contacts

| | |
|----------------------|----------------------|
| Email | Website |
| <input type="text"/> | <input type="text"/> |
| Phone | Mobile |
| <input type="text"/> | <input type="text"/> |

Mobile and Telephone number validations

CCS are performing validations on the Service's "Mobile" and "Phone" contact numbers.

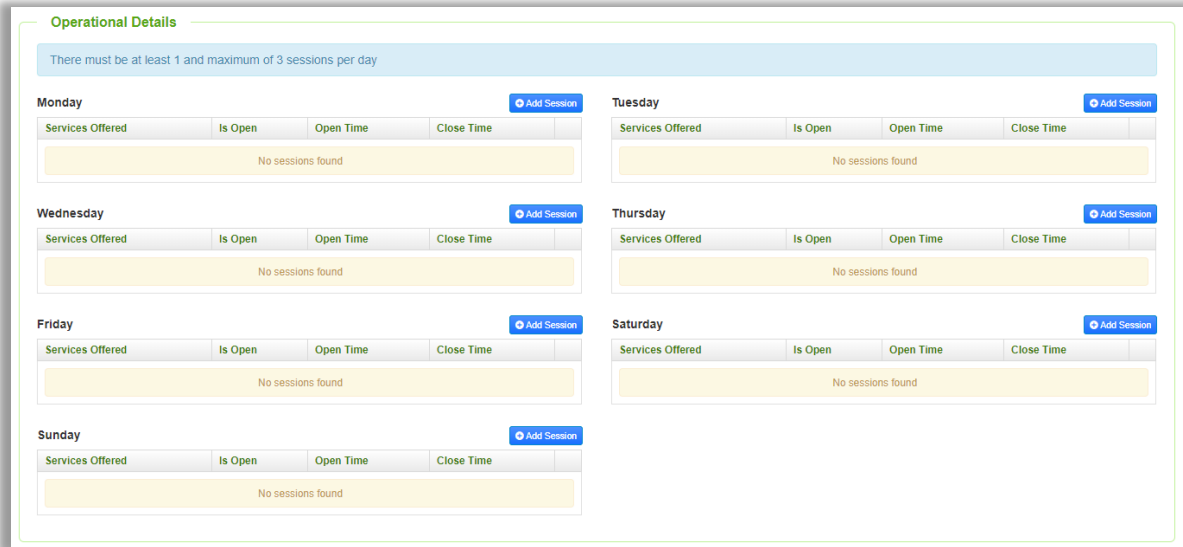
Phone Numbers

- Maximum 10 numeric digits
- Only contain numeric 0-9 digits, other characters are not allowed
- An area code is mandatory Phone area code must be 02, 03, 07, 08, 13 or 18

Mobile Numbers

The next section to be completed is **Operational Details**:

Detailed cont.



Operational Details

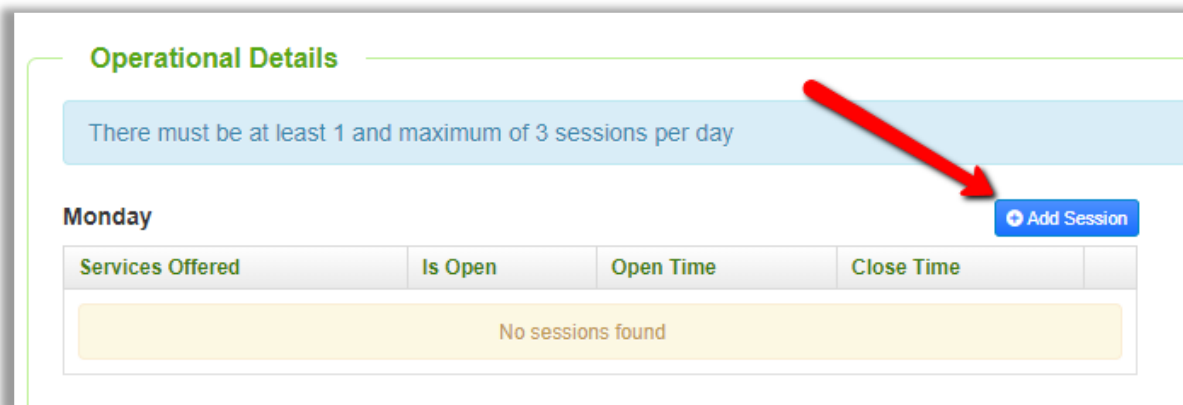
There must be at least 1 and maximum of 3 sessions per day

| Monday | Tuesday | | | | | | | | | | | | | | | | |
|--|------------------|-----------|------------|------------|-------------------|--|--|--|--|------------------|---------|-----------|------------|-------------------|--|--|--|
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| Services Offered | Is Open | Open Time | Close Time | | | | | | | | | | | | | | |
| No sessions found | | | | | | | | | | | | | | | | | |
| Wednesday | Thursday | | | | | | | | | | | | | | | | |
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| Services Offered | Is Open | Open Time | Close Time | | | | | | | | | | | | | | |
| No sessions found | | | | | | | | | | | | | | | | | |
| Friday | Saturday | | | | | | | | | | | | | | | | |
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| Services Offered | Is Open | Open Time | Close Time | | | | | | | | | | | | | | |
| No sessions found | | | | | | | | | | | | | | | | | |
| Sunday | | | | | | | | | | | | | | | | | |
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| No sessions found | | | | | | | | | | | | | | | | | |

You will need to indicate your service's operational hours and services offered within this section.

NOTE: This is your service's operational hours/services. Actual vacancy data for the week is specified elsewhere.

Click the +Add Session button:



Operational Details

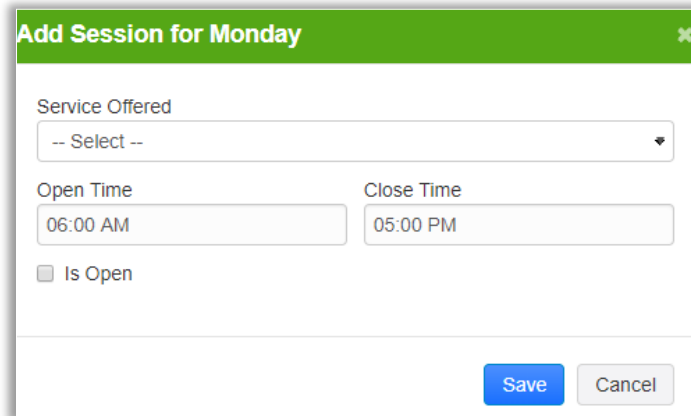
There must be at least 1 and maximum of 3 sessions per day

Monday

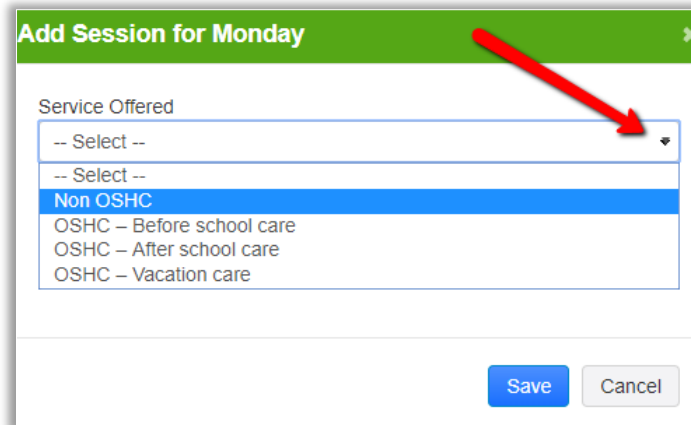
| Services Offered | Is Open | Open Time | Close Time |
|-------------------|---------|-----------|------------|
| No sessions found | | | |

This will open a new window for the session details to be recorded within:

Detailed cont.

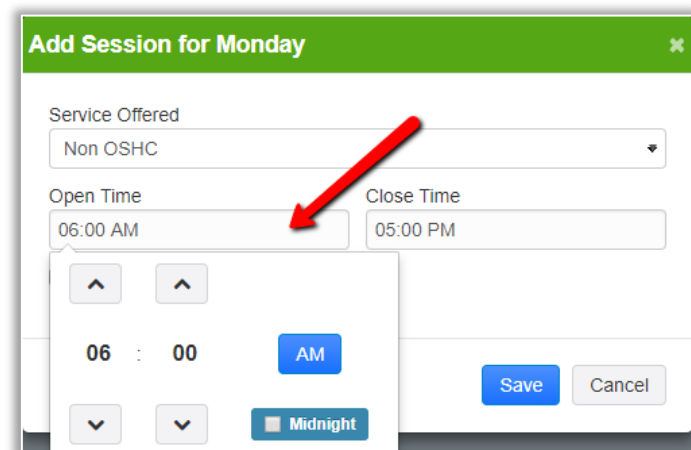


Select the service offered from the dropdown menu:



NOTE: Family Day Care and In Home Care services will select Non OSHC here.

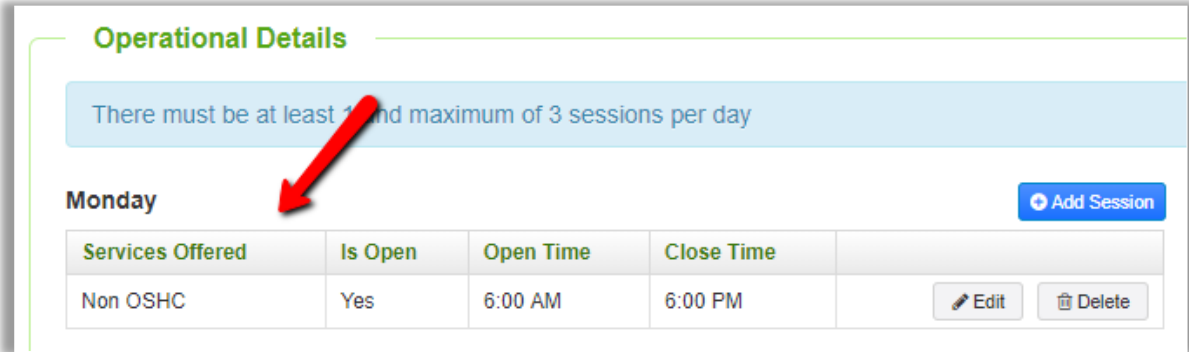
Next, record the opening and closing times by clicking into the time box and using the time selector:



Detailed cont.

Next, tick the **Is Open** check box to indicate your service is open and operational. This box may be unchecked in the future for closures.

Once you have clicked the **Save** button, the entry will display for the day:



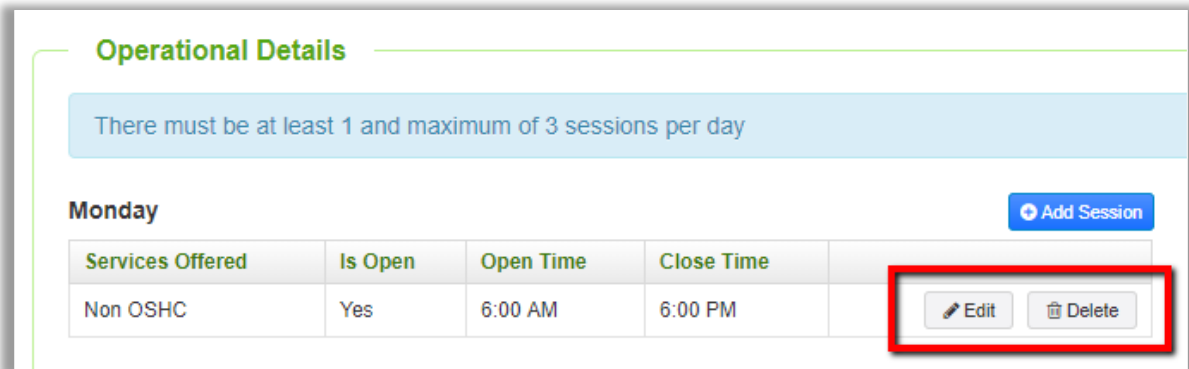
Operational Details

There must be at least 1 and maximum of 3 sessions per day

Monday [Add Session](#)

| Services Offered | Is Open | Open Time | Close Time | |
|------------------|---|-----------|------------|---|
| Non OSHC | <input checked="" type="checkbox"/> Yes | 6:00 AM | 6:00 PM | Edit Delete |

Please note that you may edit or delete each entry recorded:



Operational Details

There must be at least 1 and maximum of 3 sessions per day

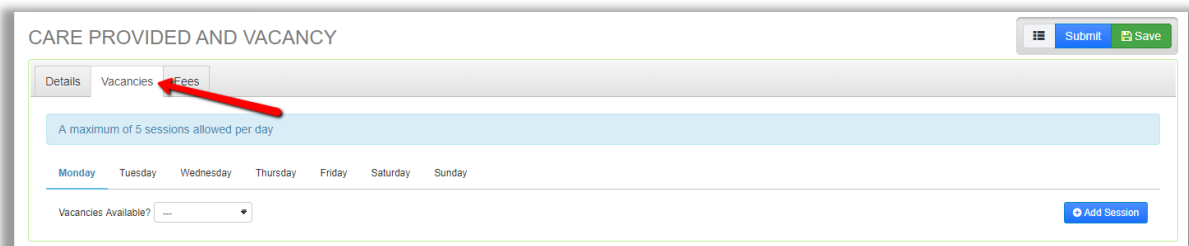
Monday [Add Session](#)

| Services Offered | Is Open | Open Time | Close Time | |
|------------------|---|-----------|------------|---|
| Non OSHC | <input checked="" type="checkbox"/> Yes | 6:00 AM | 6:00 PM | Edit Delete |

Please note that this process will need to be completed for each day your service has operational hours.

Vacancies Tab

Open the **Vacancies** tab to record your vacancies for each day:



CARE PROVIDED AND VACANCY [Submit](#) [Save](#)

Details **Vacancies** Fees

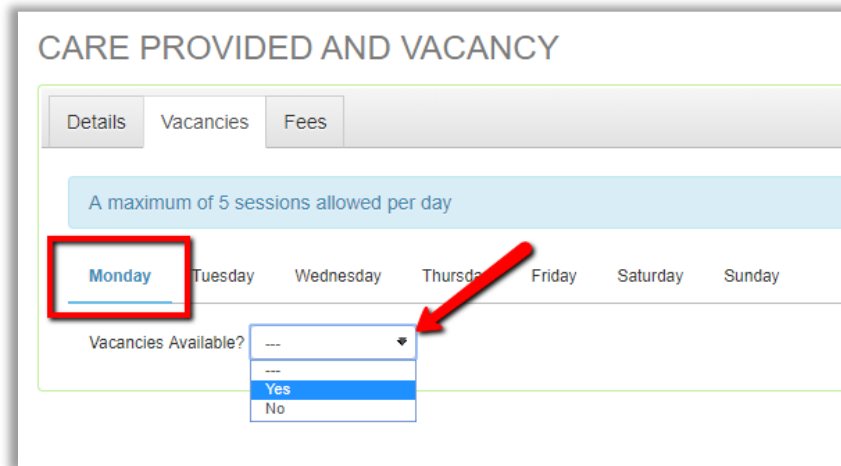
A maximum of 5 sessions allowed per day

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Vacancies Available? [Add Session](#)

Detailed cont.

Select an option for the first day using the dropdown menu:

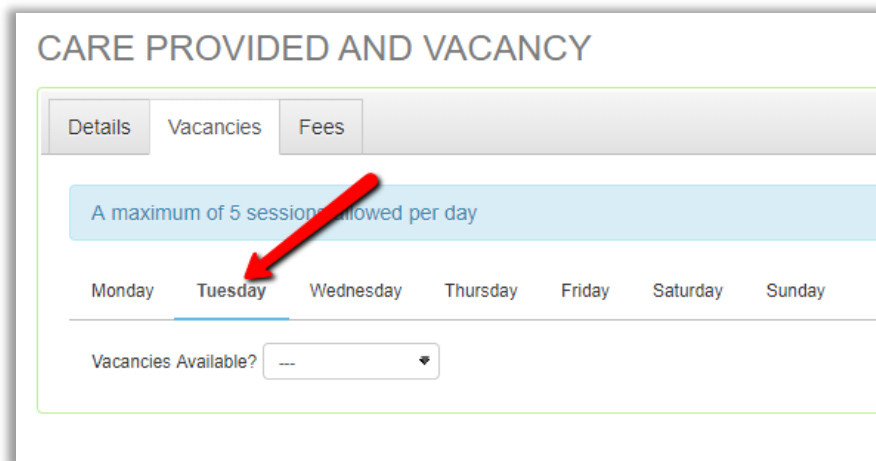


The screenshot shows the 'CARE PROVIDED AND VACANCY' interface. At the top, there are three tabs: 'Details', 'Vacancies', and 'Fees'. Below the tabs is a light blue banner that reads 'A maximum of 5 sessions allowed per day'. Underneath the banner is a row of days: 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday'. The 'Monday' tab is highlighted with a red box. Below the days is a 'Vacancies Available?' dropdown menu. The dropdown menu is open, showing three options: '---', 'Yes', and 'No'. The 'Yes' option is selected and highlighted in blue. A red arrow points to the 'Yes' option.

If a vacancy (or vacancies) exist for your service on this day, select 'Yes'.

If no vacancy exists, select 'No'.

Click on the next day and repeat the process:



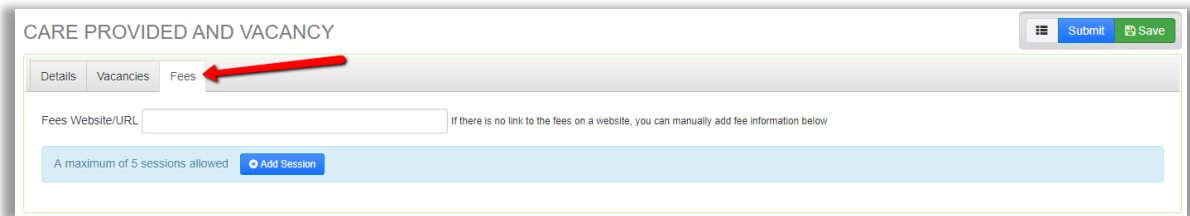
The screenshot shows the 'CARE PROVIDED AND VACANCY' interface. At the top, there are three tabs: 'Details', 'Vacancies', and 'Fees'. Below the tabs is a light blue banner that reads 'A maximum of 5 sessions allowed per day'. Underneath the banner is a row of days: 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', 'Saturday', and 'Sunday'. The 'Tuesday' tab is highlighted with a red arrow. Below the days is a 'Vacancies Available?' dropdown menu. The dropdown menu is closed, showing '---' and a downward arrow.

Ensure that a value is set for all days.

Detailed cont.

Fees Tab

Open the Fees tab:



CARE PROVIDED AND VACANCY Submit Save

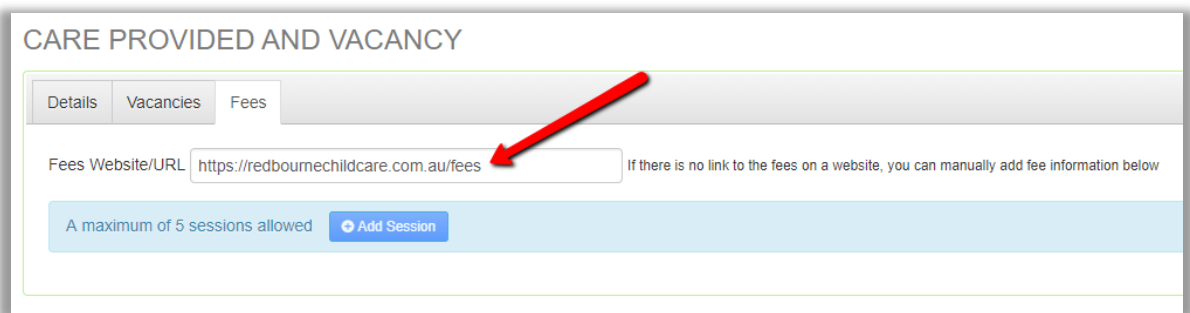
Details Vacancies **Fees**

Fees Website/URL If there is no link to the fees on a website, you can manually add fee information below

A maximum of 5 sessions allowed Add Session

Within this window, you will record your fee details.

If your fees are published to your service's website, you may instead use your website's URL:



CARE PROVIDED AND VACANCY

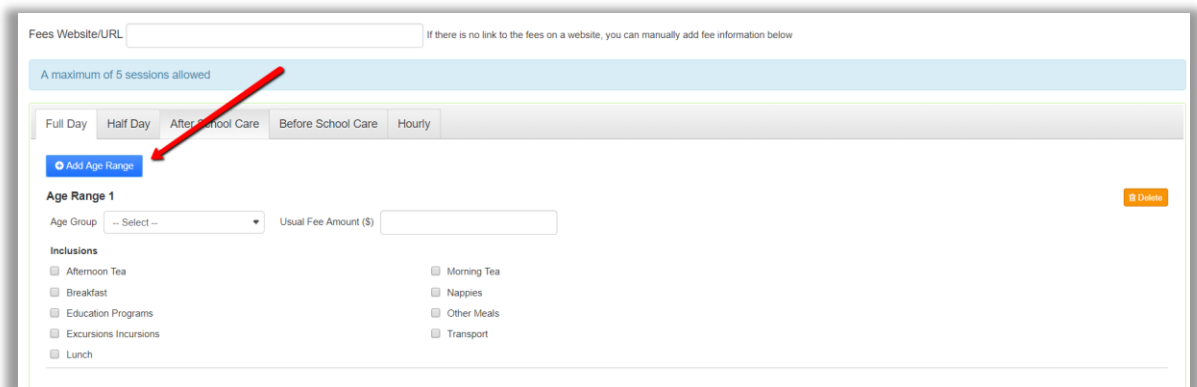
Details Vacancies Fees

Fees Website/URL If there is no link to the fees on a website, you can manually add fee information below

A maximum of 5 sessions allowed Add Session

Alternatively, to display your fees in full, click the **+Add Age Range** button. Please note that you will only be able to click this button if you have not entered a website/URL in the above box.

This will allow you to specify fees for up to 5 different services/age groups:



Fees Website/URL If there is no link to the fees on a website, you can manually add fee information below

A maximum of 5 sessions allowed

Full Day Half Day **After School Care** Before School Care Hourly

+Add Age Range

Age Range 1 Delete

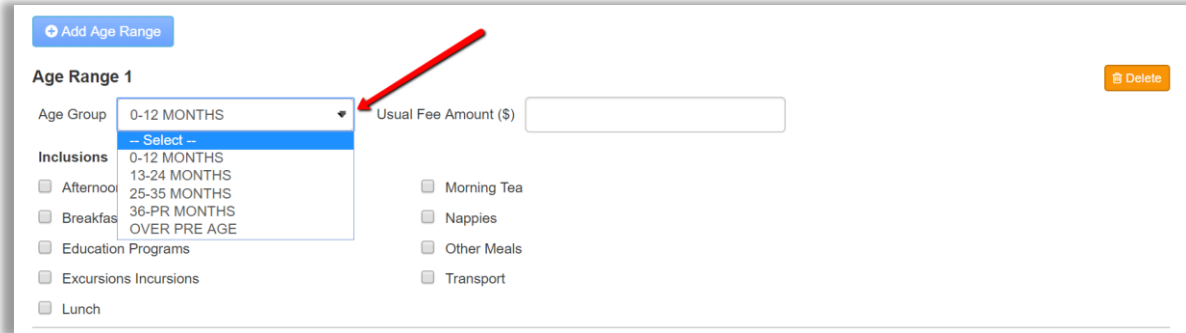
Age Group Usual Fee Amount (\$)

Inclusions

| | |
|--|--------------------------------------|
| <input type="checkbox"/> Afternoon Tea | <input type="checkbox"/> Morning Tea |
| <input type="checkbox"/> Breakfast | <input type="checkbox"/> Nappies |
| <input type="checkbox"/> Education Programs | <input type="checkbox"/> Other Meals |
| <input type="checkbox"/> Excursions Incursions | <input type="checkbox"/> Transport |
| <input type="checkbox"/> Lunch | |

Detailed cont.

Select an age group from the dropdown menu:



+ Add Age Range

Age Range 1 **Delete**

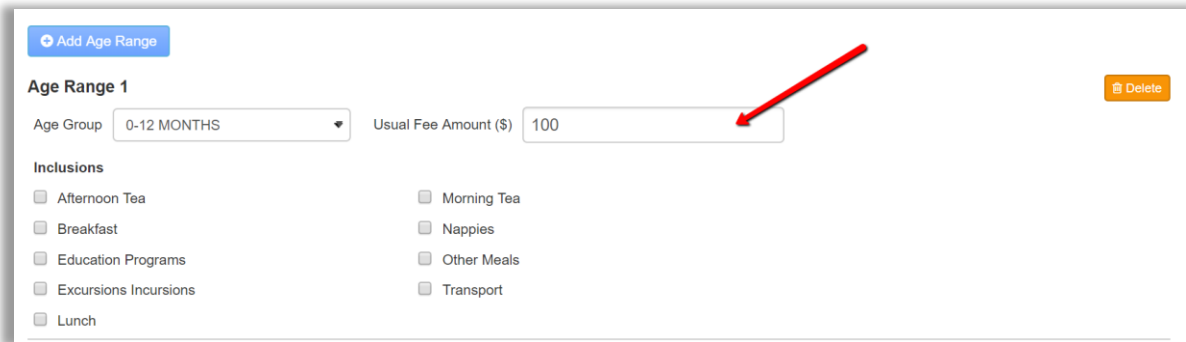
Age Group: **0-12 MONTHS** (dropdown menu open showing options: -- Select --, 0-12 MONTHS, 13-24 MONTHS, 25-35 MONTHS, 36-PR MONTHS, OVER PRE AGE)

Usual Fee Amount (\$)

Inclusions:

- Afternoon Tea
- Breakfast
- Education Programs
- Excursions Incursions
- Lunch
- Morning Tea
- Nappies
- Other Meals
- Transport

Next, enter the usual fee amount:



+ Add Age Range

Age Range 1 **Delete**

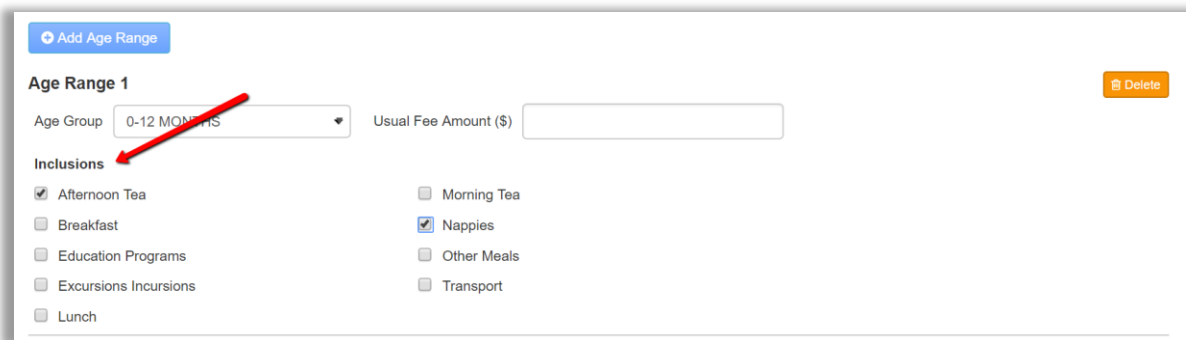
Age Group: **0-12 MONTHS**

Usual Fee Amount (\$) **100**

Inclusions:

- Afternoon Tea
- Breakfast
- Education Programs
- Excursions Incursions
- Lunch
- Morning Tea
- Nappies
- Other Meals
- Transport

You may then check the boxes next to any of the services included within the fee:



+ Add Age Range

Age Range 1 **Delete**

Age Group: **0-12 MONTHS**

Usual Fee Amount (\$)

Inclusions:

- Afternoon Tea
- Breakfast
- Education Programs
- Excursions Incursions
- Lunch
- Morning Tea
- Nappies
- Other Meals
- Transport

If you wish to add fees for additional age groups, click the **+Add Age Range** button again and repeat the process:

Repeat this process for each care type tab and age group as required.

Once you have recorded the relevant data on each tab, you may click the **Submit** button to submit the vacancy record to CCSS.

Detailed cont.

Once the record has been submitted, it will display on the main page in the status of 'Submitted':

VACANCIES Create CCMS Vacancy Create CCS Vacancy

Search Keyword... Search Reset Displaying 3 out of 3

Current Search Options: **Approval: All**

| Approval | Approval Info | Week Ending | Status | Report Id | Vacancies Sent | |
|-----------------|---------------|-------------|---------------|-----------|----------------|---|
| Family Day Care | 190016362L | 15/07/2018 | Not Submitted | | 0 | <input type="checkbox"/> Edit <input type="checkbox"/> View |
| Family Day Care | 190016362L | 8/07/2018 | Not Submitted | | 0 | <input type="checkbox"/> Edit <input type="checkbox"/> View |
| Family Day Care | 190016362L | 1/07/2018 | Submitted | | 0 | <input type="checkbox"/> Edit <input type="checkbox"/> View |

1

Alternatively, you may click the **Save** button instead to save your progress and submit at a later stage. These entries will display in the status of 'Not Submitted'.

You may edit and submit these records by clicking the **Edit** button:

VACANCIES Create CCMS Vacancy Create CCS Vacancy

Search Keyword... Search Reset Displaying 3 out of 3

Current Search Options: **Approval: All**

| Approval | Approval Info | Week Ending | Status | Report Id | Vacancies Sent | |
|-----------------|---------------|-------------|---------------|-----------|----------------|---|
| Family Day Care | 190016362L | 15/07/2018 | Not Submitted | | 0 | <input type="checkbox"/> Edit <input type="checkbox"/> View |
| Family Day Care | 190016362L | 8/07/2018 | Not Submitted | | 0 | <input type="checkbox"/> Edit <input type="checkbox"/> View |
| Family Day Care | 190016362L | 1/07/2018 | Submitted | | 0 | <input type="checkbox"/> Edit <input type="checkbox"/> View |

1

CCS VACANCIES

Troubleshooting

Issue: My educators charge different rates, what do I enter in?

Resolution: The options available in vacancies are specified by CCSS and cannot be changed. For services where educators charge different rates, the amount you enter here is a service decision however you don't list your fees on your website, a suggestion is to utilise the hourly rate tab and enter in either:

- Maximum hourly rate
- Minimum hourly rate
- Average hourly rate

If you are unsure of which to choose we would recommend you contact CCS help desk (1300 667 276) for further guidance.

Issue: I have educators who work 24/7, what hours do I put in the operational details?

Resolution: This tab is for your services details so you will need to enter your services operational hours.

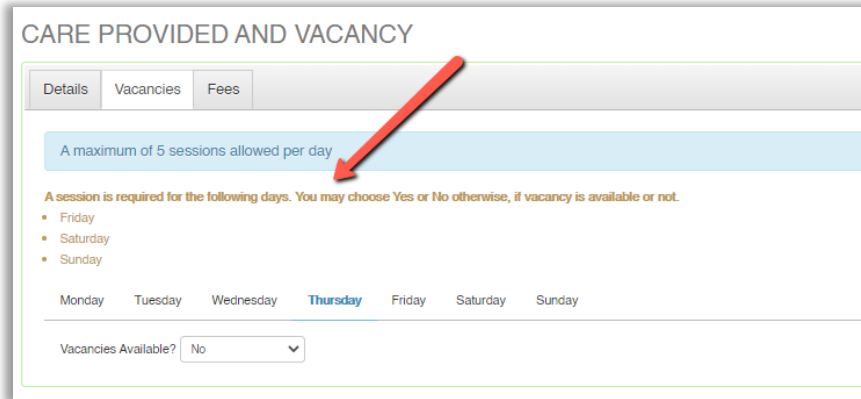
Issue: I am trying to save/submit my vacancies and I keep getting an error:



You have entered an invalid data. Please refer to each tab for more information.

Resolution: You will need to click on each tab – Details Vacancies and Fees to find the error. It will be listed at the top:

Troubleshooting cont.



CARE PROVIDED AND VACANCY

Details Vacancies Fees

A maximum of 5 sessions allowed per day

A session is required for the following days. You may choose Yes or No otherwise, if vacancy is available or not.

- Friday
- Saturday
- Sunday

Monday Tuesday Wednesday **Thursday** Friday Saturday Sunday

Vacancies Available? No

The error will explain to you what is missing. Once you have fixed the errors you will be able to submit successfully.