

## Inclusion Support

### CCS Issues

Under CCS, new IS Cases are created for your CCS Approval(s); however, CCS IS Cases are queried and IS Claims submitted using the existing CCMS transactions.

The following items need to be considered before you can access CCMS for your CCS IS Cases and IS Claims:

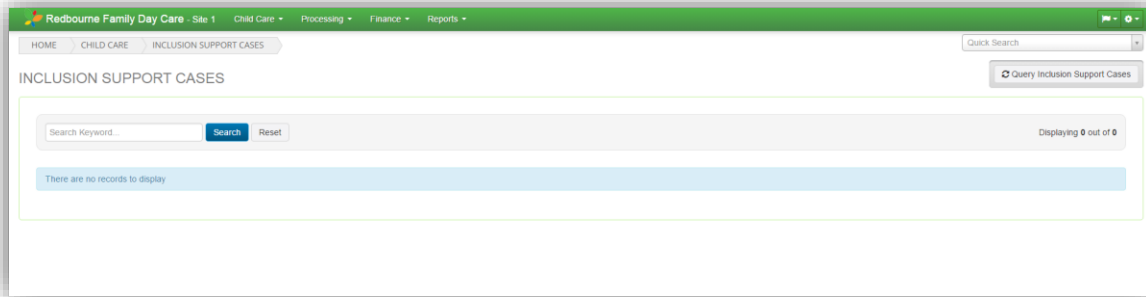
- **CCMS Username/Password (All service types)**
  - If you receive the following error when you attempt to query the IS Cases for a CCS approval, you will need to enter the CCMS Username and Password into the CCS Approval:  
  
**'Value cannot be null. Parameter name: username'**
  - See the section headed '**CCMS Username/Password**', located at the bottom of this tip sheet, for details on entering your CCMS Username/Password into your CCS Approval.
- **IS Case Carer Id (FDC Services Only)**
  - When an IS Case is created, an FDC service must advise the Inclusion Support team of the Carer Id, Name, and Postcode for each of the FDC educators involved in the IS Case.
  - The Carer Id is used by CCMS to validate the CCMS attendance / CCS session reports for the children involved in the case.
  - For CCS approvals, the Carer Id must be the Educator's CCS Person id that is allocated to the educator when the FDC service creates an Educator Role.
  - Once a CCS IS Case has been queried, please view the case details and verify the Carer Id is the Educator's CCS Person Id.
  - See the section '**FDC Carer Id**', located at the bottom of this tip sheet, for details on how to locate an FDC Educator's CCS Person Id and how to view the IS Case Carer Ids.

### Querying a New Inclusion Support Case

Click '**Child Care**'

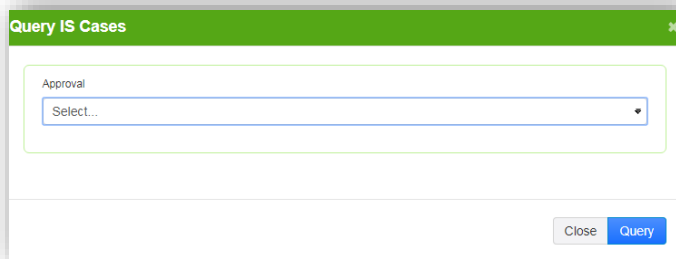
Click '**Inclusion Support Cases**'.

A page similar to the following page will appear:



Click **'Query Inclusion Support Cases'**

The following pop-up window will appear:



Select the **'Approval'**

Select **'Query'**.

**NOTE:** *If the CCMS Username or Password have not been set up in the CCS Approval, an error message similar to the following will be displayed:*

*'Value cannot be null. Parameter name: username'*

*Please refer to the section 'CCMS Username/Password', located at the bottom of this tip sheet, for details on how to enter your CCMS Username and Password into your CCS Approval.*

Any new Inclusion Support Cases will appear in the list:



Click **'View'** to see the details for the case.

**IS CASE DETAILS**

Details | Days | Care Hours | Support Hours | IS Enrolments

**Details**

CCP Approval Id: 190016362L | Type: FDC TopUpPayment | IS Case Id: 4-40NFF7A

ISA Org Name: | ISA Region: | Setting: |

ISF First Name: | ISF Last Name: | Status: |

IS Non Face To Face Hrs Balance: 80.00 | Total IS Non Face To Face Hrs Allowed: 80.00 |

Start Date: 7/05/2018 12:00:00 AM | Review Date: 1/01/0001 12:00:00 AM | End Date: 23/12/2018 |

Care Provision: RegularCareSchoolTermOnly | Care Environment Name: BART YATES | Inclusion Agency Region: |

Inclusion Professional First Name: JUGBE | Inclusion Professional Last Name: ABDELGAWAD | Inclusion Agency Name: |

**Carers**

Primary Carer	First Name	Last Name	SP Personnel Id	Postcode
ccs	BART		0110060181	
isp	Sarah		0110205013	

## Creating a Case Claim

In order to submit a case claim, you must first submit the attendance record. Once submitted, you may proceed to submitting the claim:

Click **'Processing'**

Click **'Inclusion Support Case Claims'**.

Click **'Create'** and a page similar to the following window will appear:

**CREATE INCLUSION SUPPORT CASE CLAIM**

Save

**Claim Details**

Approval: Harmony Family Day Care - CCS (FDI) | Week Ending: 26/08/2018

IS Case Id: 4-40NFF7A | Authorised Person: Melissa Brodie

Payment Type: IDF Subsidy-FDC Top Up | Service Provision: Face-to-Face

Educator: Whitmore, Sarah | Hours Claimed: 10

Add Additional Educator

Enter all relevant details:

**Approval** - Select the required approval (In most cases this will now be the CCS approval).

**Week Ending** - Enter the week ending date of the claim.

**IS Case ID** - Select the case ID. Only cases for the selected approval will appear.

**Authorised Person** - Select the authorised person completing the transaction.

**Payment Type** - Select the type of ISS hours.

**Service Provision**

Face-to-Face – Used for the days/hours the child is in care with the service

*Non Face-to-Face – Used for the days/hours the child is absent.*

**Educator** - For FDC only, select the educator for the claim.

**NOTE:** This option will not appear for CBC and OSHC services.

*For CCS Approvals, only educators with a Carer Id that matches a valid CCS Person Id will appear in the dropdown list.*

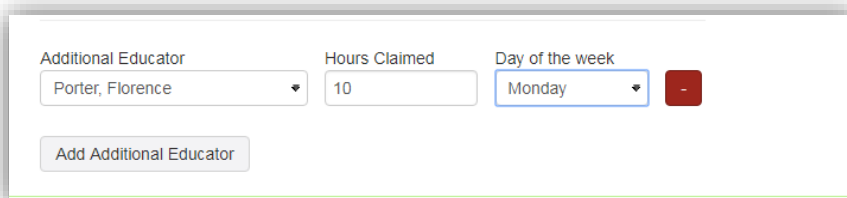
**Hours claimed** - Enter the hours to claim.

**NOTE:** For FDC only, if the child is with multiple educators, enter ALL hours in the claim and select one educator. Once the claim has been paid, enter a transfer to move money from one educator to the other educator(s).

**Additional Educator** - An additional educator can be selected from the educators or personnel.

**NOTE:** For FDC, the dropdown list will contain a list of educators in the service.

*For CBC and OSHC, the dropdown list will contain a list of Users/Personnel.*

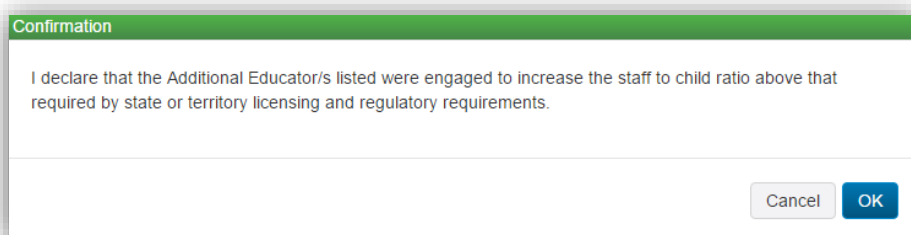


**Hours Claimed** - Enter the additional educator's hours.

**Day of The week** – Select one of the days that the child was in care during the week.

Click **'Save'**.

The following window will appear:



**NOTE:** The above declaration will only appear if you have selected an additional educator.

Click **'OK'** to confirm and the case claim will be created.

### Error Messages

**'No hours remaining against case'**

This message means that all of the hours for the case have been used. Contact CCMS to ask for additional hours, or for a new case.

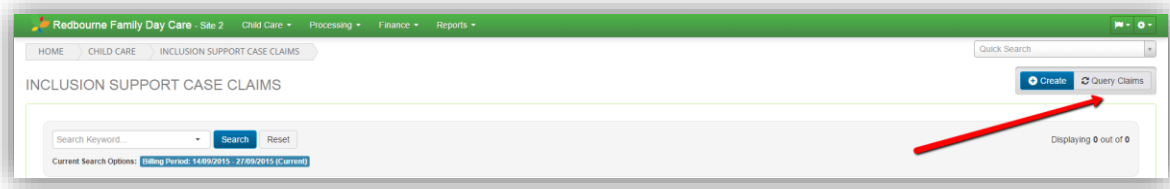
### Query IS Claims

You must remember to wait an hour or so before querying the IS claim

Click **'Processing'**

Click **'Inclusion Support Case Claims'**.

Click **'Query Claims'**.



### Cancel IS Claims

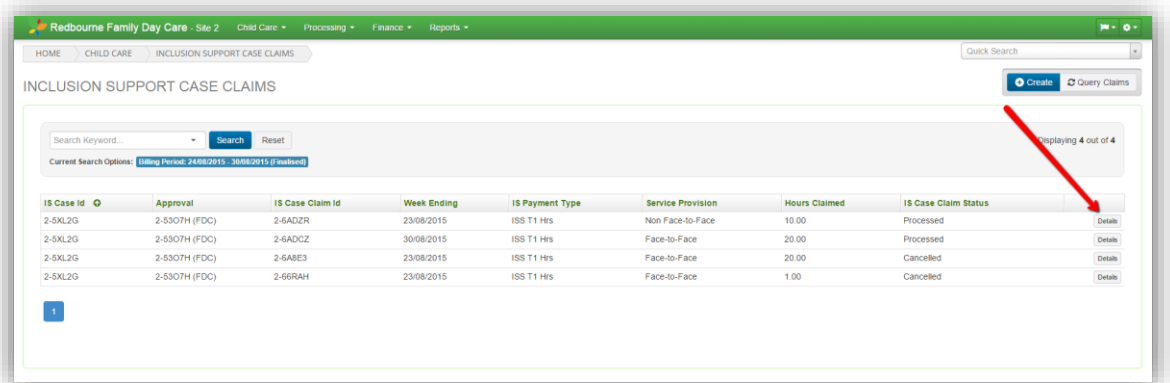
For services using Billing Periods, if you have to cancel an IS claim, make sure that you do not cancel a claim immediately before you wish to finalise the billing period. You CANNOT finalise a billing period if any IS claims are outstanding. IS cancellations may take a while to process and delay you from finalising.

If the cancellation has not been queried within a couple of days, contact the CCMS help desk and ask them to process the cancellation.

Click **'Processing'**

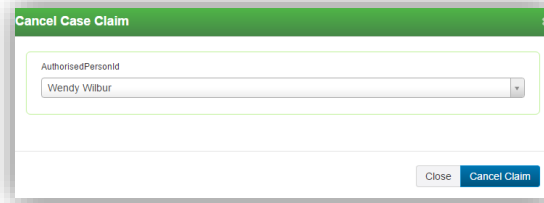
Click **'Inclusion Support Case Claims'**.

Find the claim and click **'Details'**.



Click **'Cancel Claim'**.

Select an Authorised Person and click **'Cancel Claim'**.



The cancellation will be sent to CCMS for processing.

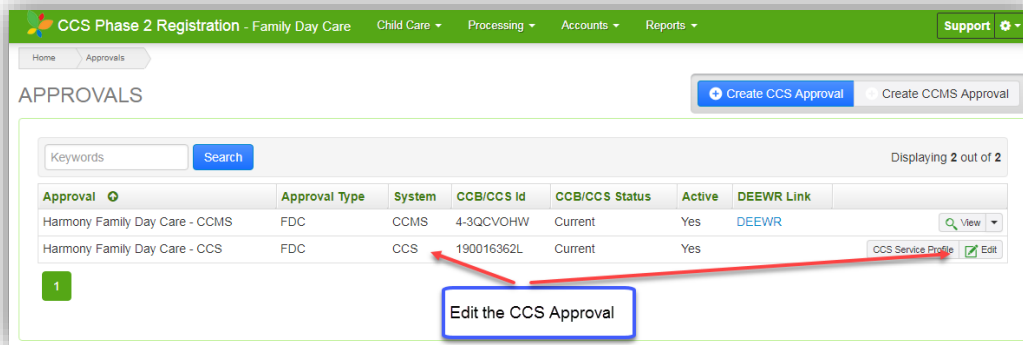
**CCMS Username/Password**

Before you can query an IS Case or submit an IS Claim, you must ensure that your CCMS Username and Password details have been entered in your CCS Approval.

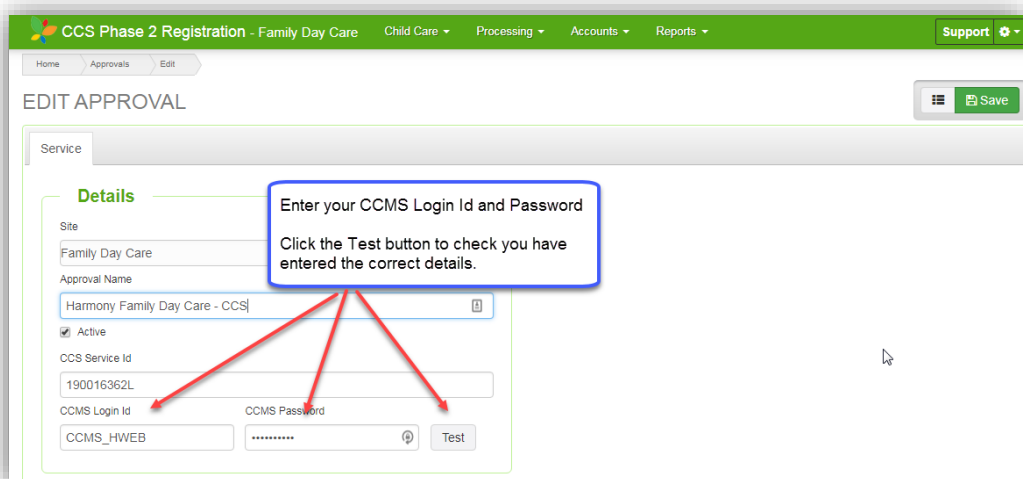
Click  'Settings Cog' (Located at the Right of the page title)

Click 'Approvals'

A page similar to the following page will appear:



Click 'Edit' button for the CCS Approval

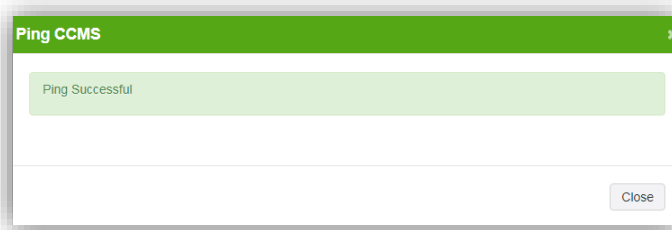


Enter the 'CCMS Login Id'

Enter the '**CCMS Password**'

Click the '**Test**' button to ensure you can contact CCMS

The following popup window should be displayed



Click '**Close**' button

Click '**Save**' button to save the approval details.

**NOTE:** *If you receive a different message, you will need to check the CCMS Username and Password and re-enter the details.*

### FDC Carer Id

When an IS Case is created, an FDC service must advise the Inclusion Support team of the Carer Id, Name, and Postcode for each of the FDC educators involved in the IS Case.

For CCS Approvals, the Carer Id is the Educator's CCS Person Id which can be viewed by:

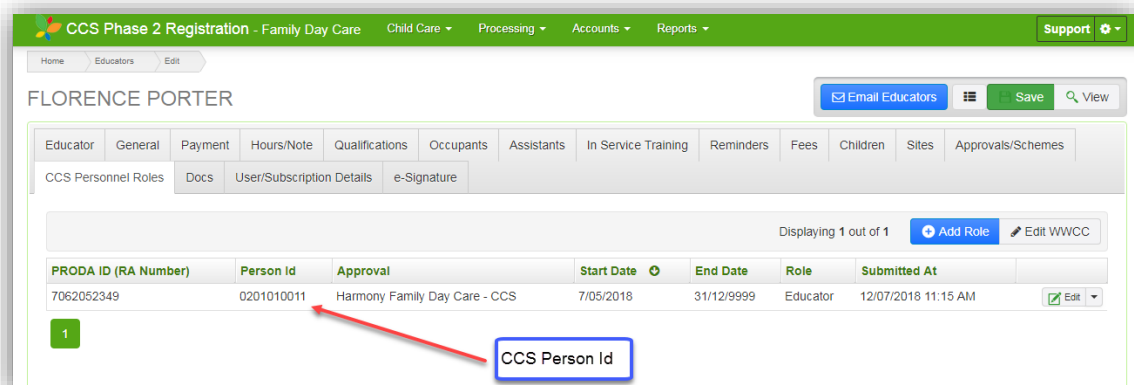
Click '**Child Care**'

Click '**Educators**'

Click '**Edit**' for the required educator

Click '**CCS Personnel Roles**' tab

A page similar to the following page will appear:



**NOTE:** When you notify the Inclusion Support team with the Educator's Person Id, please ensure to tell them all the characters are digits and you must include any leading zeros.

For example, the Person Id in the above image begins with a '0' and it is part of the unique code that identifies the educator.

To check the Carer Id that has been allocated to a case:

Click **'Child Care'**

Click **'Inclusion Support Cases'**.

Click **'View'** for the required educator

Click **'CCS Personnel Roles'** tab

A page similar to the following page will appear:

**IS CASE DETAILS**

Details | Days | Care Hours | Support Hours | IS Enrolments

**Details**

CCB Approval Id: 190016362L | Type: FDC:TopUpPayment | IS Case Id: 4-40NFF7A

ISA Orig Name: | ISA Region: | Setting: |

ISF First Name: | ISF Last Name: | Status: Withdrawn

IS Non Face To Face Hrs Balance: 80.00 | Total IS Non Face To Face Hrs Allowed: 80.00

Start Date: 7/05/2018 12:00:00 AM | Review Date: 1/01/0001 12:00:00 AM | End Date: 23/12/2018

Care Provision: RegularCareSchoolTermOnly | Care Environment Name: BART YATES | Inclusion Agency Region: |

Inclusion Professional First Name: JUQBE | Inclusion Professional Last Name: ABDELGAWAD | Inclusion Agency Name: |

**Carers**

Primary Carer	First Name	Last Name	SP Personnel Id	Postcode
CCS	BART		0110060181	
CCS	Sarah		0110205013	

The list of "Carers" only relates to FDC.  
The value in the SP Personnel Id column must match the Person id in the educator's CCS Role.

The list of Educators allocated to the IS Case, along with the CCS Person Id, are listed on the righthand side of the **'Details'** tab.

**NOTE:** If the Carer Id does not match the Educator's CCS Person Id, please contact the Inclusion Support team and request that they update the educator details.