

## **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:



HOME CHILD CARE INCLUSION SUPPORT CASES	Quick Search
CLUSION SUPPORT CASES	C Query Inclusion Support C
Search Keyword	Displaying 0 out of
There are no records to display	

#### Click 'Query Inclusion Support Cases'

The following popup window will appear:

Approval		
Select		•

#### 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:

								Guick Search
CLUSION SUPPO	ORT CASES							Couery Inclusion Support Co
Search Keyword	Search	Reset						Displaying 1 out of 1
IS Case Id O	Approval	IS Start Date	IS End Date	IS Review Date	IS Case Type	IS Case Status	Settings	
2-5XL2G	2-5307H (FDC)	17/08/2015	14/08/2016	17/07/2016	ISS	Approved	John Smith	Q View P Create Clas

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



							🔠 🖋 Create Cr
tails Days Care Hours Support Ho	ours IS Enrolments						
Details			Carers —				
CCB Approval Id Tj	уре	IS Case Id	Primary Carer	First Name	Last Name	SP Personnel Id	Postcode
190016362L	FDCTopUpPayment	4-40NFF7A	Yes	BART		0110060181	
ISA Org Name IS	SA Region	Setting	110	Sarah		0110205013	
ISF First Name IS	SF Last Name	Status Withdrawn					
IS Non Face To Face Hrs Balance To	otal IS Non Face To Face Hrs Allowed						
80.00	80.00						
Start Date R	Review Date	End Date		The list	of "Carers" of	only relates to FD	C.
7/05/2018 12:00:00 AM	1/01/0001 12:00:00 AM	23/12/2018					
Care Provision C	Care Environment Name	Indusion Agency Region					
RegularCareSchoolTermOnly	BART YATES						
Inclusion Professional First Name In	nolusion Professional Last Name	Inclusion Agency Name					
ILICRE	ABDEL GAWAD						

## 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:

Approval	Week Ending		
Harmony Family Day Care - CCS (FD)	26/08/2018		
IS Case Id	Authorised Person		
4-40NFF7A	Melissa Brodie	F	
Payment Type	Service Provision		
IDF Subsidy-FDC Top Up	Face-to-Face	•	
Educator	Hours Claimed		
Whitemore, Sarah	10	1	

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.

Additional Educator		Hours Claimed	Day of the week	
Porter, Florence	•	10	Monday •	•
Add Additional Educator				

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'.

HOME CHILD CARE INCLUSION SUPPORT CASE CLAIMS	Quick Search
ICLUSION SUPPORT CASE CLAIMS	O Create ⊃ Query Clair
Search Keyword • Search Reset	Displaying Ø out of Ø

## **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'.

Search Keyword	- Search	Reset						splaying 4 out of 4
Current Search Option	5: Billing Period: 24/08/2015 - 30/	8/2015 (Finalised)						
IS Case Id O	Approval	IS Case Claim Id	Week Ending	IS Payment Type	Service Provision	Hours Claimed	IS Case Claim Status	
	2-5307H (EDC)	2-6ADZR	23/08/2015	ISS T1 Hrs	Non Face-to-Face	10.00	Processed	Details
2-5XL2G	2-000/11(100)			AND MALE AND	Eace to Eace	00.00	Drassand	
2-5XL2G 2-5XL2G	2-5307H (FDC)	2-6ADCZ	30/08/2015	ISS T1 Hrs	Face-to-Face	20.00	Processed	Details
2-5XL2G 2-5XL2G 2-5XL2G	2-5307H (FDC) 2-5307H (FDC)	2-6ADCZ 2-6A8E3	30/08/2015 23/08/2015	ISS T1 Hrs	Face-to-Face	20.00	Cancelled	Detail

Click 'Cancel Claim'.

Select an Authorised Person and click 'Cancel Claim'.

AuthorisedPersonId		
Wendy Wilbur		v

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

Click 'Approvals'

A page similar to the following page will appear:

PROVALS					•	Create CCS Approva	Create CCMS Appro
Keywords Search							Displaying 2 out of
Approval O	Approval Type	System	CCB/CCS Id	CCB/CCS Status	Active	DEEWR Link	
Harmony Family Day Care - CCMS	FDC	CCMS	4-3QCVOHW	Current	Yes	DEEWR	Q View
Harmony Family Day Care - CCS	FDC	ccs 🤸	190016362L	Current	Yes		CCS Service Profile Z Edi

Click 'Edit' button for the CCS Approval

CCS Phase 2 Registration	- Farnily Day Care Child Care + Processing + Accoun	ts ≠ Reports ≠	Support 🗘
fome Approvals Edit			
DIT APPROVAL			🔳 🖺 Save
Service			
Details Site Family Day Care Approval Name Harmony Family Day Care - CCS Active CCS Service Id 190016362L CCMS_HWEB	Enter your CCMS Login Id and Password Click the Test button to check you have entered the correct details.	R	

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



ing CCMS	
Ping Successful	
	Close

#### 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:

Educator General Payment Hours/Note Qualifications Occupants Assistants In Service Training Reminders Fees Children Sites Approvals/So CCS Personnel Roles Docs User/Subscription Details e-Signature Displaying 1 out of 1 C Add Role	chemes
CCS Personnel Roles Docs User/Subscription Details e-Signature	
Displaying 1 out of 1 C Add Role	
	Edit WWCC
PRODA ID (RA Number) Person Id Approval Start Date O End Date Role Submitted At	
7062052349 0201010011 Harmony Family Day Care - CCS 7/05/2018 31/12/9999 Educator 12/07/2018 11:15 AM	Edit •

**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:

CASE DETAILS							E / Create Case (	
etails Days Care Hours Sup	oport Hours IS Enrolments							
Details			Carers —					
CCB Approval Id	Туре	IS Case Id	Primary Carer	First Name	Last Name	SP Personnel Id	Postcode	
190016362L	FDCTopUpPayment	4-40NFF7A	Yes	BART		0110060181		
ISA Org Name	ISA Region	Setting	No	Sarah		0110205013		
						1		
ISF First Name	ISF Last Name	Status						
		Withdrawn						
IS Non Face To Face Hrs Balance	Total IS Non Face To Face Hrs Allowed							
80.00	80.00							
Start Date	Review Date	End Date		The list of "Carers" only relates to FDC.				
7/05/2018 12:00:00 AM	1/01/0001 12:00:00 AM	23/12/2018						
Care Provision	Care Environment Name	Inclusion Agency Region		<b>-</b>				
RegularCareSchoolTermOnly	BART YATES			The value in the SP Personnel Id column must match the Person id in the educator's CCS Role.				
Inclusion Professional First Name	Inclusion Professional Last Name	Inclusion Agency Name						
11005	ARDELCAMAD							

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.