

## Disputed Enrolments

If a parent/guardian disputes a CWA or ACCS enrolment in myGov, you will receive a message in the CCS Message system advising you that an enrolment has been "Disputed". In addition, the status of the CCS Enrolment will be set to "Disputed".

Once you have resolved the issue with the parent, you can Update the enrolment to allow the parent/guardian to "re-Confirm" the details in myGov.

### The steps to resolve the "Disputed" enrolment are:

1. Identify the enrolment has been "Disputed" by viewing the list of CCS Enrolments and setting a filter with Enrolment Status set to "Disputed".

2. View the enrolment and contact the parent to resolve the issue.

**NOTE: Make sure you view the Status tab and make a note of the date the enrolment status was set to "Disputed", because you will need this date when you update the enrolment.**

3. Update the enrolment using the date the parent/guardian "Disputed" the enrolment as the "Date of Effect" for the update.

**NOTE: Even if the details on the enrolment are correct and the parent/guardian made a mistake or accidentally "Disputed" the enrolment, you must still "Update" the enrolment to allow the parent to then "Confirm" the update.**

## Step by Step Instructions

The following outlines step by step instructions on how to identify an enrolment has been "Disputed" and how to update the enrolment once the issue has been fixed.

### **To check the CCS Messages:**

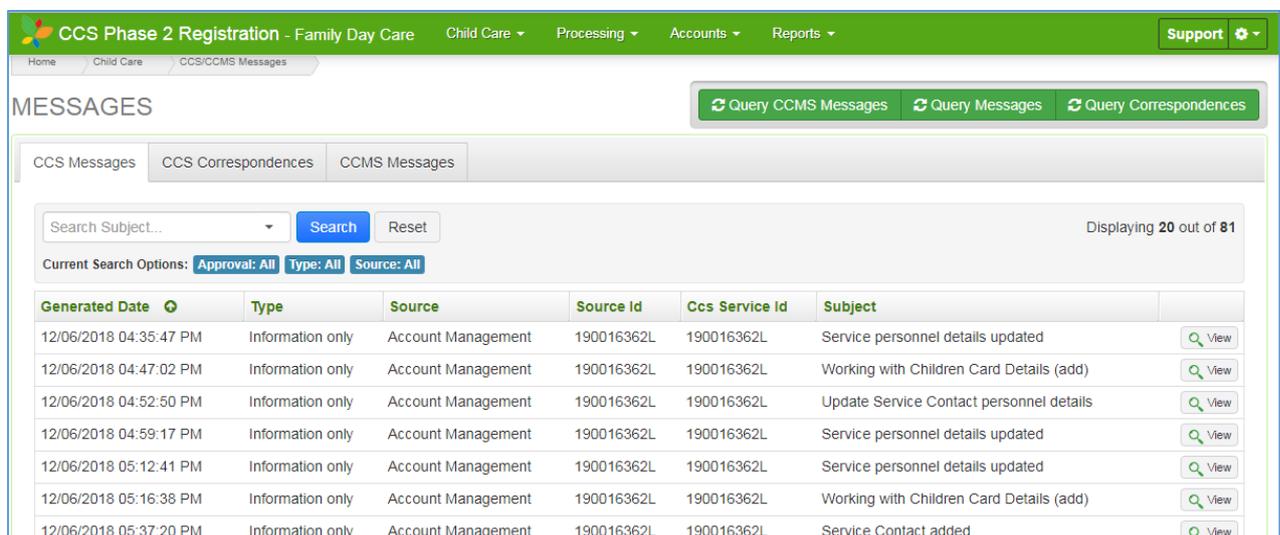
This step is optional, but some people may find it useful to check the CCS Messages to identify disputed enrolments.

Click "**Processing**"

Click "**CCS/CCMS Messages**"

Click "**CCS Messages**" tab

A page similar to the following will be displayed:



The screenshot shows the 'MESSAGES' section of the CCS Phase 2 Registration system. It includes a search bar, search options (Approval: All, Type: All, Source: All), and a table of messages. The table has columns for Generated Date, Type, Source, Source Id, Ccs Service Id, and Subject. Each row includes a 'View' link.

Generated Date	Type	Source	Source Id	Ccs Service Id	Subject	
12/06/2018 04:35:47 PM	Information only	Account Management	190016362L	190016362L	Service personnel details updated	<a href="#">View</a>
12/06/2018 04:47:02 PM	Information only	Account Management	190016362L	190016362L	Working with Children Card Details (add)	<a href="#">View</a>
12/06/2018 04:52:50 PM	Information only	Account Management	190016362L	190016362L	Update Service Contact personnel details	<a href="#">View</a>
12/06/2018 04:59:17 PM	Information only	Account Management	190016362L	190016362L	Service personnel details updated	<a href="#">View</a>
12/06/2018 05:12:41 PM	Information only	Account Management	190016362L	190016362L	Service personnel details updated	<a href="#">View</a>
12/06/2018 05:16:38 PM	Information only	Account Management	190016362L	190016362L	Working with Children Card Details (add)	<a href="#">View</a>
12/06/2018 05:37:20 PM	Information only	Account Management	190016362L	190016362L	Service Contact added	<a href="#">View</a>

**To locate the "Disputed" enrolment CCS Messages:**

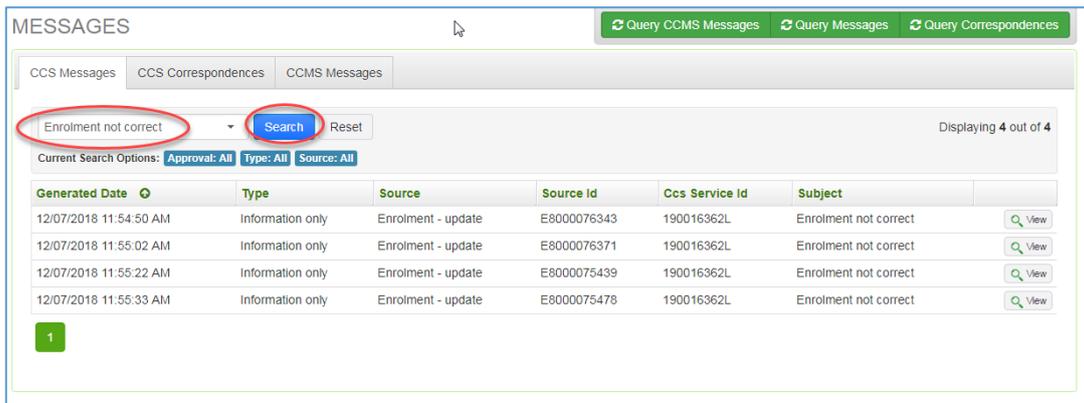
All the CCS Messages will be displayed; however, you are only interested in messages with the text "Enrolment not correct" in their subject (not including the quotes.).

Type "Enrolment not correct" in the  option at the top left of the list of messages.

Click on  "Search" button

The list of CCS Messages will only display messages with the entered text in the Subject.

For example,



**NOTE:** At this stage, the list of messages does not display the child's name, but that feature will be added shortly.

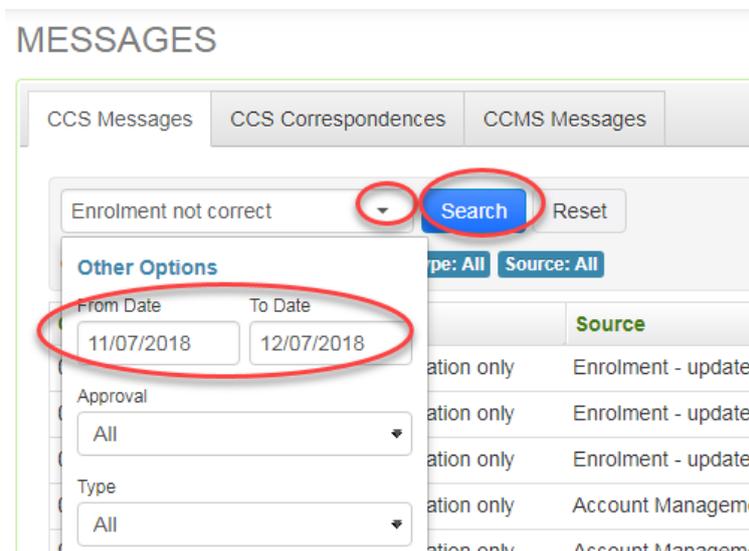
In the meantime, you will need to use the "Enrolment Id" located in the "Source Id" column to identify the child.

You can optionally enter a message date range to further restrict the list of messages:

Click on the  "Down Arrow" button to display the search options

Enter a date in the "From Date" and "To Date" fields

Click on  "Search" button



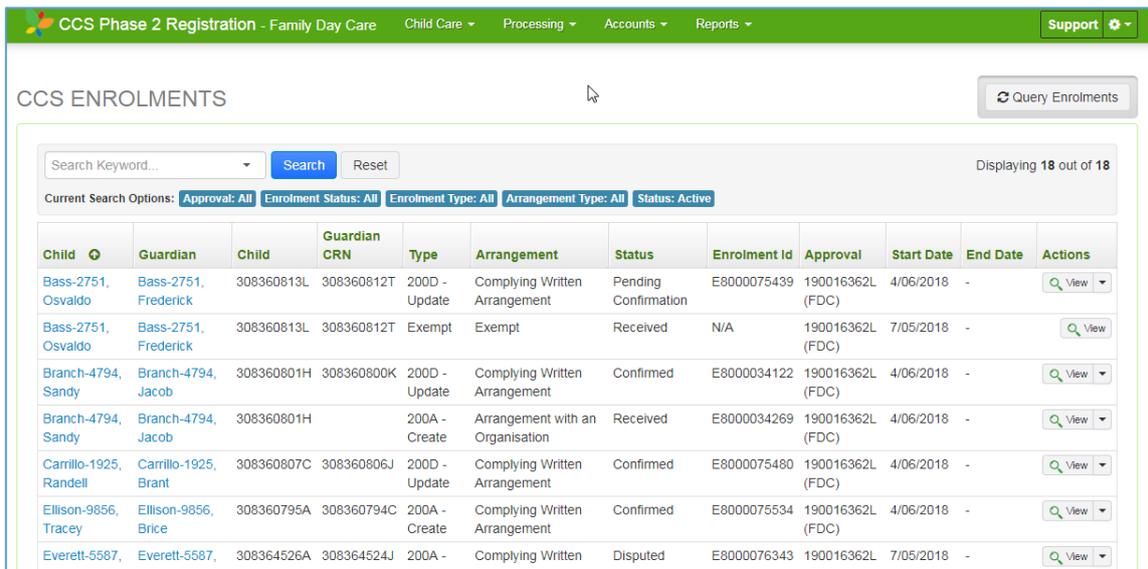
The list will now only contain CCS Messages that contain the text in the **"Subject"** that have a message date that falls within the specified date range.

**To locate the "Disputed" enrolments in the list of CCS Enrolments:**

Click **"Child Care"**

Click **"CCS Enrolments"**

A page similar to the following will be displayed:



CCS ENROLMENTS

Search Keyword... Search Reset Displaying 18 out of 18

Current Search Options: Approval: All Enrolment Status: All Enrolment Type: All Arrangement Type: All Status: Active

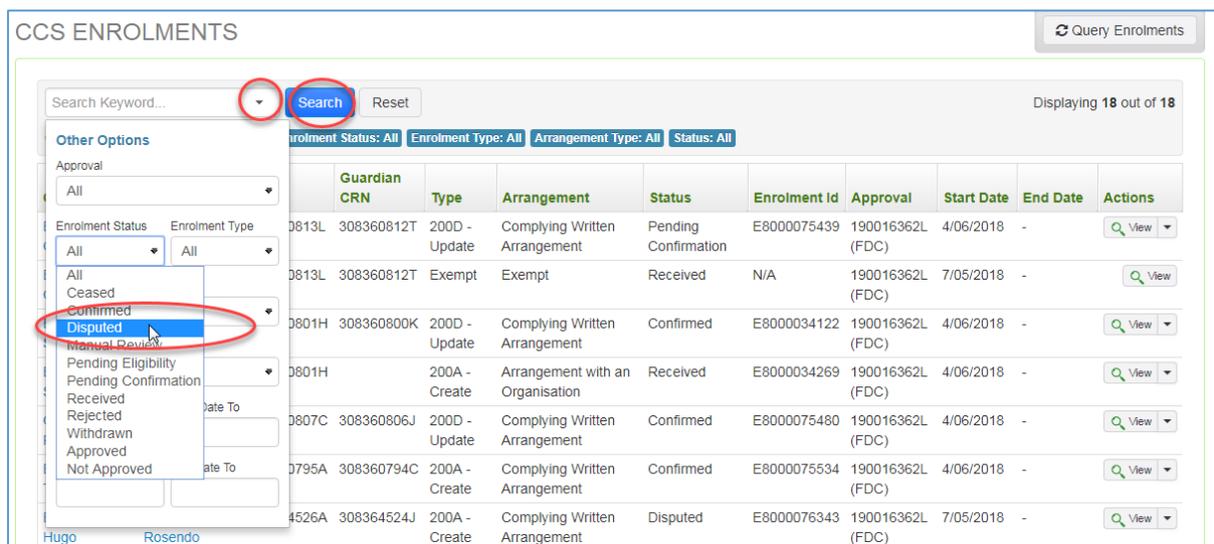
Child	Guardian	Child	Guardian CRN	Type	Arrangement	Status	Enrolment Id	Approval	Start Date	End Date	Actions
Bass-2751, Osvaldo	Bass-2751, Frederick	308360813L	308360812T	200D - Update	Complying Written Arrangement	Pending Confirmation	E8000075439	190016362L (FDC)	4/06/2018	-	View
Bass-2751, Osvaldo	Bass-2751, Frederick	308360813L	308360812T	Exempt	Exempt	Received	N/A	190016362L (FDC)	7/05/2018	-	View
Branch-4794, Sandy	Branch-4794, Jacob	308360801H	308360800K	200D - Update	Complying Written Arrangement	Confirmed	E8000034122	190016362L (FDC)	4/06/2018	-	View
Branch-4794, Sandy	Branch-4794, Jacob	308360801H		200A - Create	Arrangement with an Organisation	Received	E8000034269	190016362L (FDC)	4/06/2018	-	View
Carrillo-1925, Randell	Carrillo-1925, Brant	308360807C	308360806J	200D - Update	Complying Written Arrangement	Confirmed	E8000075480	190016362L (FDC)	4/06/2018	-	View
Ellison-9856, Tracey	Ellison-9856, Brice	308360795A	308360794C	200A - Create	Complying Written Arrangement	Confirmed	E8000075534	190016362L (FDC)	4/06/2018	-	View
Everett-5587, Hugo	Everett-5587, Rosendo	308364526A	308364524J	200A - Create	Complying Written Arrangement	Disputed	E8000076343	190016362L (FDC)	7/05/2018	-	View

**To display only the disputed enrolments:**

Click **"Down Arrow"** button in the **"Search Keyword"** field to display the search options

Click **"Down Arrow"** button in the **"Enrolment Status"** field to display a list of options

Click **"Disputed"**



CCS ENROLMENTS

Search Keyword... Search Reset Displaying 18 out of 18

Other Options

Approval: All

Enrolment Status: All

Enrolment Type: All

Arrangement Type: All

Status: All

Guardian	Type	Arrangement	Status	Enrolment Id	Approval	Start Date	End Date	Actions	
30813L	308360812T	200D - Update	Complying Written Arrangement	Pending Confirmation	E8000075439	190016362L (FDC)	4/06/2018	-	View
30813L	308360812T	Exempt	Exempt	Received	N/A	190016362L (FDC)	7/05/2018	-	View
30801H	308360800K	200D - Update	Complying Written Arrangement	Confirmed	E8000034122	190016362L (FDC)	4/06/2018	-	View
30801H		200A - Create	Arrangement with an Organisation	Received	E8000034269	190016362L (FDC)	4/06/2018	-	View
30807C	308360806J	200D - Update	Complying Written Arrangement	Confirmed	E8000075480	190016362L (FDC)	4/06/2018	-	View
30795A	308360794C	200A - Create	Complying Written Arrangement	Confirmed	E8000075534	190016362L (FDC)	4/06/2018	-	View
34526A	308364524J	200A - Create	Complying Written Arrangement	Disputed	E8000076343	190016362L (FDC)	7/05/2018	-	View

Click **Search** **"Search"** button

The list of CCS Enrolments will only display CCS Enrolments with a current status of "Disputed".

For example,

CCS ENROLMENTS Query Enrolments

Search Keyword...   Displaying 2 out of 2

Current Search Options: **Approval: All** **Enrolment Status: Disputed** **Enrolment Type: All** **Arrangement Type: All** **Status: Active**

Child	Guardian	Child	Guardian CRN	Type	Arrangement	Status	Enrolment Id	Approval	Start Date	End Date	Actions
Everett-5587, Hugo	Everett-5587, Rosendo	308364526A	308364524J	200A - Create	Complying Written Arrangement	Disputed	E8000076343	190016362L (FDC)	7/05/2018	-	View
Everett-5587, Rosella	Everett-5587, Rosendo	308364527V	308364524J	200A - Create	Complying Written Arrangement	Disputed	E8000076371	190016362L (FDC)	7/05/2018	-	View

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**To view the enrolment status to obtain the "Disputed" date:**

Click **View** "View" button for the required enrolment.

Click **"Status"** tab

**View Enrolments**

**Service Details**

Approval: 190016362L (Castlereagh Family Day Care) | Authorised Person: Mark Lewis | 0110205033

**Child / Guardian Details**

Child	Date Of Birth	CRN
Rosella Everett-5587	18/12/2015	308364527V
Child/Guardian Details	Date Of Birth	CRN
Rosendo Everett-5587	23/10/1974	308364524J

Enrolment | Status | CCMS Advances | Educator | Sessions | Messages | Entitlements

Date / Time	Status	Status Comment	Reason
12/07/2018 11:55:02	Disputed	VENDOR TEST	
12/07/2018 11:19:05	Pending Confirmation		

**Make a note of the date the enrolment was disputed** because you will need to use that date as the "Date of Effect" when you update the enrolment at a later stage.

**NOTE:** You may also need to view the "Enrolment", "Educator" (FDC/IHC only) and "Session" tabs to identify the issue with the enrolment.

**If there is an issue with the Educator (FDC/IHC only) and/or Sessions, you will need to change the child's booking before updating the enrolment.**

**To Update the enrolment:**

From the list of enrolments,

Click **"Down Arrow"** button in the "Action" column for the required enrolment to display the dropdown menu

Click **"Update"** option

See below for a screen shot.

CCS ENROLMENTS Query Enrolments

Search Keyword...   Displaying 2 out of 2

Current Search Options: **Approval: All** **Enrolment Status: Disputed** **Enrolment Type: All** **Arrangement Type: All** **Status: Active**

Child	Guardian	Child	Guardian CRN	Type	Arrangement	Status	Enrolment Id	Approval	Start Date	End Date	Actions
Everett-5587, Hugo	Everett-5587, Rosendo	308364526A	308364524J	200A - Create	Complying Written Arrangement	Disputed	E8000076343	190016362L (FDC)	7/05/2018	-	<input type="button" value="View"/>
Everett-5587, Rosella	Everett-5587, Rosendo	308364527V	308364524J	200A - Create	Complying Written Arrangement	Disputed	E8000076371	190016362L (FDC)	7/05/2018	-	<input type="button" value="View"/> <input type="button" value="Update"/> <input type="button" value="Query"/> <input type="button" value="Withdraw"/>

A window similar to the following will be displayed:

**Edit Enrolment**

**Service Details**

Approval: 190016362L (Castlereagh Family Day Care)    Authorised Person: Mark Lewis    0110205033

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**Child / Guardian Details**

Child: Rosella Everett-5587    Date Of Birth: 18/12/2015    CRN: 308364527V

Child/Guardian Details: Rosendo Everett-5587    Date Of Birth: 23/10/1974    CRN: 308364524J

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Enrolment    **Educator**    Sessions

**Enrolment**

Enrolment Id: E8000076371    Notice Type: 200D - Update    Arrangement: Complying Written A    Start Date: 07/05/2018 (Mon)    End Date:

Date Of Event:     Late Submission Reason:

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**Signing Party**

First Name: Rosendo    Last Name: Everett-5587

Child in State Care

The "Educator" tab will appear for FDC/IHC Services only.

The "Date of Event" must be set to the date the enrolment was disputed.

Set the **"Date of Event"** to the date the parent/guardian disputed the enrolment. (See above for details on how to view the enrolment.)

**NOTE: You may also need to update the "Educator" (FDC/IHC only) and reload the Booked "Sessions" before submitting the enrolment update.**

Click  **"Submit"** button