



Child Care Management System (CCMS)

Critical Transition Information

The current Child Care Operator System (COS) administered by Centrelink is being replaced and all CCB Approved child care services are required under family assistance legislation to transition to the new Child Care Management System (CCMS) before 30 June 2009. The Department of Education, Employment and Workplace Relations (DEEWR) is managing the transition of over 11,000 services to the CCMS. To ensure that this process runs smoothly, DEEWR has implemented a model for services to make the transition to the CCMS based on the region they are located in.

Many services have already made the transition to the new system. DEEWR is planning to have the vast majority of remaining services using the CCMS by the end of March 2009 to ensure adequate support is available during the transition process.

During this CCMS transitioning phase, services will receive two very important letters:

The first transition letter - Why is it so important and what must I do when I receive it and by when?

- This letter is a requirement under law to advise you of the CCMS transition date that DEEWR has scheduled for your service and requests you to confirm that date.
- You need to **respond** to this letter **within 14 business days of receiving it**, by completing the enclosed Confirmation Details Form (CDF) and returning it to DEEWR, preferably by fax to 1300 663429. The details on this form include account details for the bank account to which CCB payments will be made, an email address for your service and details of officers authorised to conduct or query business in relation to your service.
- If there are extreme circumstances that mean you are not able to meet the transition date indicated, you must nominate an alternative transition date (before 31 March 2009) and indicate the reasons you are unable to meet the scheduled date. You should also include any specific information supporting your proposed new transition date. Your request will be considered by DEEWR and you will be notified of the outcome.
- This first transition letter also contains your CCMS User ID, Approval ID and other identifiers you will need to access the system.
- To transition to CCMS you need to choose and have installed CCMS Registered Software. This letter requests you to provide details of your chosen or proposed software in order to assist DEEWR with supporting you in your transition.

The second transition letter - What is it about and what must I do when I receive it?

- The second letter you receive provides your CCMS password to access the system.
- Depending on the software you select, your service may need to provide this information to your software provider or enter it into your selected CCMS-registered software – check with your software provider whether they require this information to set up your software.
- You can start submitting Enrolment data to CCMS up to 28 days before your transition date but note that your legislative obligation is to ensure you report enrolments within 7 days after your Application day. CCMS Software Providers have different arrangements in place in the lead up to transition and you will need to discuss what is required with them.

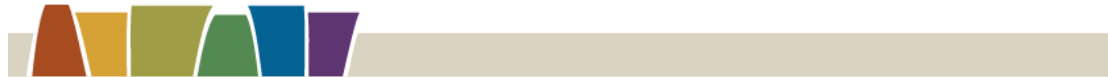
What information do I need to create Enrolments in CCMS?

Formal Enrolments are used for customers claiming CCB as Fee Reduction or Lump Sum and for Child Care Tax Rebate (CCTR) customers. In order to create a Formal Enrolment, there are four points of validation. Your service will need to have:

1. Parent Date of Birth (DOB) – this must be the parent who is claiming CCB
2. Parent Customer Reference Number (CRN)
3. Child DOB and
4. Child CRN

Informal Enrolments are used for customers who have not yet established eligibility for CCB, or those who do not provide the information required for a Formal Enrolment. Informal Enrolments can be updated and changed to Formal Enrolments once the customer provides the information required. Informal Enrolments must carry a Date of Birth for the parent and the child. The information contained on an Informal Enrolment is not validated.





AMEP/Other Enrolments are used for customers attending the Adult Migrant Education Program; and those who are not liable for payment of child care fees, eg Salary Sacrifice customers. AMEP/Other Enrolments must carry a Date of Birth for the parent and the child. The information contained on an AMEP/Other Enrolment is not validated.

Information to help with some common points of concern identified to date

- Previously DOB (Date of Birth) for children was not validated through the COS system. Therefore, it is possible that the DOB for children attending care in your service may be different to the data held by the Family Assistance Office (FAO).
If this happens, you will not be able to successfully submit a Formal Enrolment and the family will need to contact FAO to resolve and ensure correct DOB details are held. Initially in these cases, an Informal Enrolment can be submitted for the child.
- Parents using more than one child care service need to nominate how many hours of CCB they wish to claim at each service.
The various CCMS Registered Software products may handle this function differently. Some products may have default values for Nominated Hours that must be overwritten, others will require an entry for each child. You need to check how your software is configured and ensure you have correctly completed the Nominated Hours information for your software.
- Parents need to inform their service how many children they have in care each week so that the correct Multiple Child count is applied to their Attendance records.
Again, the various CCMS Registered Software products may handle this function differently. Some products may have default values for Multiple Child Count. Ensure a multiple child count (number of children in care in a given week) is completed for each attendance week sent through.

If you have any questions about CCMS phone or email the CCMS Help Desk:

Phone: 1300 667 276
Email: ccmshelpdesk@deewr.gov.au

What software should I use with CCMS?

- Software must be registered for use with the CCMS electronic interface. A list of registered software products is available at http://www.dest.gov.au/sectors/early_childhood/programmes_funding/child_care_management_systems_ccms.htm
- Services must make their own selection of which software to use and to ensure the product meets your business and legislative requirements.
- DEEWR cannot and does not recommend nor endorse any specific software product. Registration of a software product as 'CCMS Interface Compliant' is not an endorsement of a product, it simply means that the product is able to be used to interact with CCMS.
- DEEWR has a CCMS Help Desk available to all child care services irrespective of the software they use. The Help Desk will assist with issues during the transition phase, but specific software queries must be referred to software providers for their resolution.
- A strong recommendation from services that have already transitioned to CCMS is to seek and undertake as much software training as you can before you transition.
- **The CCMS interface will allow a change of software if your service wishes to use a different product.**