

# Fact Sheet 1 – How do I make the transition to CCMS

Already thousands of approved child care services have successfully made the switch to the new Child Care Management System (CCMS). However, help is on hand for those still needing to make the change. The Department of Education, Employment and Workplace Relations can provide presentations, training materials, brochures for services and families, funding for IT upgrades and call centre support.

Services that are not on CCMS will receive a transition package containing a letter advising you of your application day and transition date, a CCMS reference manual, and a Confirmation of Details Form (CDF).

As soon as this package arrives you need to:

## **STEP 1 Complete and return your CDF**

- When** Within fourteen business days of receiving your transition package
- How** By return mail, email, fax or phone call
- Why** This step is mandatory – you need to provide important information that the Department needs such as bank account details, authorised personnel and confirmation that you know your application day and transition date. Please note that failure to return the CDF **will not** stop your transition.

## **STEP 2 Select a CCMS registered software package**

- When** As soon as possible – you can do this prior to being advised of your application day and transition date.
- How** Go to the list of registered software providers on the CCMS webpage. Contact them to discuss your requirements, particularly the level of training and support they will provide – make sure you advise them of your application day and transition date as they may not be able to fit you into their schedule.
- Why** This step is mandatory – you cannot submit enrolment and attendance data without CCMS registered software. If you fail to submit this data within the specified timeframes, your service may be sanctioned. In addition FAO will be unable to calculate or pay any CCB entitlements.

## **STEP 3 Install your CCMS registered software**

- When** Prior to your application day
- How** Your software provider will explain how to install your software
- Why** This step is mandatory – you cannot submit enrolment and attendance data without CCMS registered software

- STEP 4 Undertake training in the use of your CCMS software package**
- When Prior to your transition day
- How Your software provider will provide training or training materials
- Why This step is optional but it is in your best interest to understand how to use your software
- STEP 5 Review the information contained in your CCMS reference manual**
- Why This step is optional, however this material contains information that will assist your services operate under CCMS
- STEP 6 Passwords**
- When You will receive a second letter containing your CCMS password to access the CCMS system
- How Record and store this information in a secure place
- Why You will need to use this password to access and use CCMS – the use of this password is mandatory
- STEP 7 Provide your email address**
- When No later than seven days after your transition – it can be provided earlier
- Who You provide the email address to the CCMS Helpdesk
- Why This is a compliance requirement and is mandatory
- STEP 8 Submit enrolment details for all children in your care on application day**
- When No later than seven days after you transition
- Why This is a compliance requirement and is mandatory
- STEP 9 Submit attendance information**
- When After you transition – within two weeks from the end of the CCB week in which care was provided
- Why To enable the calculation and payment of CCB

### **Need Help?**

Contact the CCMS Helpdesk on **1300 667 276** to assist you with any questions you have about transitioning or CCB payments and policy.

Helpdesk staff will also assist you to resolve any specific issues related to CCMS, however they cannot assist you with how to use your CCMS software package as each package is different. Questions about your software package are best answered by your software provider.

### **CCMS Helpdesk Contact Details**

Telephone 1300 667 276 operators are available from 8.00am - 8.30pm AEST Monday to Friday

Facsimile 1300 663 429

Mailbox for enquiries or non-urgent issues [ccmshelpdesk@deewr.gov.au](mailto:ccmshelpdesk@deewr.gov.au)