

# Spike Manual 2019



# SPIKE3 MANUAL

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## 1 Forward

This user manual is for the Spike3 software only. Spike3 software embraces the rules set down by Canberra to administer Child Care Subsidy on behalf of a service and families.

The Spike3 manual does not replace the ***“Child Care Services Handbook 2018-19 for all approved child care services operating under the Child Care Subsidy System (CCSS). Issued by Australian Government – Department of Education and Training”***.

The above mentioned manual is the defining information and rules legislated by the Federal Government. Spike3 software helps you to administer these legislated rules and compliancy issues.

It is a services responsibility to download the latest manual from the Department of Education and Training <https://www.education.gov.au/child-care-provider-handbook-0> web site and have all administrative persons in your service read it.

## 2 Quick Start

### GETTING READY TO USE SPIKE3

#### Download and Install

Install a current Sun Java environment from <http://www.java.com/> if it is not already installed. (32bit or 64 bit version to match the spike installer version)

Download the installer:

[32 bit Spike viewer installer](#), or

[64 bit Spike viewer installer \(this is the one you most likely want\)](#)

Select "run" if prompted or double-click on the downloaded file to start the install process.

#### Using the SpikeViewer

1. Click on the Start menu
2. Select Programs, Spike3, Spike Viewer
3. You can browse our demonstration site using  
username : demo  
password : demo  
server : <https://spike.economicoutlook.net/demo/>

### 3 Basic Techniques

**Pull Down Menus.** These are data fields with an arrow at the end of the field. If you click on the arrow it will “pull down” a list of options to select from or it may drop a calendar for you to choose a date from.

**Tabs.** When you open a window eg Select Account. Under the coloured bar with the Account Name you have Tabs; Details, Children, Charge Constraints, Bookings, Billing, Fees. When you click on each of these Tabs it displays different information relevant to that account.

**Left Clicks.** A single left click is used to make a selection; the selection will then be highlighted.

Using your shift key allows you to select multiples.

Using your control key allows you to select multiples randomly.

**Right Clicks.** Right clicks will present you with a list so you can select which action you want to perform.

If you right click on any of the “blue title bars” you will get a drop list that allows you to Edit, Delete, Refresh and Open.

If you right click in any of the windows under the Tabs you will get a selection of options to choose from, each window has a different list, reports can also be accessed from here.

**Double Left Clicks.** Open a window for you to edit or depending what you point at and double click on, it may take you to a different window eg from account screen to child screen. So try double clicking on anything and see where it takes you, you will certainly find some short cuts to things.

**Check Boxes.** This is where you can make a choice to have something selected or not.

This choice would be selected or deselected by having the check box with or without a tick in it.

## 4 NEW

**New Account (3 screen wizard)** – Enter name of account, select the correct Service and the Opening date. Click next.

This takes you to the Account Holder window.

If the account holder is a person on Spike use the First Name & Last Name to search for them.

If it is a new account holder enter the person's details. Click Next

This takes you to the Child window.

If the child entered into Spike use the First Name & Last Name to search for them.

Otherwise enter the child's details.

Enter the date of birth, gender and CRN. Click Finish.

**New Child** - Enter first name, last name, date of birth, gender and CRN. Complete all other information if you have it.

To link child to an account, go to the accounts tab, right click add, search to find the account and enter the registered date of when the child started, click OK.

You can then enter the details in the other tabs in the child detail screen.

**New Person** - This where you go to make a new person/adult. These would be the additional duty of care persons or the parent that is not the account holder. Before you make a new person always go to select person and do a search to make sure that you are not going to enter a duplicate.

Go to New Person. Enter the first name, last name, date of birth and gender.

Enter the contact numbers.

To link this person to a child, go to select child, select the child and then go to the people tab, right click add.

Select the person, the type of relationship, tick the other relevant boxes.

Fill in the emergency and the access restrictions sections. Click OK to save.

If using our electronic attendance system, it is important to have all collection authorities entered onto Spike so that a unique 6 digit pin is created for each person.

**New Service** – do not use unless instructed by the help desk

## 5 SELECT

### Select Account

Details tab – shows current information for the account

Children tab – shows which children are linked to the account

Billing tab - Displays the billing periods, and if they have been billed. You can change the view of periods by using the calendar or the number of bill periods eg change the 8 to 52.

The billing period always starts on a Monday and finishes on a Sunday. Finalised/billed = green dot, not finalised/not billed = grey dot.

Finalised means you have billed a week/period.

Unfinalised means you have not billed a week/period.

To print an invoice, select/highlight a billed period, right click, reports, tax invoice, select service, the from and to date will automatically appear based on what period you selected, click Finish. The invoice will be displayed as PDF.

Fees tab – This is your transaction screen displayed in sequential order. The most recent transactions are at the top. Once bills have been finalised CCS will be applied by Centrelink.

To create miscellaneous transactions, receipts and reverse transactions, right click and select the action you need to perform.

### Select Child

Select child, type the child's first or last name and the search will find the child, they will appear in the list below, select/highlight then click OK.

Details Tab - Shows child's details, name, DOB, gender, CRN, Disability, Special needs, Aboriginal, Torrens Strait Islander. There is also a comments field.

Bookings tab – shows current and past bookings for the child. You also add bookings here. The date/calendar on the top above the days/date of the week allow you to select the date your bookings are to commence.

When the bookings are entered the booked days on the calendar are red.

You can scroll up and down weeks to view bookings by using the arrows pointing left and right on the screen.

Hover over a booking and a window will display all of the details of the booking.

Right click on a booking and you can select edit, delete, copy, paste, repeat bookings, clear bookings.

There are 2 methods to enter bookings, BUT the process to do this is quite different. We enter the bookings for 1 week and then use this as a template to repeat/copy the bookings into the future.

Method 1

Left click and hold down on the start time, drag the mouse down to the finish time and let go of left mouse button, up pops a Create Booking screen where you can add, edit and check all of the details are correct for the booking.

If the booking is to receive CCS leave the tick in Claim CCS entitlements.

Sessions are always standard and enrolment is left as standard (CWA)

You also edit the Absences in this window if a child is away and you bill them for the absence.

### Method 2

Double left click the day to be booked to get the Create Booking window up enter all details.

To copy this booking to another day right click on the booking, click on copy, then right click each day to be booked in the week and do paste.

You have now created a template for a week. To repeat this weeks' bookings right click and go to Repeat Bookings

You can select

Repeat – The weeks Bookings

Or The Selected Bookings

Every – Week

Second Week

Third Week

Fourth Week

Enter From/To dates or the number of weeks

You can also copy bookings to a sibling and change the group the bookings are linked to.

Accounts Tab -Will display the account names and dates the accounts were opened, to which the child is linked.

People Tab -This where you link all duty of care persons to a child. Other information collected is collection authority, legal guardian, emergency contact and access restrictions.

To add a new person right click add, to edit an existing person right click update/remove. All persons on Spike are allocated a unique 6 digit pin for use with electronic attendance system.

Health Conditions Tab - This is where you enter all health and dietary information about a child. The information will then appear on reports for staff and cooks.

If you need to create a new health condition go to select organisation, health conditions, right click create.

Immunisations Tab -Will allow you to update the child's records by age. Right click and select action.

Consents Tab -The consents are created/edited in your service detail tab. They need to reflect policy and procedure of your service. These consents are printed on your enrolment forms through Spike. Parents then sign off against these



consents. You then record this in this tab for each child and reports are generated with this information.

### **Select Person**

Persons are account holders and or duty of care people for children.

Details tab - shows current information for the person

Children tab – shows which children are linked to that person

### **Select Group**

Details tab – should be complete

Attendances tab – lists of all of the children who have bookings for a given day. If not using electronic attendance system this is where you can edit the arrival and departure times of children who attend the service. All names and times should appear black before you do your billing for the week.

If using electronic attendance system this is where you go to make sure that all children's attendance details are entered before you send your attendances to Canberra. You can also edit attendance times here. (this will need to be verified by a parent or collection authority).

**DO NOT CREATE CHILD BOOKINGS THROUGH GROUP ALWAYS ENTER BOOKINGS VIA THE CHILD SCREEN BOOKINGS TAB.**

To enter a group closure, right click, group closure, action remove bookings or update absences. Select absent and enter the dates to/from.

You would update absences if you were charging for eg a public holiday or pupil free day.

You would remove bookings if you were not charging for these days.

You would remove bookings if you were closing for 1 or 2 weeks at Christmas time.

### **Select Service**

Details tab - This where you enter all of the details about your service. This information then prints on various reports, invoices etc

In the service section fill in the services name and ABN.

The contacts section has space for two phone numbers, your fax number and an email address.

Enter your address. Click OK to save.

Charges tab – Here you create and enter all the information about your charges. Charges are what you charge families for an attendance/booking at your service.

To create a new charge, right click create, type in the name of the charge, tick is selectable, you can describe when to use the charge if the name is not self-explanatory. Select the CCS session type as Casual.

To enter the charge information double click to edit or right click edit on the charge name, then in the next window in the parameters tab right click create.

Enter the start date of the charge this would normally be a Monday week beginning date.

Select the type, this is normally Session. If you are unsure how to do this, the Help Desk will advise you.

Enter the fee value (no dollar sign)

Do not enter anything in the overtime charges without first discussing with the help desk how this works.

Enter the session details, eg Start 6.30am, Finish 6.30pm for LDC or Start 3.15pm, Finish 6.15pm for ASC. WATCH FOR CORRECT AM/PM AGAINST TIMES

Charged Hours in these examples would be 12 and 3.

Every time you do a new budget and your fees increase you follow this same procedure to enter the new fee.

From this area you can also set up the Manage Categories. This then adds up the number of children attending on the Weekly Bookings Times and Categories Report.

To set this up highlight a charge, right click and click on Manage Categories.

Then right click create, in the name type in am then click OK. Then right click again click create, in name type in pm and click OK. Then close that window.

You then need to set up each charge. To do this double click on a charge eg Morning/BSC, click on the Categories tab, right click and add, drop the list and select am, as this is an am charge then click OK.

If the charge was Day/Vac Care Day you would right click and add, drop the list and select am then click OK. Right click and add again, drop the list and select pm, as this is a pm charge then click OK.

When you have done this to all the charges the report should be adding up correctly for you.

To edit a charge: double click on the charge / right click – edit. Make changes and ok.

If an error message appears it means bookings that have been finalised are currently linked to the charge.

To make new charges: right click / create.

Groups tab – Listed are some default group names, if these generic names do not suite your service ring the Help Desk and we will show you how to edit them to be specific to your service.

If you need additional groups after editing the generic ones right click create, type in the name of the group, tick is user selectable and the CCS Pre School information, click OK.

From this area you can also do Group Closures. In the Action you can choose to Remove Bookings or Update Absences. This is for when eg you need to record an Absence for a charged Public Holiday, LDC would do this, or in OSHC you would remove/delete the bookings because you do not bill for a Public Holiday. This would also be used to remove bookings for eg the Christmas Closure period. (Some OSHC Services may charge for Public Holiday's)

Highlight a Group right click, click group closure. The Closure section is pre filled in by your selection.

Drop the Perform Action list and select the action you wish to do.

Remove Bookings, then enter the from – until dates, this could be one day eg for a public holiday or it could be two weeks inclusive dates for a Christmas closure.

Update Absences, the select Absent for the first 42 in any financial year, then enter the from – until dates, this would be one day eg for a public holiday.

If you right click you will see you can access Reports for Group from here as well.

Billing tab – this is where you bill all of your families on a weekly basis.

Right click Select All, right click Finalise Account Preview or Finalise Selected Accounts.

\*\* Please note with the introduction of reporting exact times to Canberra finalising (sending your attendances to Canberra) cannot be done until the last child leaves your service on a Friday afternoon.

Auto Balance, we recommend that you auto balance each week before you print your bills. This will auto offset all credits to the accounts eg CCS that has come in from CCS system.

To do this right click select all, right click auto balance, answer yes to the question and wait for the process to finish.

Once your CCS has come back into the accounts you can right click select all / email/generate tax invoices.

You can also create / edit messages that you want printed on your invoices. Right click Create, enter date range then input the message, click next, you then tick the families you want to receive the message or right click, select all if everyone is to receive it. Then click Finish.

Misc Transaction, this is where you enter a Miscellaneous Transaction/charge to all families or some selected accounts. If it is incurred by all accounts right click select all, right click Misc Transaction and enter the details. If it is for selected accounts only. Hold your Ctrl key down on the keyboard and highlight each account that has incurred the charge then enter the details as described above.

Create Message, if you want to put a message on all or some invoices you can do it here. Enter the date range that you want it to run for, then type in the message. You then tick the families you want to receive the message or right click select all if everyone is to receive it. Then click Finish. We would recommend that you keep them as short as possible.

Manage Messages, this is where you can view all messages that have been sent to families in date order. You can edit or copy a message that you wish to send again. We would recommend that you copy a message and use new dates, as editing a message means that you lose the original message from your history.

Email Tax Invoices, this allows you to email bills to families instead of printing them. To use this facility, you need to collect email addresses and enter them in the Account Details screen and tick Always email invoices. To email instead of printing right click select all, right click email tax invoices. This will only email the accounts that have email addresses.

Reports, you can access all reports that relate to Accounts from this list as well as from the Reports menu.

Financial Accounts tab – This is the area that you set up additional Financial Accounts that you need that are not in the supplied list eg Hats. These would generally be Miscellaneous Charges. We would recommend that you do not make accounts that maybe used only once, if you had this sort of charge use the generic Other category so the list does not get to big. To create a new account right click create enter details or edit if incorrect.

Vacancies tab - is where you must report your vacancies weekly using a 7 page wizard.

### **Select Organisation**

This is where you set up/enter the information about your “Organisation”. This is the Incorporated Body, the Sponsor, the Body Corporate etc – the group that holds ultimate responsibility for the Service/s.

### Details Tab

Enter the Organisation Name and ABN.

The Phone Numbers, Fax Number and Email Address.

The Location or Postal Address

To Edit any of this information eg the Email Address, right click Edit or double click in this window to open it up, do the edit and click OK to save.

User Accounts tab – This where you set up the user accounts for the persons who are allowed to log into your Spike3 data base.

To Create a new account, right click create

User Details Name is the full name of the person eg Helen Wishart.

Select the service. (If you have more than one service the Help Desk will assist you to set this up.)

Tick is allowed to log in.

The help desk will assist you with the Username.

The help desk will assist you with a secure Password.

The help desk will assist you with the selection of a Role.

To edit a User Account, highlight right click and click Edit.

If a person leaves your service edit that persons User Account to the new person, this keeps the User Account list under control.

To reset or change a password, highlight right click and click Set Password.

Health Conditions Tab -This is where you create health and dietary issues that your children have.

Double click to edit an existing one. Right click create to make a new one.

## 6 REPORTS

### Reports - Account

**Receipts Summary-By Date or By Payment Method:** This is a summary of all receipts entered against accounts for a date range driven by you.

Select service, enter the date range, right click select all, and click finish.

**Accounts List:** Reports the Account names, addresses, email addresses, whether you email bills and CRNs.

Select the service, click next, right click and select all accounts or just tick the box of the ones you want included in the report. Click finish.

**Accounts Receivable Summary:** This is an aged accounts receivable report. We would recommend that this report is printed weekly for the previous week and kept on file. Has the account names, aging monies owed, 28+, 14+, 7+, current, at date and future. This is a report that lets you know aged account outstanding amounts with the Commonwealth CCS reductions credited to the oldest outstanding debt.

Select the service, the target date, in aged periods you have a choice of default or custom. Custom is where you can define your own aging periods eg 28+, 21+, 14+ etc. click next, select account/s or right click and select all then click finish.

**Bond Summary:** Is a summary of family's bonds. It will report the account names, the bond amount, bond paid and bond owing.

Select the service, the target date, select account/s or right click and select all then click finish.

**Financial Account Statement:** This report would be used for one account for a period of time eg 6 months, a year. It would be printed off to give to parents and will show all activity for the period. The report shows for the date range all the Child Care Benefit payments, Child Care Fees charged, misc charges and Receipting.

Select the service, enter the from and to dates, search for the account and tick the box, click finish.

**Financial Account Statement by Date:** As above but listed in date sequential order.

**Financial Account Summary:** In here you can get a report about any financial transactions that have occurred on an account or all accounts. This would have to be one of the most useful reports in Spike3, go in and have a play.

The areas that you can report on are; Bad Debts, Bonds, Cheque Dishonour Fees, Child Care Benefit, Child Care Fees, excursions, Late Collection Fees, Opening Balances, Other and Receipting. Also any other categories you have made in the Financial Accounts Tab in Service detail screen.

Select service, from to dates, one/some/all accounts right click select all, select the financial account/s you wish to report on, click finish.

**Financial Account Transaction History:** This report is to show you an audit trail for each account. If any transactions have been reversed, this report will give that details of the date and type of transaction, the time stamp of the transaction and reversal, original, reversal and current \$'s.

**General Journal Postings:** The General Journal Postings report is used at the end of each month to derive the Journal entries required by your Accounts Package to ascertain your monthly Profit/(Loss).

By entering these details into your Accounts Package you should be able to, identify how your Service traded in the past month, identify what amounts were spent in particular areas, compare with previous Profit/(Loss) Reports, identify movement in some account classifications eg. Food/Drink expenses were higher in March, than in April. You may wish to investigate the reasons for any variations in the above areas so that more accurate budget forecasting and costing can be achieved.

The Profit/(Loss) Report from your Accounts Package will list the Income/Expenditure transactions for the month by consolidating the journal postings from the Monthly General Journal report and the regular payments you make to creditors each month.

**Accounts Receivable** includes the value of Fees, Refunds, Credits, Miscellaneous Charges, Bonds, Bond Adjustments and Bond Refunds, less the value of CCS and/or ACCS that you have raised to accounts (families) in the month. This amount is a Debit amount and is treated as an Asset and must be posted to the appropriate Asset Account eg 'Accounts Receivable' or 'Debtors'.

**Bonds** includes the value of Bonds, Bond Adjustments and Bond Refunds that you have raised to accounts (families) in the month. This amount is a Credit amount, and since bonds are fees in advance and not an income item, it is money owed to the families, and therefore is a liability item. It must be posted to the appropriate Liability Account eg. 'Bonds Held'.

Please remember that this Journal posting should balance ie. total credits should equal total debits. If this is not the case your Accounts Package should reject the journal entries that you have made.

#### **Balance Sheet Balances.**

Please note that the balances of Accounts Receivable and Bonds Refundable from your Monthly General Journal report should be the same as the closing balances of the equivalent accounts within your Accounts Package. You will find the balance of Accounts Receivable in the Asset area, and the balance of Bonds Refundable and Enrolment Advances in the Liability area of your Accounts Package.

#### **Accounting for a Bad Debt In Fees Tab of the Account**

If you have need to write-off a bad debt to a family(account), right click, click on Create Misc Transaction, type in description Write off Bad Debt, Category will be Bad Debt, select the correct date, then enter the amount. If the family owes \$55, enter -55.00, this will be a credit to the account to give them a zero balance.

#### **In Accounts Package**

Once you have done this, you will need to do a Journal Entry in your Account Package. This is because a Bad Debt is an expense to your Centre, and it will need to be listed in your Profit and Loss Statement. It is good practice to budget for Bad Debts.

This Journal Entry must be done through a “General Journal” in the following format:-

<b>DR</b>	<b>CR</b>
Bad Debts (expense account)	(amount of bad debt)
Accounts Receivable	(amount of bad debt)

The amounts above MUST be the same.

By doing this Journal Entry, you have increased the amount of Bad Debts listed in your Profit and Loss Statement, and reduced the amount owing in your Accounts Receivable.

**Tax Invoice:** You are able to print your tax invoices for here.

Select service, date range, Activity eg current and notification eg hard copy.

**Tax Invoice Number - Account Name List:** This report is to help you find which Invoice Number belongs to which account, very useful if a family has deposited money into your bank account quoting the Invoice Number.

## **Reports – CCS**

CCS Enrolment Detail – select service and date range > next. Select all or select accounts individually. Shows current enrolment details for a child – including their enrolment ID, CRN, date of birth, enrolment status (see below) sessions and entitlements.

### **Enrolment status in PEP**

The following enrolment statuses display in PEP:

CONFIR Confirmed - parent has successfully completed CTA & has confirmed enrolment

REJECT Rejected - parent has rejected enrolment. This currently cannot be edited in PEP

& the service must re-create a new enrolment in their 3rd party software

WITHDR Withdrawn - service has withdrawn the enrolment

CEASE Cease - enrolment has reached its end date or has de-activated due to 8 weeks of inactivity

PENDIN Pending Confirmation - parent has not confirmed the 200a (initial enrolment notice)

DISPUT Disputed - parent has disputed the enrolment & the enrolment is awaiting update/amendment by service (service to complete enrolment update notice)

RECEIV Submitted / Received - this is an informal enrolment (no CRN). Will not be sent to parent for confirmation until CRN is entered by service

PENDEL Pending Eligibility - parent assessment not yet completed by DHS

To search an enrolment ID> CCS Enrolment Detail > Select Service and date range > next > select all.

CTRL F to search your document and enter / paste enrolment ID.

Enrolment Entitlements – lists account name, child name, enrolment ID, enrolment status, entitlements and absence count.

Inclusion Support Case Claims – shows all ISS cases and the claims made against them

Inclusion Support Claims – shows all ISS case information received from the portal

Inclusion Support Child and Staff Attendances – lists staff and children attached to a claim – this report is especially handy if you get an error report from Spike – “the sum of additional educator hours is not equal to hours claimed”

Issues Summary – lists all enrolments with a PENDEL, PENDING, REJECTED or DISPUTED status. Also if your PRODA device is about to expire.

Payment Advice Summary – shows payments made by CCS on a particular date / date range

Payment by Clearing Date – shows payments made by CCS on a particular date / date range by account and clearing document number.

Payments by Date Paid - shows payments made by CCS on a particular date / date range by account.

Personnel Detail – shows all personnel in PEP and their role type and description

Session Report Record Summary – shows session reports for a child / account – start date, end date, status, booking times and attendance times and fee reduction amount.

Statement of Entitlements – shows the above details but also who has received the entitlement, the amount of the entitlement and shows a reason if no or varied amount of entitlement has been received.



## **Reports – Child**

Birthday – List by Birthday- Select service, enter date range, select all children or tick boxes to select, finish.

Birthday – List Child Name- Select service, enter date range, select all children or tick boxes to select, finish.

Booking Confirmation – Excluding Session Charges - Select service, enter date range, select all children or tick boxes to select, finish.

Booking Confirmation – Including Session Charges - Select service, enter date range, select all children or tick boxes to select, finish.

Age List – Select service, select all children or tick boxes to select, finish

Booking Session Abnormalities - If you make Booking errors this report should highlight them for you to edit and correct.

It reports two error issues:

- Bookings sessions assigned to unexpected services types. Eg ASC bookings with AM times.
- Bookings extending beyond session charge boundaries. Eg ASC booking entered for 2pm to 6pm but the session charge times are 3.30pm to 6pm

Registration List – list date of registration for all / selected children

Survey Details – Prints a list of child/ren details eg: disability, special needs, Aboriginal, TS Islander

## **Reports – EFT**

Various reports relating to Paystream.

How to setup Paystream

Client Details

Credit / Debit Card Authority

Settlement Report

Transaction Details

Transactions in Progress

## **Reports - Forms**

These Forms are now available in Spike3. If you have never used them have a look and use the ones that suite your needs.

### Administration:

Incident Report  
Payment Advice  
Remittance Advice

### Child Care:

Booking Notification – LDC/OSHC  
Enrolment – New / Update - LDC/OSHC  
Child Accident Report  
Medication Day Sheet  
Notification of Changes  
Waiting List Application

### Staff:

Details  
Discipline Interview Record  
Leave Application  
Probation Review Record  
Referee Comments Record  
Selection Interview Record  
Work Performance Improvement Plan

### Waiting List Application

## **Reports – Group**

### Child Age List By Group

### Child List

Collection Authorities – List children and their collection authorities with contact details by group

Consents by Group Bookings – consent details by child by group

Daily Booking Sheet- This is the daily sign in and out sheet for each group that is needed to comply with regulations (if not using electronic attendance system – but can also be used as a backup)

Daily Booking Sheet (Blank)

Dietary and Health Conditions by Group Bookings- A report for the staff listing dietary and health conditions by group.

Emergency List - A list of all the emergency contacts for each child. Very useful for vacation care excursions.

Immunisations by Group Bookings - A record of children's Immunisations by group

Kitchen- Dietary and Allergy Report - A report of all children's dietary & allergy concerns. A report to have in the food prep area.

Recorded Attendances – shows who has signed a child in / out using electronic attendance system.

Tax Invoice by Group Booking - To print invoices by Group if needed.

Utilisation by Charged Hours, Billed/Booked, Detailed/Summarised

Utilisation By Bookings Graph - Useful graphs to use for staffing needs and a quick check of numbers per day in groups.

Utilisation By FTE (Full Time Equivalent) - This is the report to use to monitor your budget. You need to know if your income is meeting your budgeted income, this report is driven by \$'s and adds up your FTE attendances to give you an average for each week.

Weekly Booking Category Summary - This a summary of the number of children in each group each day.

Weekly Booking Sheet - This is the weekly sign in and out sheet for each group that is needed to comply with regulations. (if not using electronic attendance system – but can also be used as a backup)

Weekly Booking Times and Categories - This a list of all children's attendances, showing days and times in each group.

Weekly Booking Times by Charge - This report is to find children's bookings attached to a Charge. Extremely useful when new charges have been entered incorrectly and need fixing.

## **Reports – Person**

Pin Code List (Active) – a list of pin codes by alphabetical order

Pin Code List by Group (Active) – a list of pin codes by group

## **7 SYSTEM**

CCS Provider Entry Point - This link takes you directly to the PRODA log in page. You can use this link when re-activating your PRODA device. On the PRODA home page are “My Linked Services” / “Available Services” -click on the Childcare Provider Entry Point

CCS Maintenance – This is Spike’s version of the Provider Entry Point. Login with your spike User Name and spike Password. Here you can update your services details. You apply for ACCS (Child At Risk) through the maintenance interface. You also need to log into Spike Maintenance to complete the re-activation of your PRODA device.

Spike Parent / Client Website – to come

Spike Website

Request spike Help Desk Callback – enter your name, phone number and details and the help desk will call you back.

Exit – exit Spike Viewer