# Spike Manual 2020

# SPIKE MANUAL

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

The Spike manual does not replace the ***"Child Care Provider Handbook Version 2, June 2019 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. Spike 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 website https://www.education.gov.au/child-care-provider-handbook-0.

# Downloading or updating Spike Viewer

## HOW TO DOWNLOAD SPIKEVIEWER
Go to [http://spike.economicoutlook.net/](http://spike.economicoutlook.net/)    and select either Windows, Mac or Linux and follow the instructions.

## HOW TO UPDATE YOUR SPIKE VIEWER

Windows 7
Delete Spike Viewer off of your desktop or taskbar
Go to the start button at bottom left hand corner
Click on all programmes, scroll to find Spike3, expand and click on download Spike viewer
When finished go to start button, click all programmes, scroll to find Spike3 expand
Right click Spike viewer > send to > desktop to create a new shortcut


Windows 8
Delete Spike Viewer off of your desktop or task bar
Go to the start button at bottom left hand corner to return to tiles
Right click on Spike viewer to unpin from taskbar and start OR search for Spike and unpin from taskbar and start
Go to download Spike viewer
When finished pin it to the taskbar and start


Windows 10
Delete Spike Viewer off of your desktop or task bar
Go to the start button at bottom left hand corner
Scroll to Spike3 > expand it > click on download Spike viewer
When finished go to start button, click all programmes, scroll to find Spike3 expand
Right click Spike viewer > Pin to taskbar

Spike has 4 main menus ….New, Select, Reports and System. Here we explain what they do and how to use them.

## New

**Hint:** it is always a good idea to search the account, person and child **before** creating a new one on Spike. Search and change the status to any.

**New Account (3 screen wizard)** – Enter name of account, select service and opening date, next.
Account holder window: If the account holder is a person on Spike search by first and last name. If they are not a person on Spike you can create them here.
Child window: If the child is already on Spike search by first and last name. If they are not already on Spike you can create them here. You can only add one child to the account through this wizard. If there are multiple children you will need to create the child through the new child menu then link to the account.
After the wizard is finished then fill in details in the Account screen (email/postage details etc), Person screen (contact details etc) and Child screen.
See our FAQ's section if you need to change account holders (page 30)

**New Child** - Enter the child's details, bookings, people, health conditions and consents. If you get an error "CRN already in use" it means that the child has been entered into Spike twice. Search for the child again and change status to any.

To enter bookings:
Method 1
Left click on the start time and drag the mouse down to the finish time. In the create booking screen edit and check details.
Sessions are always standard and enrolment is left as standard (CWA)
If the child is absent only select absent, unless the child has reached their absent limit then select the appropriate Additional Absent reason.
Method 2
Double click on the day to be booked to get the create booking window up and enter all details.
For both methods you can copy this booking to another day. Right click on the booking, copy, right click on the day you want the booking copied into, paste.
You have now created a template for a week. To repeat this weeks' bookings right click repeat bookings
Repeat the weeks bookings or the selected bookings, every week, second, third or fourth week. Enter dates or the number of weeks. If the child changes groups you can change the group in all future bookings.
You can also copy bookings to a sibling.

People: These are the emergency contact and collection authorities for the child. Select the person, the type of relationship and tick the other relevant boxes.

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

To link the child to an account, select Account, children tab, right click add.

**New Person** – Here you can create a new person. Enter first and last name, date of birth, gender and CRN. If you get an error "CRN already in use" it means that the person has been entered into Spike twice. Search for the person again and change status to any.

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

## Select

**Select Account**

<u>Details tab</u> – shows current information for the account

<u>Children tab</u> – shows which children are linked to the account

<u>Billing tab</u> - Displays the billing periods, and if they have been billed. The default show previous bill periods is 8 but you can increase this.
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 sent your attendances to Canberra.
To print an invoice, select/highlight a billed period, right click, reports, tax invoice.

<u>Fees tab</u> – This is your transaction screen displayed in date sequential order. The most recent transactions are at the top. About 24 -48 hours after you have sent your attendances to Canberra CCS will be applied to accounts.
Whilst in the fees tab you can create miscellaneous transactions, receipts, create EFT payments, authorities and schedules (see page 27-28), and reverse transactions. If you want to add a miscellaneous transaction to all accounts go to select service, billing tab.
MISCELLANEOUS TRANSACTIONS: Enter description and select category from bond, opening balance, excursion, late fee, bad debt or other. (You may have created your own category which will be listed here.)
To create a bond: Right click select create misc transaction. Description bond, category bond, date and amount. To create a receipt for the bond right click create receipt.
OPENING BALANCE: Use this option if you need to transfer an opening balance eg. Transferring from another software.
EXCURSION, LATE FEE, OTHER: Use this option for adding fees to a parents account that is not CCS eligible.
BAD DEBT: To write off a bad debt enter description, category bad debt, enter date and amount with a minus (-) in front.

**Select Child**
Select child, enter child's first or last name

<u>Details Tab</u> – Child's name, DOB, gender, CRN, In State Care and tick box if the child is medically eligible for additional immunisations. To add a comment, click on the word **comment**.

<u>Bookings tab</u> – Child's current and past bookings. To add bookings, see page 3.

<u>Accounts Tab</u> – Account/s that the child is attached to.

People Tab – Displays a child's collection authorities, legal guardians, emergency contacts 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 our electronic attendance system.

Health Conditions Tab – Select any health and/or dietary information regarding the child.
To create a new health condition, go to select organisation, health conditions, right click create.

Immunisations Tab – Once you have the child's Immunisation History Statement you can update the child's immunisation status. Right click and select action.
It is important to keep the child's immunisation status up to date, especially if you are using our immunisation reminder system.

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 reports. Once parents have signed off against these consents, record them this in this tab.

**Select Person**
Persons are account holders and / or collection authorities, legal guardians or emergency contacts.

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 send your attendance information to Canberra.
If using our electronic attendance system check that all children's attendance details are entered (and appear in black) 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 HERE - ONLY ENTER BOOKINGS VIA THE CHILD SCREEN BOOKINGS TAB.
To enter a group closure, right click, group closure, action remove bookings or update absences.
Select absences if you are charging for the day, eg a public holiday or pupil free day.

You would delete bookings if you were not charging for these days or if your service was closed.

**Select Service**

Details tab – Displays the details about your service. This information then prints on various reports, invoices etc
This is usually prefilled. To edit your service information, including your bank account details that show on your invoices, right click edit.

Charges tab –To create a new charge, right click create. Enter name of the charge, tick is selectable. CCS session type is always casual.
To enter the charge information double click on the charge name. In the parameters tab right click create. Enter the start date of the charge (Monday).
Select the type, this is normally session. If you are unsure how to do this, the Help Desk will advise you. Enter the fee amount (no dollar sign).
Before entering data into the overtime charges please contact the help desk.
Enter the start and finish times for the session. WATCH FOR CORRECT AM/PM AGAINST TIMES. Enter the number of charged hours, OK.
This takes you back to the charge details screen, select categories. Right click create, select AM or PM or if all day select both.
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.

Employees Tab – Displays a list of employees. Do not remove employees but end date them to retain historical ISS data.
To add an employee they must first be a person in Spike. Right click, add. Select person, enter title, start date and CCS person ID (if applicable).

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, OK.
You can also create a group closure in this screen (see page 6)

Billing tab – To send your attendances to Canberra, right click select all, right click, finalise.
** 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 invoices. This will auto offset all credits to the accounts eg CCS that has

come in from the CCS system. 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 / manage messages that you want printed on your invoices. Right click create, enter date range, type your message, next. Select individual accounts or right click, select all, finish.

Misc Transaction: you can add a miscellaneous transaction/charge to all or selected accounts. To add to 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.

Financial Accounts tab –To create a new account right click create. Enter details or edit if incorrect.

Vacancies tab -Report your vacancies using a 7-page wizard.

**Select Organisation**

Details Tab
Displays 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. To update the information right click, edit.

User Accounts tab – Displays user accounts.
To Create a new account, right click, create. Select service, person and tick is allowed to log in. Username is the persons first name followed by @ your service suffix (all lowercase). Enter password (twice) and permissions.
To edit a user account, highlight right click and click edit.
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 for the children at your service
Double click to edit an existing one. Right click create to make a new one.

# Reports

## REPORTS > ACCOUNT

**Accounts List:** A report displaying a list of account names, addresses, email accounts Y/N, email addresses, and CRNs.
Select service, next, right click, select account/s, finish.

**Accounts Receivable Summary:** An aged accounts receivable report. Lists account names, aging monies owed, 28+, 14+, 7+, current, as at date and future.
Enter date, default, next. Select account/s, finish.

**Bond Summary:** Summary of bonds paid and owing.
Enter date, select account/s.

**Financial Account Detail:** A report displaying a list of all transactions on all account for a selected date range.
Enter date range, select account/s, finish.

**Financial Account Statement by Account Type:** A report displaying a list of all transactions by Account Type for a selected date range.
Enter date range, select account/s, finish

**Financial Account Statement by Date:** A report displaying a list of all transactions on an account for a selected date range.
Enter date range, select account/s, finish.

**Financial Account Summary:** A report displaying a list of financial account transactions on one or multiple accounts that have occurred on an account or all accounts.
Transactions that can be reported: Bad debts, bonds, child care subsidy, child care fees, excursions, late collection fees, opening balances, other and receipting.
Categories created in the financial accounts tab in service detail screen can also be selected.
Enter date range, select account/s, next, select financial account/s, finish.

**Financial Account Transaction Disbursement:** A report displaying a list of account transactions, username and date/time.
Enter date range, select account/s, next, select financial account/s, finish.

**Financial Account Transaction History:** A report displaying an audit trail for each account. Shows date and type of transaction.
Enter date range, select account/s, next, select financial account/s, finish.

**General Journal Postings:** A report displaying assets, income and liabilities.
Enter date range and cost centre.

**Receipts Summary by Date or By Payment Method:** A report displaying a summary of receipts entered against accounts for a date range driven by you.
Enter date range, right click select all, and click finish.

**Tax Invoice:** Tax invoices can be printed from here.
Select service, date range, next. Select account/s, finish.

**Tax Invoice – Billing Summary:** Summary of tax invoices for a date range.
Enter date range, select account/s, finish.

**Tax Invoice Number - Account Name List:** A report displaying a list of invoice numbers and account names.
Enter date range and cost centre, finish.


# REPORTS > CCS


**Enrolment Advance Liabilities:** A report displaying a list of recovered enrolment advance payments.
Enter date range and cost centre, finish.


**Enrolment Detail:** A report displaying a child's enrolment status, including their enrolment ID, CRN, date of birth, enrolment status (see below) sessions and entitlements.
Enter date range and select account/s.
Enrolment status (explained)
CONFIR: Confirmed - parent has successfully completed CTA & has confirmed enrolment
REJECT: Rejected - parent has rejected enrolment.
WITHDR: Withdrawn - service has withdrawn the enrolment
CEASE: Cease - enrolment has reached its end date or has de-activated due to 14 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 > Enter date range > next > right click >select all. CTRL F to search your document and enter / paste enrolment ID.

**Enrolment Entitlements:** A report displaying account name, child name, enrolment ID, enrolment status, entitlements and absence count.
Select date range, tick approval, next. Select account/s.

**Fees and Subsidies:** A report displaying a list of fees and subsidies for a date range.
Select date range and cost centre, finish.

**Inclusion Support Case Claims:** A report displaying a list of ISS cases and the claims made against them.
Enter date range, tick approval, finish.

**Inclusion Support Cases:** A report displaying a list of ISS cases and relevant information received from the ISS portal.
Enter date range, tick approval, finish.

**Inclusion Support Child and Staff Attendances:** A report displaying a list of 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". The staff member will have (*).
Enter date range, tick approval, finish.

**Issues Summary**: A report displaying a list of enrolments with a PENDEL, PENDING, REJECTED or DISPUTED status, and the status of your PRODA device.
Enter date range, tick approval, finish.

**Payment Advice Summary:** A report displaying a list of payments made by CCS on a particular date / date range.
Enter date range, tick approval, finish.

**Payment Advice Summary by Transaction Code:** A report displaying payments made by CCS on a particular date / date range, including transaction codes.
Enter date range, tick approval, finish.

**Payment by Clearing Date:** A report displaying payments made by CCS on a particular date / date range by account and clearing document number.
Enter date range, tick approval, finish.

**Payments by Date Paid:** A report displaying payments made by CCS on a particular date / date range by account.
Enter date range, tick approval, finish.

**Personnel Detail:** A report displaying all personnel in Spike Maintenance and their role type and description.
Select Approval, finish.

**Session Report Record Summary:** A report displaying session reports for a child / account – start date, end date, status, booking times and attendance times and fee reduction amount.
Enter date range, tick approval, finish.

**Statement of Entitlements:** A report displaying 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.
Enter date range, tick approval, finish.


# REPORTS > CHILD

**Birthday List by Birthday:** A report displaying children's names, date of birth, age and birthday, by birthday for a selected date range.
Enter date range, select child/ren.

**Birthday List Child Name:** A report displaying children's names, date of birth, age and birthday, by child name for a selected date range.
Enter date range, select child/ren.

**Booking Confirmation – Excluding Session Charges:** A report displaying children's names with booking times.
Enter date range, select child/ren, finish.

**Booking Confirmation – Including Session Charges:** A report displaying children's names with booking times and charges.
Enter date range, select child/ren, finish.

**Registration List by Current Date (with next booking):** A report displaying children's names, registration date, withdrawn date, next booking, account holder and account name.
Select child/ren, finish.

**Registration List by Date Range:** A report displaying children's names, registration date, withdrawn date, account holder and account name.
Enter date range, select child/ren, finish.

**Age List** – A report displaying current children by age. Includes child's name, date of birth, birthday and age.
Select child/ren, finish.

**Booking Session Abnormalities:** This report highlights booking errors.
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.
Enter date range, select child/ren, finish.

**Immunisation Contacts:** A report displaying children's current immunisation status and their contact details.
Service pre-selected, finish.

**Immunisation Status:** A report displaying children's current immunisation status.
Service pre-selected, finish.

**Survey Details:** A report displaying children's names, date of birth, age, disability, special needs, Aboriginal, TS Islander, In State Care.
Select child/ren, finish.

## 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

**Administration:** Incident Report, Payment Voucher, 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

**Accounts List:** A report displaying account names, addresses, email accounts Y/N, email addresses, and CRNs.
Select service, next, right click, select account/s, finish.

**Accounts Receivable Summary (by group):** An aged accounts receivable report. Lists account names, aging monies owed, 28+, 14+, 7+, current, as at date and future by group.
Enter date, default, next. Select account/s, finish.

**Active Carers:** Report for IHC – list carers for a date range.
Enter date range, select group/s, finish.

**Child Age List By Group:** A report displaying current children by group by age. Useful for transitioning children to new groups. Includes child's name, date of birth, birthday and age.
Enter date range, select group/s, finish.

**Child Count for each Group and Service (Distinct):** A report displaying the number of children per group by date range. This is a child count not booking/attendance count.
Enter date range, select group/s, finish.

**Child List:** A report displaying children's names, date of birth and CRN in alphabetical order. This can be used to search a child's CRN.
Enter date range, select group/s, finish. You can also amalgamate groups.

**Collection Authorities:** A report displaying children's names and their collection authorities with contact details by group.
Enter date range, select group/s, finish.

**Consents by Group Bookings**: A report displaying children's names and consent details by group.
Enter date range, select group/s, finish. You can also amalgamate groups.

**Daily Booking Check List:** A report to show you who is booked in and their booking times.
Enter date range, select group/s, finish.

**Dietary and Health Considerations by Group:** A report displaying children's dietary and health conditions by group.
Enter date range, select group/s, finish. You can also amalgamate groups.

**Emergency List:** A report displaying children's names and their emergency contacts with contact details by group.
Enter date range, select group/s, finish.

**Recorded Attendances:** A report displaying who has signed a child in / out using electronic attendance system.
Enter date range, select group/s, finish.

**Recorded Attendances Outside Charged Hours:** A report displaying children whose attendances are not within the charged hours. Can be used to charge late fees.
Enter date range, select group/s, finish.

**Weekly Booked Hours Summary:** A report displaying weekly <u>booked</u> hours by day and week total.
Also calculates total number of hours for date range (if longer than 1 week).
Enter date range, select group/s, finish.

**Weekly Booking Category Summary:** A report displaying the total number of children in each group each day.
Enter date range, select group/s, finish.

**Weekly Booking Times and Categories:** A report displaying children's bookings, by day by group, with totals
Enter date range, select group/s, finish.

**Weekly Booking Times by Charge:** A report displaying children's bookings, by charge, by day by group, with totals.
Enter date range, select group/s, next. Select charge, finish.

**Weekly Child Count Summary:** A simple report showing the number of children per group, per day with a weekly and service total.
Enter date range, select group/s, finish.

**Weekly Recorded Attendance Hours Summary:** A report displaying weekly <u>attended</u> hours by day and week total.
Also calculates total number of hours for date range (if longer than 1 week).
Enter date range, select group/s, finish.

## REPORTS > PERSON

**Pin Codes by Group:** A report displaying pin codes by group.
**Pin Codes by Service:** A report displaying pin codes by alphabetical order.

## REPORTS > ROOM

**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).
Enter date range, select group/s, finish.

**Daily Booking Sheet (Blank):** Blank daily sign in sheet.
Enter date range, select group/s, finish.

**Kitchen- Dietary and Allergy Report:** A report displaying children's dietary & allergy concerns. A report to have in the food prep area.
Enter date range, select group/s, finish.

**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 Sheet (Blank):** Blank weekly booking sheet.
Enter date range, select group/s, finish.

## REPORTS > STAFF

**Utilisation by Bookings:** A report displaying staff ratio requirements by bookings in15 minute intervals. Valuable tool for staff rostering.

**Utilisation by Recorded Attendances:** A report displaying staff ratio requirements by recorded attendances in15 minute intervals.

## REPORTS > UTILISATION

**Utilisation by Billed Charged Hours Detailed:** A report displaying weekly billed charged hours by child by group.
Enter date range, select group/s, finish.

**Utilisation by Billed Charged Hours Summarised:** A report displaying weekly billed charged hours by group.
Enter date range, select group/s, finish. You can also amalgamate groups.

**Utilisation by Booked Charged Hours Detailed:** A report displaying weekly booked charged hours by child by group.
Enter date range, select group/s, finish.

**Utilisation by Booked Charged Hours Summarised:** A report displaying weekly booked charged hours by group.
Enter date range, select group/s, finish. You can also amalgamate groups.

**Utilisation by Bookings Graph:** Useful graph to use for staffing needs.
Enter date range, select group/s, finish. You can also amalgamate groups.

**Utilisation by Bookings by FTE (Full Time Equivalent) forecast** – A report that calculates fees per day per week and calculates full time equivalent number of children needed to reach that $ amount. Used for budget forecasting.
Enter date range, select group/s, next. Select charge (usually your fulltime charge eg day), finish.

**Utilisation by Charge:** A report that gives you a daily average $ amount per charge.
Enter date range, select group/s, next. Select charge, finish.

**Utilisation by FTE (Full Time Equivalent):** A report that calculates fees per day per week and calculates full time equivalent number of children.
Enter date range, select group/s, next. Select charge (usually your fulltime charge eg day), finish.

**7 SYSTEM**

<u>CCS Provider Entry Point</u> - 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 select my Organisations. We recommend that you do not use the Provider Entry Point as Spike has its own version – CCS Maintenance.

<u>CCS Maintenance</u> – This is Spike's version of the Provider Entry Point. Login with your Spike User Name and Spike password. Here you can find your CCS Provider and Service CRN's, update your service details and add personnel (see page 18). Through the Spike maintenance interface, you can apply for ACCS - Child at Risk (see page 21) and complete the re-activation of your PRODA device (see page 29)

<u>Spike Parent / Client Website</u> – to come

<u>Spike Website</u> – includes Spike downloads and online manuals.

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

<u>Exit</u> – exit Spike Viewer

TO ADD PERSONNEL ONTO SPIKE MAINTENANCE

**UNDER PROVIDER**
Each service should have at least one person under personnel in the Provider, we recommend 2.

To add a person under provider in Spike Maintenance

** **Before you can add a person under <u>provider</u> you must have the following checks completed and saved as individual documents on your computer** **

1. A working with children card check issued by the authority responsible for working with children cards in the State or Territory in relation to care provided by a child care service of the provider.
2. An Australian National Police Criminal History Check obtained from the relevant state or territory police service or an agency accredited by the Australian Criminal Intelligence Commission, and obtained no more than six months previously.
3. A National Personal Insolvency Index check performed using the Bankruptcy Register Search service provided by the Australian Financial Security Authority (AFSA) Index check.
4. A current and Historical personal name extract search of the records of the Australian Securities and Investments Commission (ASIC)

These searches are a government requirement as the person added under provider has management and control of sensitive service data.
**You will also need your Proda RA number**

Log into Spike Maintenance using your Spike login and password.
Click on your service name under <u>Provider</u>.
(If you get a red error message click on the cross to remove it)
Click on 3 dots on top righthand corner.
Under Add select Personnel.
Enter the persons details.
Select position and start date.
Tick all of the declarations, create.

**UNDER SERVICE**
You can have numerous people under service. People added under service only have access to enrolment details and correspondences.

To add a person under service in Spike Maintenance

** **Before you can add a person under <u>service</u> you must have the following check/s completed (depending on the Role of the person) and saved as individual document/s on your computer** **

<u>A contact role needs no checks</u>
<u>An Administrator only needs check number 2</u>
<u>An Educator role needs both check number 1 and 2</u>

1. A working with children card check issued by the authority responsible for working with children cards in the State or Territory in relation to care provided by a child care service of the provider.

2. An Australian National Police Criminal History Check obtained from the relevant state or territory police service or an agency accredited by the Australian Criminal Intelligence Commission, and obtained no more than six months previously.

Log into Spike Maintenance using your Spike login and password.
Click on your service name under <u>Service.</u>
(If you get a red error message click on the cross to remove it)
Click on 3 dots on top righthand corner.
Under Add Personnel select the role you want assigned to the person eg. Administration, Educator or Contact.
Enter the persons details.
Position will be pre-selected and enter a start date.
Tick declarations (if required), create.

NOTE: A person can only be under either Provider or Service not both. If a person is under Service they will need to be end dated before you can add them under Provider.

# Additional Childcare Subsidy (ACCS) Child Wellbeing

Creating an Additional Child Care Subsidy (child wellbeing) **CERTIFICATE**

- In spike -> System -> Spike CCS Maintenance - > login (spike User Name & Password)
- Under **Services** -> click on service name –> scroll to Enrolments
- Use Filter (right hand side) to find child's name
- Click on CHILD'S NAME
- Next screen click on the three dots (top right hand side)
- Click on **Child At Risk\***
- Enter start date (can only backdate 4 weeks & must be a Monday)
- Select details (Reason(s), From, Duration
- tick boxes under **Declarations**
- Click on Create

Creating an Additional Child Care Subsidy (child wellbeing) **DETERMINATION**
Same as Certificate to dot point 6\*, then
- Enter start date for determination (Following Monday after certificate expires)
- Select Risk (can select more than one)
- First at risk date is the certificate start date
- Change duration to 13 weeks
- Date of notice is date of letter/documents you are uploading (must be less than 6 months old)
- Source: Notified by State / Territory
- Enter agency name and select Type
- Upload documents to Third Party Evidence and State/Territory evidence
- Tick declaration, and
- Click on Create

**YOU WILL NOT SEE THE DETERMINATION UNTIL IT HAS BEEN ASSESSED**

Please refer to the ACCS Guide at:   https://www.education.gov.au/accs-child-wellbeing-guide

# Electronic Attendance System

Our electronic attendance system takes the hard work out of entering actual attendance times through Spike Viewer.

**GETTING YOUR TABLET / IPAD / IPHONE READY**
Ensure that your tablet / iPad / iPhone has the latest operating system and Google Chrome.
Enter web address:
**https://spike.economicoutlook.net/yoursuffix/admin/attendances/**
Save this page to your home screen.

**Staff**
Staff can enter their pin code to see a list of children expected to attend that day. You can view them as a whole list or by group. Children are listed alphabetically by surname.
Staff members are able to sign children in and out or mark them as absent. (Parents do not have the option to mark their children as absent).
If a staff member signs a child in/out a parent / guardian / collection authority must verify this attendance when they next sign in. OSHC services do not require parents / guardians to verify bulk sign out (BSC) and sign in (ASC) by a staff member. The only time a parent would need to verify a child's attendance at an OSHC service is if the time is entered/altered in the Spike Viewer.

**Parents**
Parents simply enter their pin code and the children who have a booking on that day will be listed. They tap the child's name and/or arriving/leaving and then **must select confirm**. The screen will now go back to: "Please enter your 6 digit pin". You will see a small pop up window saying whether the attendance has been successfully updated or if an error has occurred. The time that the pin code has been entered is the recorded attendance time. If a staff member has previously signed their child in or out, they will need to verify these times the next time they come in. They will need to verify past attendances **and** select and **confirm** the current attendance. Times need to be verified by a parent/guardian/authorised collection person for audit reasons.

Note: electronic signing times change in the attendances tab. It does not change the booking. The **booking** remains the time/session that the child is booked in for / expected to arrive and the **attendance** is the actual time the child arrived and left.

We recommend that you print a weekly booking sheet to cater to persons with no pin code, internet issues, power failures etc.

To maximise ease of use for parents, the attendance interface should always be on and show the PIN entry prompt. Some recommendations to ensure this

happens:
- Keep the tablets plugged in to AC power
- Disable any screen timeouts
- Disable password/pin protected lock screens - Put the attendance interface into kiosk mode
- Prior to parents arriving, have the staff check their tablet is on and awake at the PIN prompt.
- Don't encourage staff to leave the interface showing the list of attendances for an extended period of time.

**Pin Numbers**
In the Person detail screen on Spike, you will see that each person has been given a 6 digit Pin Code (unless you have ticked the box for their mobile number to be used for pin code in the person screen), this includes emergency contacts and collection authorities, this will need to be given to each relevant person. For ease of allocating go to > Reports > Person > Person Pin Code List / Person Pin Code List by Group. Pin codes are used to identify who has dropped off or collected a child therefore they are not to be shared. If a person does not have a pin code they will need to sign the daily attendance sheet. A staff member will then need to manually enter the time into Spike Viewer.
Staff also have a Pin Code, this can be given to staff persons who need to sign children in/out eg of BSC and ASC. These staff members need to be on the Employees tab.
The electronic attendance system allows both parents / collection authorities and staff member to change their pin code. If the pin code is already in use an error message will appear.

**Attendances**
In Spike, Select > Group > Attendance tab: you will need to check that all children have been signed in and out each session/day. As a child is electronically signed in/out, this action updates the attendance times and the time on this screen will turn from grey to black. At times of busy usage, it will take approx. 5 mins to update the viewer. As the usage drops the time taken to update the viewer increases. Simply putting your pin code into the tablet / iPad / iPhone will speed up the server and reduce the time back to 5 minutes.

To check that all children have been signed in and out each session/day, you use the attendance screen to check all times are black, if you have grey times you need to ascertain why and do the signing on behalf of the parent, to do this double click on the time or right click on child's name, and edit the time if necessary, click OK.
EG: If the time is grey it may mean an absence needs to be recorded. If either the sign in or out time is grey, staff will need to confirm the time. You will still need to record all absences and enter bookings for all casual attendances in the Spike Viewer.

**Weekly billing/finalising can only be done after the close of business Friday, or when the last child has left your service, and a staff person has checked that the attendance tab has black times on every day for all children for the week.**

**Notes**

Notes can be added by staff members in relation to a specific child, group or the whole service. Enter your pin and go to 3 dots on right hand side > Add note.

Notes can now be prioritised as 'normal' or 'high' with high priority notes displayed in red, and the duration of a note can now be extended beyond the current day.

These enhancements to notes will only be available to staff by default, and only staff can delete notes.

Parents can also leave notes but they will be only be available for 24 hours.

**Emergency Contacts**

You can now access emergency contacts from your tablet / iPad / iPhone. If your device has dialling capabilities you can ring directly from it.

As a suggestion you could have your director / team leaders download the Spike Electronic Attendance System onto their mobile phones (follow same instructions as you would for tablet / iPad / iPhone) allowing direct dial from the emergency contact screen.

This is also a good idea if wifi at your service is unreliable.

The coloured dots indicate:

RED:          Child has been signed into the service and is currently in attendance

ORANGE:      The child has not been signed in but has a current booking   (check sign-in sheets), OR The child has been signed in but has not been signed out but it is passed their expected leaving time (check sign-in sheets)

GREEN:        The child has been signed in and out - has left the service

NO DOT:       The child has no attendance recorded but there was a booking in the past (eg. The child has not attended but has not been marked absent) or there is a future booking.

At the bottom of the screen you will see Unexpected Attendances - This includes contact details for any child that has attended the service recently that do not have a current booking but may have been signed in manually.

Therefore you have access to contact details for all children.

**Child Immunisation Status**

If your service uses the immunisation email reminder system, immunisation statuses will be displayed in the electronic attendance system for both staff and parents/guardians.

Any child with an overdue immunisation schedule will have a bright red shield displayed next to that child's name. To view the immunisation status of a child you can click on the shield to see which immunisation is overdue.

We believe this feature will be particularly useful to services in assisting with 'no jab no play' policies.

**Changing Pin Codes**
- Staff can log in and change any person's PIN on the electronic attendance system.
- Parents can change their own pin code using the person icon on the electronic attendance system.
- Administrators can use the SpikeViewer to edit PIN's under person > edit.


At peak times the electronic attendance system and Spike sync every 5 minutes. As the attendance system is used less and less the sync times become longer and longer, starting from 5 minutes and doubling in minutes until it reaches 60 minutes. To "wake up the system" simply enter your pin number on tablet / iPad / iPhone and it will begin syncing at 5 minute intervals again.

**Handy Reports for Electronic Signing**
Reports > Person > Person Pin Code List / Person Pin Code List by Group
Reports > Group > Recorded Attendances– this report shows you who has signed the child in / out

## Inclusion Support Subsidy (ISS)

ISS cases, once approved, will flow through into Spike automatically.
To see if it has been received by Spike go to: Reports > CCS > Inclusion Support Cases. This report shows the claim number, hours approved and hours claimable per week. Also, if there are any non-face to face hours and/or pupil free days.

Educators must be entered into Spike under person and employee.

To Create an ISS Claim
Go to Select Service > employees
Double click on employee name > attendances sab
Select the relevant week
Right click > create
Enter start / finish times and date (you can only do one day at a time)
Tick Claim ISS Entitlements
Select Case - it should show in the dropdown box (if it doesn't it means it has not filtered through to Spike yet)
Tick Additional Educator Box and click OK to the Additional Educator Declaration
Provision is either Face to Face or Non-Face to face (eg. If the child is absent but you have already rostered a staff member on)
Payment – is either Centre Based Care or Pupil Free Day

Once you have created the claim you can run a report to confirm all details are entered correctly. Go to Reports > CCS > Inclusion Support Child and Staff Attendances. If a staff member has (*) after their name it means that you have not ticked the Additional Educator Box – you will also get a warning on your processing summary stating "The sum of additional hours is not equal to hours claimed"

# Spike's Electronic Funds Transfer System

Spike uses a payment gateway to process payments via direct debit or credit card, which is automatically reconciled against their fees

Why use an EFT System?
Increased cashflow – no need to wait for parents to pay you, you can be in control of the direct debit / credit card payments.
You can set up a payment plan for your families – eg they can pay current fees and if required make extra payments for an outstanding debt.
Automatic receipting.
Reduces data entry.

If you think Spike's EFT System is for you, follow these steps:
1. For assistance with getting started request a Spike Helpdesk Callback or email the helpdesk at helpdesk@economicoutlook.net.
2. If you already have your own internet merchant facility, then please discuss this with the Spike Help Desk.
3. Visit the Paystream website at www.paystream.com.au/register/spike and complete the online application form. To complete the application form, you will need to provide the details listed below.
• Company details
• Contact details
• Business activity details
• Director details
• Banking details
• A copy of your bank statement

Once you have signed up, participating parents/guardians must complete and sign a direct debit authority. You can find these in Spike Viewer, go to Reports > EFT > Paystream > Direct Debit Authority. This will give you permission to debit their bank account or credit card for fees payable.
For Terms and Conditions, go to Reports > EFT > Paystream > Terms and Conditions

## TO SET UP SPIKE'S EFT SYSTEM

## USING RECURRING PAYMENTS
<u>1 Create EFT Authorities</u>
Go to: Select > Account > Fees
Right click > Create EFT Authorities
Enter dates, payment method

<u>2 Create EFT Schedule</u>
Whilst in fees tab right click > Create EFT Schedule
Enter dates, Frequency, Gateway – Paystream and maximum deduction

**USING MANUAL/ ADHOCK/ ONE OFF PAYMENTS**
1 Create EFT Authorities
Go to: Select > Account > Fees
Right click > Create EFT Authorities
Enter dates, payment method

2 Create EFT (one-off) Payment
Whilst in fees tab > right click > Create EFT Payment
Enter the details for the one-off payment

We recommend that all schedule beginning dates are a **Saturday** for all accounts. This is because Paystream will only create a payment from an account once in a 7 day period.

3 To Generate Recurring Payments
Once attendances have been sent to Canberra and CCS has been applied to your families accounts go to:
Select service > Billing > right click > Select all > Create EFT Payments
A list of all of the accounts using Paystream will display:
Transactions that are within schedule constraints are pre-ticked.
Transactions with an orange tick are pre-ticked but are slightly different from previous payments. You may want to check the amount.
Transactions with a red dot require you to manually tick. This may be the first time this account has used Spike's EFT payment system.
Once you have checked all transactions and they have a tick, click ok.

**REPORTS**
EFT Client Details
Lists details of all accounts using Paystream, including, Name, Dates, Max Deduction (credit), Frequency, Status
EFT Settlement
Shows all successful payments
EFT Transaction Detail
Shows all details of each transaction by account.
EFT Transaction Progress
Shows progress of each EFT transaction for a given date range, including, EFT response eg. If transaction is successful and if not why?
**It is a good idea to look at this report weekly to ensure payments are successful.**
**Pending transactions are transactions that have incorrect credit card or bank account details. They remain pending until the correct details are entered. Pending transactions DO NOT DISHONOUR as Spike has not received clear instruction from the financial institution.**

## How to Reactivate PRODA B2B device

- **In spike** -> System -> CCS Provider Entry Point
- 
- **PRODA** Login (Person with attribute enabling them to access b2b device) -> enter 2 Step verification code
- 
- **PRODA** homepage -> click on Organisations (top right hand corner)

- **My Organisations** -> click on Organisation Name (in pale blue font in box)

- **Organisations Details** -> note PRODA RA (Organisation) number

- Scroll down to **B2B Devices** box -> click on drop arrow -> click on Device Name

- **Details for Device: spike** -> click on disable B2B device > confirm > then click on New Device Activation Code -> click on Generate New Device Activation Code > **record accurately > check/record the Org ID.** You can also copy the activation code and paste into Spike Maintenance.

- Minimise PRODA screen (logout after successful activation)

- **In spike** -> System -> Spike CCS Maintenance - > login (spike User Name & Password). If you get a blank screen make your default browser Google Chrome and try again

- Under **Services** click on Service name -> under **Authorised** click on device name (spike) (if you get a red CCS not available at the top, close it and continue)

- Next screen click on the three dots (top right hand side)

- Click on **Register**-> enter Activation Code and Org ID (PRODA RA Organisation number) -> click on Register

- Click on three dots again (top right corner) -> Verify

- **Green band with "Successful Verification" at top of screen**

- Logout of Spike CCS Maintenance and PRODA

## Spike FAQ's
**Why has no CCS been applied to an account?**
Firstly, check the enrolment status of the child.
Reports > CCS > Enrolment Detail. Enter the dates eg to cover a 6 month period > select your service > next > select account > finish.
Check that the enrolment status is confirmed and that entitlements exist (bottom of page) i.e. a CCS % and Hours per Fortnight

The following enrolment statuses display in Spike Maintenance and on the Enrolment Details Report:
    CONFIR Confirmed - parent has successfully completed CWA & has confirmed enrolment
    REJECT Rejected – parent has rejected the enrolment
    WITHDR Withdrawn - service has withdrawn the enrolment
    CEASE Cease - enrolment has reached its end date or has de-activated due to 14 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

If it is a confirmed enrolment and entitlements exist check the Statement of Entitlements report (accompanies the parent's Tax invoice):
Reports > CCS > Statement of Entitlements.
This report shows session reports for a child / account – start date, end date, status, booking times, attendance times, who has received the entitlement, the amount of the entitlement and shows a reason if no or varied amount of entitlement has been received.

**What if a parent disputes / rejects an enrolment?**
Resubmit a DISPUT/REJECT enrolment.
Select Child > Booking tab – MUST BE A WEEK THAT HAS BOOKINGS (unfinalised or finalised) – R click anywhere in the week – Submit CCS Enrolment Notices.
The enrolling parent / guardian needs to go onto myGov and confirm the new enrolment (arrangement).

**What if a child's enrolment becomes ceased?**
A child's enrolment will automatically become ceased due to inactivity for 14 weeks. When a child returns to your service, a new CWA will automatically be

created by Spike when the returning child's first week of bookings are finalised. The parent will then need to go onto their myGov and confirm the enrolment.

**What if a child is absent on their last day of care?**
CCS/ACCS is not payable for absences submitted after a child's last physical attendance. This applies to all enrolments, including those ceased by the fourteen week rule. If any CCS/ACCS has been incorrectly paid after a child last physically attended a session of care, this will be automatically recovered against future payments to the service via offsetting after the enrolment is ceased.

**Why has the amount of CCS paid changed?**
Parents / guardians are entitled to a certain number of hours per fortnight of care eg.
If a parent is entitled to 36 hours of care per fortnight and they use 20 hours in the first week they will then only be entitled to 16 hours of care for the next week i.e. less CCS
Go to Reports > CCS > Statement of Entitlements. This will show why there is a change in CCS entitlements. This often happens in vac care.

**How do I update my details in the new Child Care Finder website: (My Child replacement)**
To update your vacancies.
Select service > Vacancy tab. This is a 7 page wizard. This needs to be done on a weekly basis.
To update your service details in Spike CCS Maintenance:
System > Spike Maintenance
- Click on Provider name, go to the menu/3 dots top right hand corner, update Provider name, contact and address details (if necessary).
- Click on Service name, go to the menu/3 dots top right hand corner, Profile > contact, address details. To update mychild finder 3 dots right had corner, mychild > fees, opening hours & number of weeks operating

**How to Update Session fees on CWA's**
Increase of fees:
Update CWA's: - select Service – Billing tab – MUST BE A WEEK THAT HASN'T BEEN BILLED YET (still unfinalized) – R click Select All – R click Submit CCS Enrolment Notices

**How to email tax invoices to two email addresses**
To email tax invoices to multiple addresses: separate with a comma (no space)
eg debsmith018@bigpond.com,davesmith222@yahoo.com

**How do I find a child's name by Enrolment ID** –
Select Reports -> CCS -> Enrolment Detail -> enter date from 1/7/19 to current date, tick Service name, Next, right click Select All.

In the pdf report use the Find text (magnifying glass) or Search function CTL F – enter enrolment ID and Child's enrol report (with name) will be found.

**I get the message CRN already in use but the person isn't in Spike?**
This error occurs when the person actually is in Spike already. Search the person's name and change the status to any you will usually see that they are in fact already a person in Spike. If you still can't find the person attached to the CRN run report > Account > Account List or CCS > Enrolment Detail. Use CTRL F to find CRN.

**What if I get Spike error code 8003 when editing a Person's details tab**?
Check the email address –> will be incorrect format

**When do I need to use an absence reason?**
You <u>do not</u> need to put an absence reason into Spike until the child has reached their 42 days of allowable absences. If you do it will result in an error and the session will not go through. To see how many absences a child has had Reports > CCS > Enrolment Details <u>or</u> look on latest invoice <u>or</u> Reports > CCS > Statement of Entitlements.

**How do I change an account holder?**
If there is an enrolment ID created you will need to create a new account in the correct parent's name and transfer all of the bookings to the new account.
If there have been any miscellaneous transactions and/or receipts these will need to be created in the new account and deleted from the old account.
You will need to unfinalise the weeks that are in the incorrect account holders name, change the account in the booking and re-finalise in the new account. (It will be easier to clear all future bookings and repeat using the correct account).
Put an end date in the account with the incorrect account holder, then you can't accidentally select them in the booking screen (you can end date them the same date you opened the account) and remove the child from the account.
If an enrolment ID has not been created simply change the details of the account holder under person. You will need to make a note of the person's CRN's and DOB's as you will need to delete them before you can enter into the other persons details.

**What if I get errors/warning regarding incorrect CRN's and DOB's on Spike daily emails?**
If you get the messages below, it is important that you get the correct details as soon as possible. If you cannot get the correct details in a timely manner delete the CRN as these errors stop session reports from being sent to Canberra (remember you only have 2 weeks to submit session reports before getting warnings).
NOTE: Individual relates to the enrolling parent and child relates to the child

CCS Processing Warnings/Issues: 1
* Source: CCS

Operation: Submit Enrolment Notice
Message: **Individual CRN and DOB do not exist**
Transaction Id: cca236ed-74cd-44a5-ac32-2fb9c849e129
Return Message: Individual CRN and DOB do not exist
Return Code: R003270
Details:
Enrolment Notice- Service CRN: XXXXXXXXXH, Enrolment Id: EXXXXXXXXXX, Arrangement Type: CWA, Notice Type: 200D, Start: 2019-10-14, End: null, Child Name: XXXXXX,XXXX, Child DOB: XXXX-XX-XX, Child CRN: XXXXXXXXXL, Individual Name: XXXXXX,XXXX, Individual DOB: XXXX-XX-XX, Individual CRN: XXXXXXXXXA

CCS Processing Warnings/Issues: 1
* Source: CCS
Operation: Submit Enrolment Notice
Message: **Child CRN and DOB do not exist**
Transaction Id: cca236ed-74cd-44a5-ac32-2fb9c849e129
Return Message: Individual CRN and DOB do not exist
Return Code: R003270
Details:
Enrolment Notice- Service CRN: XXXXXXXXXH, Enrolment Id: EXXXXXXXXXX, Arrangement Type: CWA, Notice Type: 200D, Start: 2019-10-14, End: null, Child Name: XXXXXX,XXXX, Child DOB: XXXX-XX-XX, Child CRN: XXXXXXXXXL, Individual Name: XXXXXX,XXXX, Individual DOB: XXXX-XX-XX, Individual CRN: XXXXXXXXXA

**How do I fix this error?**
CCS Processing Warnings/Issues: 1
* Source: CCS
Operation: Submit IsCase Claim
Message: The sum of Additional Educator Hours is not equal to Hours Claimed
Transaction Id: 3551b704-0ba9-4e90-9bcc-477143c57d99
Return Message: ADDITIONAL_EDUCATOR_HRS_2
Return Code: 2
Details:
Case Claim - Service CRN: XXXXXXXXXS, Week Ending: 2019-11-03, IsCase: 4-BZMXXXX

You haven't ticked the additional educator box in the staff attendance. To find out which staff member it relates to look at the report > CCS > ISS Child & Staff attendances. The staff member that it relates to will have (*) next to their name.

**Why is the amount of CCS on the families invoice different to the amount of CCS on the Statement of Entitlements?**
Families who have recently completed their tax return are having their CCS entitlement balanced or reconciled. (See Balancing/ Reconciling information below)

If these families have been overpaid CCS the Department of Human Services will deduct this amount from the families current CCS entitlement. Parents will have been notified that this will be happening (see information below).

**The Department of Human Services withholds a percentage of Child Care Subsidy (this is usually 5 per cent) to reduce the likelihood that individuals will incur debts**. This means that the full subsidy amount, less the withholding amount, is paid to providers on behalf of families following submission of session reports. Providers will be able to see the amount withheld on the payment advice they receive each fortnight. The amount withheld will be part of the gap fee that needs to be paid by parents to the provider.

After the end of each financial year, when the individual (and their partner) settles their tax affairs (usually by submitting their tax return), the total entitlements and payments for each child will be reconciled against the individual's (and any partner's) actual adjusted taxable income and activity for the year. After this review, any outstanding subsidy amount will be paid to the individual or they will be advised of any debt that they have incurred. This process of reviewing and recalculating entitlements for the full year is called 'reconciliation' (also called income review or balancing payments).

Reconciliation is also referred to as 'income review' or 'balancing payments'. For Child Care Subsidy purposes, individuals are required to meet reconciliation conditions by either:

▪ lodging a tax return
▪ submitting an advice to Centrelink and the Australian Taxation Office (ATO) that they are not required to lodge a tax return.

These obligations also apply to any partner of a claimant.

After the end of each financial year, when the individual (and their partner) settles their tax affairs (usually by submitting their tax return), the total entitlements and payments for each child will be reconciled against the individual's (and any partner's) actual adjusted taxable income for the year. After this review, any outstanding subsidy amount will be paid to the individual or they will be advised of any debt that they have incurred. Reconciliation occurs between the individual and Centrelink. Providers are not involved in this process. However, providers should be aware that an individual's Child Care Subsidy payments may be affected if they have a debt arising from reconciliation or if reconciliation does not occur.

## Information for families

Where a parent is unsure about the details of a debt raised by Centrelink, they will need to log into their Centrelink online account for further details or raise their questions with Centrelink.

Providers should encourage families to keep their income and activity estimates updated with Centrelink to help them reduce the risk of debt.