USEFUL TIPS

- To email tax invoices to multiple addresses: separate with a comma (no space)

  eg [debsmith018@bigpond.com,davesmith222@yahoo.com](mailto:debsmith018@bigpond.com)

- **To find Child's name by Enrolment ID** – select Reports -> CCS -> Enrolment Detail -> enter date from 2/7/18 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.

- If "authority" error in spike :

      eg- "cannot mass update care provided" when trying to create Vacancies

      eg - unable to receive CCS Processing Summary emails even if email address added in Person & entered as Employee

  Check the User Account - spike Permission – since transition, Director permission has 2 additional tick boxes needing to be ticked
      Manage CCS Provider

       Manage CCS Services

- To update Fee information in CWA's (i.e. when charges increased)
    -> Service -> Billing (must be in week NOT finalised after fee increase date) – R click, **Submit CCS Enrolment Updates**

- Spike error code 8003 when editing a Person's details tab
  - check the email address –> will be incorrect format

- Session Breach notifications:

Impact of submitting amended session reports

Under the new child care package, session reports must be submitted within 14 days after the end of the week when care was provided.

If a provider realises a session report was incorrect, or that it did not need to be submitted (for example, because no care was provided to a child in that week), the provider can vary or withdraw the session report **up until 28 days** after the start of the week to which the report relates.

If a session has changed since original submission, the session report should be varied, not withdrawn and resubmitted. 'Withdrawal' should only be used where a session was submitted in error, or where the session never occurred.

If a report is varied or withdrawn **after the 28 day limit** it is not automatically processed and is held for manual checking by the department. In some cases this may lead to delays to payments to the provider.

To avoid any payment delays, please ensure that any essential changes to session reports are lodged within the 28 days of care being provided and only submit by exception after that timeframe.

- Remove Member from **PRODA** – login to PRODA -> Organisation –
  open Members box – click on Member's name -> remove this member
  Remove Personnel from **PEP** – login to PEP -> Provider -
  Manage details – click on more details -> Manage Personnel -> Actions – remove

- If you get the error below it is a "man in the middle ssl issue" IT may need to do an exemption for economicoutlook.net on the server"
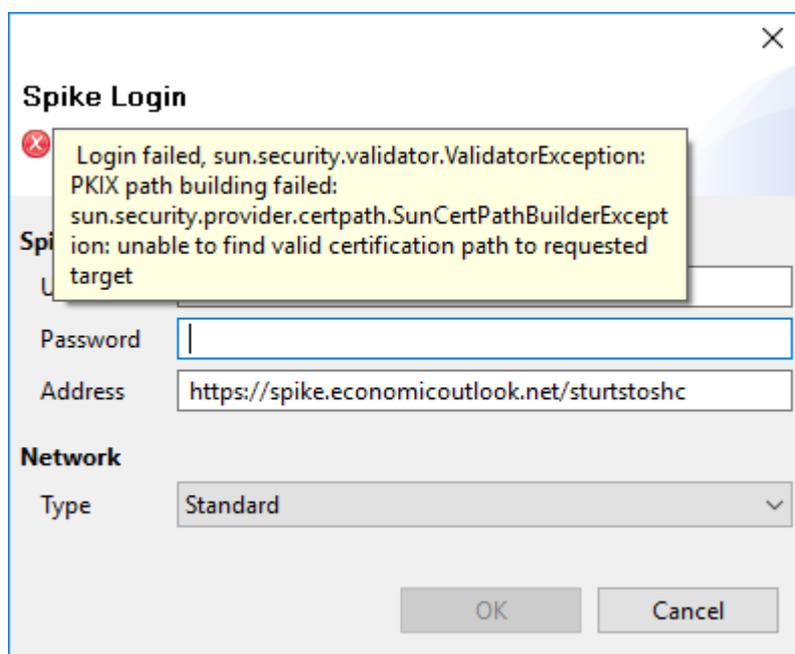
- Increase of fees -> **Update CWA's**: - select Service – Billing tab – MUST BE A WEEK THAT HASN'T BEEN BILLED YET (still unfinalized) – R click Select All – R click
   Submit CCS Enrolment Notices

- Resubmit a **DISPUT/REJECT** enrol -> select Child – Billing tab – MUST BE A WEEK THAT HAS BOOKINGS (unfinalised or finalised) – R click anywhere in the week –
  Submit CCS Enrolment Notices

- **Returning children**: A new CWA will automatically be created by Spike when the returning child's first week of bookings are finalised - the parent will then get a "call to action" by Centrelink to **confirm** the enrolment through MyGov.
  So all Services need to do is to ensure returning families have a current CCS assessment and remind them that they will need to confirm the new CWA (complying written arrangement) after the first week of care.

- **New Child Care Finder website: (My Child replacement)**

  Update your details:

  - Vacancy tab in Service, do this weekly.

  - In Spike CCS 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, update Service name, contact, address details, fees, opening hours & number of weeks operating.

- **Adding Personnel**

Log into Spike Maintenance

> for Provider level staff click on the provider name > under Personnel you will see who you have already added, to add more go to the 3 dot menu top right > click on Personnel > fill in all the fields, tick the relevant declarations and click attach for the documents > click Create

> for Service level staff click on the service name > under Personnel you see who you have already added, to add more go to the 3 dot menu top right > click on Administration > fill in all the fields, tick the relevant declarations and attach for the documents > click Create

As you go through this process a CCS Person ID will be created for each person, please record this as you need to enter this in Spike in the Employees tab, by doing an update person and enter in the CCS Person ID field.