



Child  
Care  
Management  
System  
Co-ordination Unit Perspective

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**Bathurst Regional Council Children's Services**

# Acronyms

- **Kindly refer to handout.**

# Introduction

- **How was your Scheme's transition?**
- **What happened at Bathurst Family Day Care Scheme.**
- **Bathurst Family Day Care transitioned 12 months ago. First two weeks, went very smoothly.**
- **Then.....**

# Evaluation of Transition

- **Evaluating Reports**
- **Formalising enrolments**
- **FAO errors**
- **Scheme errors**
- **Finalising old system**

# Impact of CCMS on Co-ordination Unit

- **Administration**
- **Staff Hours to manage CCMS**
- **Administration to manage Enrolment Advances**
- **Organisations with more than one child care service**

## Error Messages – who owns what?

- **Error messages – Jon from Harmony can clarify some of the common queries from the Harmony Hotline.**
- **CCMS Helpdesk**

# CCMS Handbook Errors

- **Public Holiday – error in CCMS Handbook page 43 and page 185**

# Financial Management Tools

- **Developing financial management tools and statistics**
- **Statistical information – graphs, analysis of Network Support Funding, low funding (returning to core business, or income-generating business)**

# Financial Management Tools

- **Income Generation - Carer Levy, Parent Levy**
- **Reduction in Expenditure – core business – limiting Playgroups, reviewing staff hours, encouraging Carer independence**

# Impact of CCMS on Carers/Families

- **Cash Flow for Carers**
- **Assistance/Understanding for Carers and Families**
- **Parents can check payments online**

# Impact of CCMS on Carers

- **Empowering Carers – developing independence**
- **Harmony Light**
- **Independence of Carers (if status is self-employed)**

# Impact of CCMS on Families

- **The power is with the parent**
- **FAO/Medicare/Centrelink**
- **50% Tax Rebate**

# Certainties and Uncertainties

- **Bugs in the System**
- **Increasing knowledge versus limiting unknowns**

# Certainties and Uncertainties

- **ISS claims**
- **Utilisation/Activity Reports**
- **CCAH – Vacancy Reporting**
- **Exiting Enrolments**
- **Handbook errors – but services not advised**

# CCMS Attendance Records

- **New manual Attendance Records were developed by Bathurst FDC to meet CCMS requirements.**
- **Combined triplicate Attendance Record/Receipt is not compliant – unless payment section refers to previous pay cycles.**

# CCMS Receipts

- **Manual Receipt books from Bathurst displayed.**
- **Harmony Light receipts are all compliant with CCMS.**

# Absences

- **42 Absences per financial year.**
- **Additional Absences.**
- **Exceptional Circumstances.**
- **Absences prior to child commencing in care or ceasing care.**
- **Absence reporting when families take leave.**

# Additional Absences

- **Reminder that Public Holidays cannot be claimed as Additional Absences.**
- **Where documentation is required to support Additional Absence, Scheme must ensure that the Parent has supplied the documentation prior to reporting usage.**

# Absences - Exceptional Circumstances

- **Scheme can only approve a maximum of 20 Additional Absences for Exceptional Circumstance reasons.**

# Policy Development

- **Interpretation and Compliance with the new CCMS Handbook 2007/2008**
- **New Scheme Fee Policy**
- **Carers' Individual Fee Policies**
- **Compliance Unit – lack of knowledge of CCMS.**

# Questions?

- **Please phone Bathurst Regional Council Children's Services, if you have any questions following the Conference.**
- **02 6333 1355**
- **Please take one of our business cards with contact details.**

# **CCMS Error Messages**

**By**

**Jon Justin**

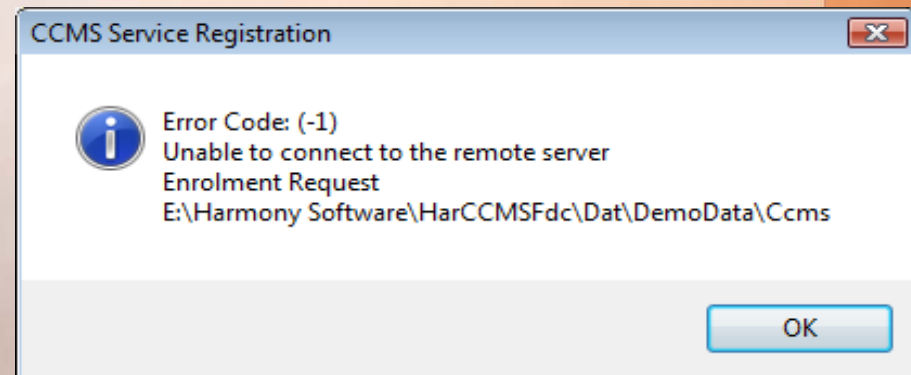
**Harmony Software**

# Four Types of Messages

- **Connectivity**
  - Internet Connection Issues
- **Harmony**
  - Pre Save edit checks
  - Pre Submit Edit Checks
- **DEEWR**
  - Returned immediately
  - UPPER CASE message
- **Centrelink**
  - CCB Calculation Messages
  - Attendance Status

# Internet Connectivity

- **Error Code (-1)**
  - Check if your Internet is working, browse to your favourite web page
  - Call CCMS to see if the DEEWR system is up
- **Error Code 400 or 500 series**
  - Check with your own IT people first
  - Usually to do with Proxy Server



## Internet Connectivity - Connection Failure During Submission - Part 1

- **Harmony has many fail safes to repair problems caused by connection failure**
- **Enrolments**
  - **Error Code (9) indicates enrolment reached DEEWR but the acknowledgement wasn't returned to Harmony**
    - **Query Enrolments will usually fix the problem**

## Internet Connectivity - Connection Failure During Submission - Part 2

- **Attendance Batch Failure part way through**
  - Not again
  - sure what was received by DEEWR
  - Repair the Batch checks with DEEWR to see which ones made it across and puts the failures back in the queue
  - Submit Attendances

# Harmony Error Messages

- **Save**

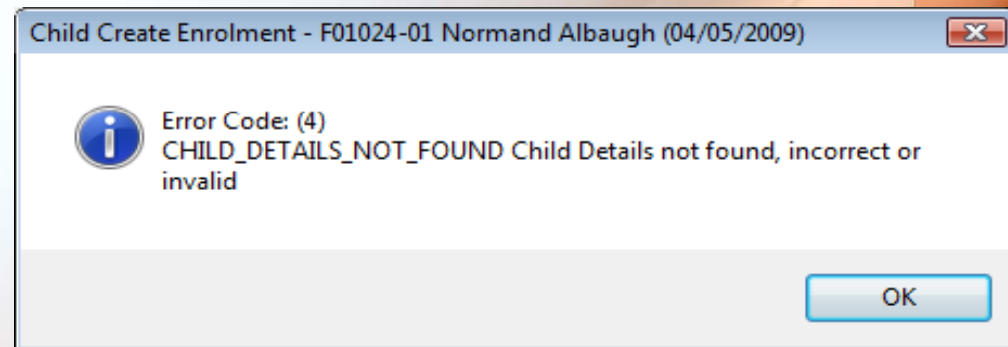
- Harmony checks the validity of the data **BEFORE** you can Save it
- Fix the error and Save again

- **Submit**

- Harmony validates the information **BEFORE** it is submitted to DEEWR
  - Be careful, an error at this point will prevent **ALL** attendances from being submitted
  - Fix the error(s) and Submit again

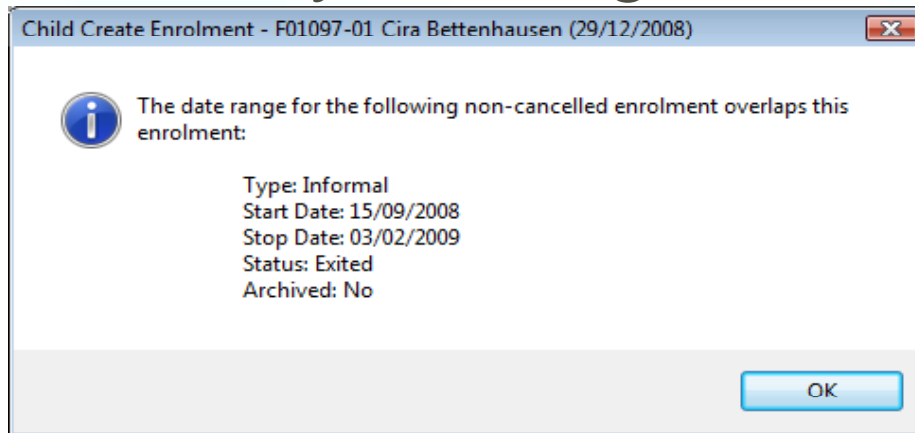
# DEEWR Error Messages

- **Prefixed by an Error Code e.g. Error (4)**
- **Start with an UPPER CASE cryptic message**
- **Followed by a lower case cryptic explanation**
- **Interactive**
  - e.g. Enrolments
- **Exception Report**
  - e.g. Attendances
- **If NOT sure – Call Harmony first**



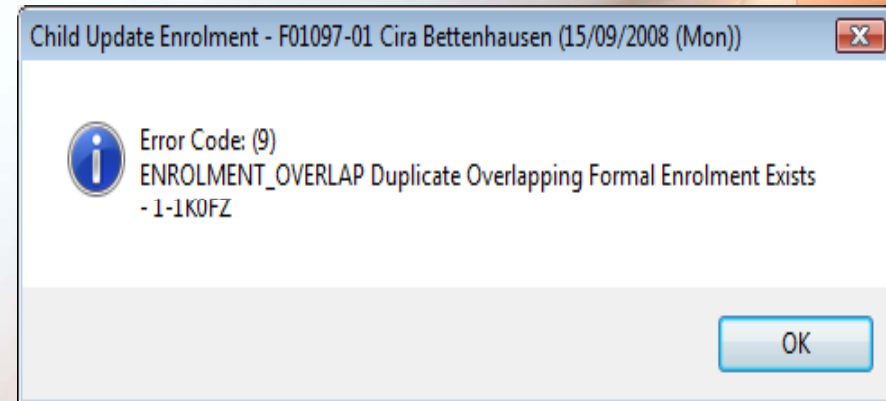
# Harmony v DEEWR

## Harmony Message



Harmony advising  
Enrolment Overlaps  
Fix Dates and Submit  
Again

## DEEWR Message



DEEWR advising the  
enrolment overlaps  
This should NOT happen  
- Call Harmony Support

## Centrelink Messages (Information)

- **Not Really Error Messages**
- **CCB Non Calculation or Amended Calculation**
  - Optionally printed on the Query Attendance Report
  - Saved and can be viewed in Child History
  - Not much you can do with them except inform the Carer and/or parent
- **Timesheets with Incomplete Processing**
  - Wrong Day – Query tomorrow
  - Too Early – Query again later (Especially Tuesday)

# Centrelink Attendance Status

- **Query Attendance returns the Attendance Status**
- **Submitted**
  - Informal Enrolment or AMEP/Other always Submitted
- **Processing/Processes**
  - Both mean that Centrelink have finished with it
  - Processing means DEEWR haven't yet completed the Payment
  - Processed means that they have made the payment
  - Harmony stores the status at the last Query
  - Unless you Query before finalise, it will NOT change in History, even if it has changed in DEEWR

# What's Coming Up?

- **Four Weekly CCB Statement (Legal Requirement)**
- **Generate PDF reports for distribution**
  - More secure (cannot be tampered with)
- **Email option on common distributed reports**
  - Carer Payment Advices
  - Parent 4 weekly CCB Statements
- **Harmony Light**
  - Email Timesheets (later electronic import)
  - Email Fee Schedules directly from Harmony
- **Fee Estimator**
  - Automatic Update on multiple child percentage
- **Part Payment Bank Facility**
  - Harmony will keep a track of what has been paid
  - Allow early payment of Late Timesheets, Backdates etc.
- **New Remote Support & Training– ask me for a demo**
- **Central Hosting – access Harmony from anywhere**

Any Questions?

Come and see me at Booth 9 and I will be happy to explain and demonstrate any of the above issues OR answer any other questions you may have about CCMS.

Thank You

