



CCMS Fact Sheet – 2011

CCMS Changes (1)

Operational Support Payments for Home Based Care

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Overview

CCB Approved Family Day Care (FDC) and In Home Care (IHC) services currently receive quarterly Operational Support payments through the Community Support Programme, following the submission of a quarterly Utilisation Report. From July 2011, an automatic calculation will use the attendance data that you have entered into the CCMS. This will stimulate a payment each week or fortnight, depending on how often you submit your attendance reports.

What these changes mean to you

Your final quarterly payment of Operational Support will be for the April-June 2011 quarter. This will be paid on submission of the Utilisation Report for January-March 2011.

From July 2011, the attendance data that you enter into the CCMS for Child Care Benefit (CCB) entitlements will be used to calculate regular payments of Operational Support. You will no longer need to submit quarterly Utilisation Reports. It is expected that the regular payments will assist services to manage their budgets.

This change will only affect Operational Support payments. If you receive any other components of the Community Support Programme, such as Sustainability Assistance, the current process for receiving those payments will not change.

Why we are introducing these changes

The automated system will streamline the payment process to ensure services are paid for actual utilisation and to allow you to receive the funding on a more frequent basis. A major benefit of automating these payments is that the Department of Social Services already collects the attendance data through the CCMS. Operational Support payments will be calculated on more accurate data and delivered in a more timely manner, with payments made on the same cycle as CCB payments.

How this will be implemented

Services will submit their CCB attendance data as per their usual weekly or fortnightly cycle. This data will then be used to calculate their Operational Support payment.

Example

Nation's Best FDC service submitted their Utilisation Report for the January-March 2011 quarter and received their quarterly payment in April 2011. They have been submitting their attendance data fortnightly into CCMS to receive CCB fee reduction payments on behalf of families.

The quarterly payment they received in April 2011 will be their last bulk payment and this is to cover the April-June 2011 period. They will submit their Utilisation Report for the April – June quarter in July 2011.

Following advice of the change to the payment process, they have budgeted to cover their business expenses until the fortnightly Operational Support payments commence in July 2011. As they submit their attendance data through CCMS on a fortnightly basis, their Operational Support payments will be calculated according to the actual attendance records. They will receive the first of their weekly or fortnightly Operational Support payments as soon as they submit attendance records after 1 July 2011.

Timeline

14 April 2011	Service submits Utilisation Report for January-March 2011 quarter
April 2011	Equivalent Full-Time (EFT) utilised places of 25 is determined for January-March 2011 quarter using the information contained in the Utilisation Report
April 2011	Operational Support payment for April-June 2011 quarter is calculated using 25 EFT places and is released to service
14 July 2011	Service submits Utilisation Report for April-June 2011 quarter – final report for 2010-11 financial year
July 2011	Operational Support payments will commence in accordance with the normal CCB payment cycle after attendance records are submitted to the CCMS

Questions & Answers

How will payments be calculated through CCMS?

Operational Support payments will be calculated using the attendance details you submit to the CCMS for all enrolment types for all children in your care. The total hours reported for the week will be used to calculate EFT. Payments will be processed on the same cycle as your service's CCB payments, e.g. if you submit attendances on a fortnightly basis, then payments will be made fortnightly.

What happens if I adjust my attendance data after I receive the payment?

Every time you enter attendance data to the CCMS, it will automatically re-calculate and adjust the payments. If attendances are cancelled and resubmitted, there may be an adjustment to your payment. This is the same process as for CCB fee reduction payments.

When will the changes take place?

From July 2011, payments will be made on a weekly or fortnightly basis through CCMS as you submit attendance records.

What are the benefits?

A major benefit of automating these payments is that your workload will be reduced because you don't have to submit quarterly utilisation reports. Instead, we will use the attendance data that you already submit each week or fortnight through the CCMS to calculate the utilisation. Other benefits are that more accurate data will be used to calculate Operational Support payments and payment will be made more frequently.

Do I still need to submit Utilisation Reports?

The April-June 2011 Utilisation Report is the final quarterly report for services in receipt of Operational Support.

Note: Services receiving Sustainability Assistance will continue to submit quarterly Utilisation Reports until automation of this payment occurs at a later date.

What if CCMS won't accept my data or I get an error message?

If you get an error while entering attendance data, contact the CCMS Helpdesk for assistance or check the user guide/training materials supplied by your software provider. CCMS Helpdesk contact details are below.

What happens if the number of my attendance records decrease?

As payments are calculated automatically based on the data you enter in CCMS, your payment will reflect the actual utilisation of your service.

For more information

Contact the CCMS Helpdesk or check the [DSS](http://www.dss.gov.au) website at www.dss.gov.au

as additional Questions and Answers may be added as required.

The CCMS Helpdesk is open from 9 am to 6 pm (Eastern Time), Monday to Friday.

- The Helpdesk phone number is 1300 667 276.
- You can alternatively send your enquiry by email to CCMShelpdesk@dss.gov.au or by fax to 1300 663 429.