

FACT SHEET: CCS AND PRODA DETAILS

UPDATE AS AT 4TH JULY 2018 IN REGARDS TO THE CCSS TRANSITION.

KEY POINT	DETAIL
1. PRODA (RA NUMBERS)	<ul style="list-style-type: none"> ▪ Every educator MUST have a valid RA Number to be able to receive CCS benefits from the 2nd July. If you do not have a valid RA number – no benefits will be paid. ▪ For an RA number to link with our system all identification documentation has to be provided to PRODA. If this has not been completed – your RA Number is invalid. ▪ A valid DOB and surname are required on our end. Please ensure you have provided the right detail. ▪ If you have had a call from your administration contact needing to follow up information about your RA number – please call PRODA on 1800 700 199 and discuss what possible issues you may be having and rectify them ASAP. ▪ Every educator must have at least one family complete their enrolment notice information through their mygov account for the RA number to become valid.
2. CWA INFORMATION	<ul style="list-style-type: none"> ▪ CWA's are required for EVERY child in your care. ▪ These must be signed by the responsible adult for the child and returned to your administration contact ASAP. ▪ These are a legal requirement by the government and must be updated when changes in care occur with a new CWA being provided to your administration contact when needed. ▪ A CWA can be for both casual and routine care.
3. CHILD ENROLMENTS	<ul style="list-style-type: none"> ▪ Currently only 1/3 of families across Australia have completed their call to action through their mygov accounts to acknowledge their enrolment with the service their child is attending. ▪ If your families have not done this – and accepted the enrolment through their mygov account – NO BENEFITS WILL BE PAID FOR THIS CHILD. ▪ Not all children are currently linked to CCSS at the moment and our administration team are currently entering children which will initiate a call

	<p>to action for your parents to accept in their mygov accounts.</p> <ul style="list-style-type: none"> ▪ Families will be notified of this call to action either through email or text message. ▪ Please ask families to regularly check over the next few weeks to ensure they have not missed this.
4. PAYMENTS	<ul style="list-style-type: none"> ▪ The Government have had errors return for Family Day Care Schemes in regards to the new CCSS Transition. ▪ Hubworks, CCSS and your very dedicated team here at Holistic are working very diligently to minimise these errors as much as possible. ▪ It is imperative that the above points are completed or NO CCS BENEFITS WILL BE PAID TO YOU. ▪ The government have also advised that there will be problems with these first few payment runs (especially for FDC Educators), and to expect delays. Please be mindful of this over the next few weeks. ▪ Please be assured that if you have problems that the Holistic Team will do everything to help you. Just remember that if the above steps are not completed then no CCS benefits will be paid at all - and this is out of our control.
5. TIMEFRAMES	<ul style="list-style-type: none"> ▪ We understand that educators are frustrated by the short timeframes to provide this information – however, as a scheme we are also only receiving these short time frames. We are passing on information as soon as it is received. ▪ Please be patient as we navigate this change together.

