## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>5</td>
</tr>
<tr>
<td>Symbols in this user guide</td>
<td>5</td>
</tr>
<tr>
<td>Notes</td>
<td>6</td>
</tr>
<tr>
<td>Glossary</td>
<td>6</td>
</tr>
<tr>
<td><strong>About ECCMS</strong></td>
<td>7</td>
</tr>
<tr>
<td>Key ECCMS functions</td>
<td>7</td>
</tr>
<tr>
<td>Data migration</td>
<td>7</td>
</tr>
<tr>
<td><strong>ECCMS requirements</strong></td>
<td>8</td>
</tr>
<tr>
<td>Operating system and memory</td>
<td>8</td>
</tr>
<tr>
<td>Internet speed</td>
<td>8</td>
</tr>
<tr>
<td>Hardware</td>
<td>8</td>
</tr>
<tr>
<td>Browser software</td>
<td>9</td>
</tr>
<tr>
<td>PDF reader</td>
<td>10</td>
</tr>
<tr>
<td>AUSkey credentials</td>
<td>10</td>
</tr>
<tr>
<td>User access levels</td>
<td>11</td>
</tr>
<tr>
<td><strong>Getting started</strong></td>
<td>12</td>
</tr>
<tr>
<td>Log in for the first time</td>
<td>12</td>
</tr>
<tr>
<td>Log into ECCMS</td>
<td>14</td>
</tr>
<tr>
<td>Exit ECCMS</td>
<td>14</td>
</tr>
<tr>
<td>Utilise the To-Do List</td>
<td>15</td>
</tr>
<tr>
<td>Navigate menus</td>
<td>16</td>
</tr>
<tr>
<td>Navigate lists</td>
<td>17</td>
</tr>
<tr>
<td>Filter a list</td>
<td>17</td>
</tr>
<tr>
<td>Display more list items</td>
<td>17</td>
</tr>
<tr>
<td>Browse a list</td>
<td>17</td>
</tr>
<tr>
<td>Sort a column</td>
<td>18</td>
</tr>
<tr>
<td>View details</td>
<td>19</td>
</tr>
<tr>
<td>Update details in screens</td>
<td>19</td>
</tr>
<tr>
<td>Recognise required fields</td>
<td>20</td>
</tr>
<tr>
<td>Understand success and error messages</td>
<td>20</td>
</tr>
<tr>
<td>Access online help</td>
<td>20</td>
</tr>
<tr>
<td>Access the interactive eLearning</td>
<td>21</td>
</tr>
<tr>
<td>Add and select contacts, addresses and bank accounts</td>
<td>22</td>
</tr>
<tr>
<td>Auditing</td>
<td>22</td>
</tr>
<tr>
<td><strong>Updating service provider details</strong></td>
<td>23</td>
</tr>
<tr>
<td>Update service provider main details</td>
<td>23</td>
</tr>
<tr>
<td>Add a new contact</td>
<td>24</td>
</tr>
<tr>
<td>Edit a contact</td>
<td>26</td>
</tr>
<tr>
<td>Make a contact inactive</td>
<td>27</td>
</tr>
<tr>
<td>Add a new address</td>
<td>28</td>
</tr>
<tr>
<td>Edit an address</td>
<td>30</td>
</tr>
<tr>
<td>Make an address inactive</td>
<td>32</td>
</tr>
<tr>
<td>Add a new bank account</td>
<td>33</td>
</tr>
<tr>
<td>Edit a bank account</td>
<td>35</td>
</tr>
<tr>
<td><strong>Accepting the Terms and Conditions</strong></td>
<td>36</td>
</tr>
<tr>
<td>Save or print the draft Terms and Conditions</td>
<td>36</td>
</tr>
<tr>
<td>Accept the Terms and Conditions</td>
<td>38</td>
</tr>
</tbody>
</table>
Save or print the accepted Terms and Conditions..............................................39

Managing funding specifications .........................................................................41
Add details for a new funding specification ........................................................41
Update funding specification details .................................................................42
Locate and view a funding specification ............................................................43
Update a funding specification’s main details ....................................................44
Add and select contacts, addresses and bank accounts .......................................45
Select a funding specification’s contacts ............................................................46
Remove a funding specification’s alternate contact ..........................................47
Select a funding specification’s bank account ..................................................48
Select a funding specification’s addresses ........................................................49
Remove a funding specification’s postal address ..............................................50
Attach a document to a funding specification ....................................................51
View an attached document ..............................................................................53
Cancel a funding specification .........................................................................53
Viewing approvals ............................................................................................54
View a funding specification’s approval ............................................................54
View all service provider approvals ................................................................55

Adding a funding specification’s service details ...............................................56
Add or update service details ..........................................................................56

Tracking allocations and payments ....................................................................58
Annual renewal of funding specifications ........................................................58
About indexation, variations and RCTI. ...............................................................59
View a funding specification’s allocation ............................................................60
About the funding spec .....................................................................................62
Save or print a draft Funding Spec document ....................................................63
Accept a Funding Spec document ....................................................................65
Save or print an accepted Funding Spec document ..........................................67
View a funding specification’s payments ............................................................68
Track a one off allocation ...................................................................................69
Track a variation ................................................................................................69

Managing accountability requirements ............................................................71
Financial accountability .....................................................................................71
Performance accountability ...............................................................................72
Accountability flag .............................................................................................72
Financial documents for Tier-1 and Tier-2 service providers ................................72
Complete the Statement of Expenditure ............................................................73
Remove or replace an attached document........................................................77
Submit the Statement of Expenditure ...............................................................79
View the submitted statement and documents ................................................81
Resubmit a rejected Statement of Expenditure ................................................82
Complete a Performance Accountability Statement .........................................84
Submit a Performance Accountability Statement ..........................................86
View a submitted Performance Accountability Statement ................................88
Resubmit a Performance Accountability Statement .......................................89

Managing users .................................................................................................91
Types of users ..................................................................................................91
Add a new user .................................................................................................93
Edit a user ........................................................................................................94
Make a user inactive ........................................................................................95
Introduction

The Department of Education (DoE) regulates the operation of Early Childhood Education and Care services for children from birth to school age. Examples of these services include preschool, long day care and vacation care. As well as performing a regulatory function, the department also supplies some funding to service providers of child education and care services.

The Early Childhood Contract Management System (ECCMS) provides secure access via the web to service providers funded by the department. ECCMS enables registered service provider users to view their funding information, update service details and other data, and accept funding spec documents online.

Audience

This document is intended for staff members of service providers who have SP Admin, SP User and FS User accounts in ECCMS. For more information about user roles, see Managing users.

Assumptions

The following assumptions have been made when preparing this guide:

- Service provider staff know how to use a web browser, such as Internet Explorer.
- Service providers are familiar with DoE funding guidelines.
- Service providers are familiar with AUSkey use.

Exclusions

Information on DoE’s grants programs have been excluded from this document. For specific information about each of the individual grants programs, visit the Grants program page on the DoE website.

Symbols in this user guide

Because the ECCMS Service Provider Guide is intended for three types of service provider users with different levels of access, a blue shaded line of text (see below) is used at the front of each procedure to indicate which user types are able to perform the procedure.

For: SP Admin, SP User and FS User
Notes

When information is important and should be emphasised in the *ECCMS Service Provider Guide*, it is highlighted as shown below.

This is a note which you should read carefully.

Glossary

Acronyms and terms that are specific to this document are recorded in the following table.

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allocation</td>
<td>The amount of money that DoE funds to a service provider for services carried out via a funding specification.</td>
</tr>
<tr>
<td>Funding specification</td>
<td>A funding specification is the details of contracted services (e.g. activities, client groups and number of children) that are provided in one outlet by a service provider in return for funding.</td>
</tr>
<tr>
<td>Payment schedule</td>
<td>A list of the payments to be made to a service provider under the terms of a particular agreement.</td>
</tr>
<tr>
<td>Payments</td>
<td>The payments to be paid under a funding agreement for a funding specification for the provision of services.</td>
</tr>
<tr>
<td>RCTI</td>
<td>A Recipient Created Tax Invoice provided by DoE to service providers.</td>
</tr>
<tr>
<td>Service provider</td>
<td>An approved organisation such as a child care centre which is legally contracted to provide agreed services via a funding specification.</td>
</tr>
<tr>
<td>SEIFA Band</td>
<td>A Socio-Economic Index for Areas Band is based on the Australian Bureau of Statistics index which ranks areas according to relative socio-economic advantage and disadvantage.</td>
</tr>
<tr>
<td>Terms and Conditions (T&amp;C)</td>
<td>A generic agreement that outlines the Terms and Conditions for organisations that provide a service to DoE.</td>
</tr>
</tbody>
</table>
About ECCMS

The Early Childhood Contract Management System (ECCMS) provides secure access to all funded service providers via the web. ECCMS supports contract and funding administration, provides visibility of service details, coordinates data maintenance and promotes accountability and monitoring.

Key ECCMS functions

The key functions of ECCMS are:

- **Program Management** – the management of programs as a high level source of funds, including program details such as objectives, target groups and budget allocation. (The Program Management function is only visible to DoE staff.)
- **Service Provider Management** – the management of service provider organisations that run one or more outlets (i.e. funding specifications) to provide early childhood services.
- **Funding Specification Management** – where renewals, allocations, payments, accountability and data management is handled for funding specifications.
- **Payment Management** – the calculation of allocations, scheduling of payments and handling of indexation and variations.
- **User Management** – the management and creation of users with appropriate levels of access to ECCMS.

Data migration

As a result of the NSW government restructure of its departments, ECEC moved from Family & Community Services (FACS) to the Department of Education & Communities (DoE).

Historical and master data from the FACS application of Community Online Management System (COMS) has been migrated to ECCMS. However, because COMS did not collect exactly the same data as ECCMS, some historical data is not available.
The minimum requirements for successfully running ECCMS on a computer are listed below. If you are unsure about any of these requirements, check with your organisation's IT Service Desk or phone DoE on 1300 755 426 or email ecec.funding@det.nsw.edu.au.

### Operating system and memory

The following operating systems and memory requirements are supported by ECCMS.

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Memory requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Vista</td>
<td>1 gigabyte (GB) memory (2 GB recommended)</td>
</tr>
<tr>
<td>Windows 7</td>
<td>2 GB memory (4 GB recommended)</td>
</tr>
<tr>
<td>Windows 8</td>
<td>2 GB memory (4 GB recommended)</td>
</tr>
<tr>
<td>Windows 10</td>
<td>2 GB memory (4 GB recommended)</td>
</tr>
<tr>
<td>Mac OS X 10.7 or above</td>
<td>2 GB memory (4 GB recommended)</td>
</tr>
</tbody>
</table>

### Internet speed

To support efficient loading of ECCMS data, an internet speed of 1.5 Mbps downstream and 256 Kbps upstream is necessary. ADSL1, ADSL2 or ADSL2+ and cable should meet these requirements.

Internet speed may be an issue if you use a dial-up connection.

### Hardware

Any personal computer (PC) bought from 2009 should be able to meet ECCMS’s hardware requirements.

In addition, users should have a monitor that is at least 17” wide and set to 1280 x 1024 resolution. While it is possible to use ECCMS on a monitor with a lower resolution of 1024 x 768, some items on the screen may wrap across two lines.
Browser software

Because ECCMS is a web-based application, each user must have one of the following web browsers installed on their computer:

- Internet Explorer (IE) 11 (Windows). We recommend that you avoid using IE 8, 9 and 10.
- Mozilla Firefox 43.0 or above (Windows and Mac OS X).

For a full and up-to-date list of compatible browsers and operating systems, including Safari and Mac OS, visit the AUSkey compatibility web page at https://abr.gov.au/AUSkey/Help-and-support/Setting-up-AUSkey-troubleshooting/AUSkey-compatibility/

Browsers should not be run in compatibility or metro modes. Chrome and Microsoft Edge are not supported.

Locating and using Internet Explorer 11 in Windows 10

In Windows 10, Microsoft has replaced Internet Explorer with the Microsoft Edge web browser, which is currently not compatible with AUSkey. However, you can still locate and pin Internet Explorer 11 to your Windows Start Menu or Taskbar for easy access.

1. Click the Windows Start button to display the Windows Start menu and search box.
2. In the search box, type Internet Explorer.
3. In the search results, right-click on Internet Explorer, and then on the menu click one or both of these options:
   - Pin to Start to pin an Internet Explorer option to your Start menu.
   - Pin to taskbar to pin an Internet Explorer icon to your taskbar.
4. To open Internet Explorer, click the newly created option or icon.

The Microsoft Edge icon looks similar to the Internet Explorer icon. Ensure you click the Internet Explorer icon.
PDF reader

Each SP Admin and SP User must have Adobe Reader installed on their computer so they can view documents such as the Terms and Conditions and Funding Spec document which are created in PDF format. (For more information about user roles, see Types of users.)

PDF is an abbreviation for Portable Document File. PDFs are the best way to ensure information is presented in the intended way, independent of fonts installed on your computer.

It is recommended that at least version XI of Adobe Reader is installed on computers. To install the latest version of Adobe Reader, visit Adobe’s download web page (http://www.adobe.com/au/products/reader.html).

AUSkey credentials

VANguard is a government program that delivers reliable authentication services to secure business-to-government and government-to-government online transactions. VANguard relies on credential management by approved providers such as AUSkey.

Each ECCMS user must register for AUSkey, and then during the registration process, download two free software components from the AUSkey website – the AUSkey software and the AUSkey credential. These software components must then be installed on the ECCMS user’s computer.

To obtain an AUSkey, register at www.auskey.abr.gov.au.

A once only registration process is then required to link an AUSkey credential with a particular ECCMS user, so that authorisation can be applied. For more information, see Log in for the first time.
User access levels

Each ECCMS user is assigned a role which has a set of associated permissions that controls access to functions such as updating banking details and viewing payment history.

If a user does not have the correct permission levels in ECCMS, functional access will not be granted even if they authenticate via AUSkey.

For more information about permission levels, see [Types of users](#).
As a new user of ECCMS, you will be sent your Registration Key and login details via email. Before attempting to log into ECCMS, ensure you have registered with AUSkey and have downloaded the appropriate files to your computer. For more information, see AUSkey credentials.

The first time that you log in, you will need to register in ECCMS.

Log in for the first time

For: SP Admin, SP User and FS User

5. Access the ECCMS page on the DoE website.

6. Click the ECCMS link.

   The AUSkey Authentication Service screen displays.

7. Select your user name in the list and then type your Password.
8. Click **Continue**.

The ECCMS Registration screen opens and displays your user name and your organisation's ABN.

This screen only displays the first time you log into ECCMS.

9. Open the “New ECCMS User Registration Details” email that you received, copy the Registration Key, and then paste it into **Registration Key**.

Your registration key will look similar to this: 57833zj0-6926-4dkj-p343-sf95d0u921w1.

The registration key must be entered exactly as it appears in the email. This includes all dashes, numbers and letters.

If you copy and paste the registration key, ensure you do not accidentally add a space to either the beginning or end of the key.

10. Click **Submit**.

The ECCMS welcome screen displays.

If after a few attempts, you cannot log into ECCMS, phone DoE on 1300 755 426 or email ecec.funding@det.nsw.edu.au.
Log into ECCMS

For: SP Admin, SP User and FS User

1. Access the ECCMS page on the DoE website.

2. Click the ECCMS link.
   The AUSkey Authentication Service screen displays.

3. Select your user name in the list and then type your Password.

4. Click Continue.
   The ECCMS welcome screen displays.

Exit ECCMS

To exit ECCMS, simply close the browser tab or window.
Utilise the To-Do List

Only SP Admin users (i.e. Service Provider Administrators) have access to the To-Do List. The To-Do List provides a visual display so that SP Admin users can quickly see what tasks and documents in ECCMS are outstanding.

These four areas are represented in the To-Do List by pie charts:

- **Terms and Conditions** – indicates whether the Terms and Conditions have been accepted (see [Accepting the Terms and Conditions](#)).
- **Funding Spec** – indicates whether any Funding Spec Documents need to be accepted (see [Accept a Funding Spec Document](#)).
- **Financial Accountability** – indicates whether any Financial Statements of Expenditure need to be submitted (see [Complete the Statement of Expenditure](#)).
- **Performance Accountability** – indicates whether any Performance Accountability Statements need to be submitted (see [Complete a Performance Accountability Statement](#)).

If any of these areas are not applicable, "No records found" may display instead of the Financial year and other details.

When viewing the charts, the colour orange indicates a task or document is in draft form and must be submitted. The colour green indicates a task or document has been submitted.

Click on a hyperlink (e.g. a Funding Specification Name) to open the task or document which must be submitted.
Navigate menus

Objects and functions in ECCMS are grouped into menus and tabs.

To access a menu option, click the appropriate option on the left navigation pane. Then click a horizontal tab to view more details.

The **To-Do List** and **Administration** menu options are not visible to SP Users or FS Users.
Navigate lists

Filter a list

Most lists in ECCMS can be filtered by one or more column attributes. For example, the list of funding specifications can be filtered by one or more of these attributes: Funding Specification Name, Region and Status.

To filter by an attribute, type the first letter or letters of the attribute in the search box. For example, type w in the Region search box to list all funding specifications in Western Sydney.

![Region filter example](image)

Display more list items

To display more list items on your screen, select a larger number (e.g. 15 or 20) in the number list.

![List display example](image)

Browse a list

You can navigate through a list of items, by clicking a navigation button.

<table>
<thead>
<tr>
<th>Click this button…</th>
<th>To go to the…</th>
</tr>
</thead>
<tbody>
<tr>
<td>First page</td>
<td>Beginning of the list</td>
</tr>
<tr>
<td>Last page</td>
<td>End of the list</td>
</tr>
<tr>
<td>Next</td>
<td>Next page</td>
</tr>
<tr>
<td>Previous</td>
<td>Previous page</td>
</tr>
</tbody>
</table>
**Sort a column**

Many lists in ECCMS can be sorted according to the alphabetical or numerical order of a particular column. A column can be sorted if it has UP and DOWN arrows next to the column name, as shown below.

<table>
<thead>
<tr>
<th>Maximum Capacity</th>
<th>Approval Status</th>
<th>Approval Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>Approved</td>
<td>31/08/2013</td>
</tr>
<tr>
<td>11</td>
<td>Under assessment</td>
<td>03/09/2013</td>
</tr>
<tr>
<td>33</td>
<td>Refused</td>
<td>05/09/2013</td>
</tr>
<tr>
<td>33</td>
<td>Cancelled</td>
<td>05/09/2013</td>
</tr>
<tr>
<td>40</td>
<td>Approved</td>
<td>25/01/2012</td>
</tr>
<tr>
<td>30</td>
<td>Approved</td>
<td>25/01/2012</td>
</tr>
<tr>
<td>40</td>
<td>Lapsed</td>
<td>25/01/2012</td>
</tr>
</tbody>
</table>

To sort from 'A to Z' or from '0 to 9', click the UP ♦ arrow.

To sort from 'Z to A' or from '9 to 0', click the DOWN ♦ arrow.

When you click an UP or DOWN arrow for the first time, the column name and the other arrow change colour to orange. The clicked arrow disappears. As soon as you click an arrow in another column, the arrows in the previous column resume their original state.

<table>
<thead>
<tr>
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<td>33</td>
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<td>05/09/2013</td>
</tr>
<tr>
<td>11</td>
<td>Under assessment</td>
<td>03/09/2013</td>
</tr>
</tbody>
</table>
View details

In many lists in ECCMS it is possible to click a row to view more details.

To view or edit the details of an item, click on the item’s row. The selected row is then highlighted in yellow and the item’s details open in the bottom part of the screen.

Update details in screens

Whether you can, or cannot, update details in a screen depends on your user access level in ECCMS and whether a record has been approved or made active.

In ECCMS, fields with black text, and also fields with faded text, are protected and cannot be changed.

Only active fields or fields with blue text can be changed.
Recognise required fields

Required information, that is information which **must** be entered when creating or editing an item in ECCMS, is marked with an *asterisk*.

Understand success and error messages

When you perform a function such as **Save** in ECCMS, a gold ‘success’ or ‘error’ message displays briefly at the top right corner of your screen.

It is important to take note of these messages because not only do they confirm your changes are successful, they also (if applicable) advise you why an error has occurred.

In addition, if you forget to complete a required field or if you enter information in an incorrect format, ECCMS also outlines fields in red and changes field names from black to red.

Access online help

On the top-right corner of each screen in ECCMS there is a **Help** button which opens the online help in a popup window. The online help provides an overview of the current screen and any actions you can perform while on that screen.
Access the interactive eLearning

To learn how to use ECCMS at your own pace, click the Interactive eLearning menu option on the left navigation pane. Depending on your internet browser, the eLearning will open in a new tab or window. You can work your way through all the eLearning modules or just do the modules which will benefit you most.
Add and select contacts, addresses and bank accounts

In ECCMS adding a contact, address and/or a bank account to a funding specification consists of two steps – an add step and a select step.

1. Add the contact, address and/or bank account via the appropriate tab on the Service Provider Main Details screen.
   
   Only SP Admin and SP User and DoE users can complete this step. FS Users cannot add a contact, address and/or bank account.

2. Select the contact, address and/or bank account via the appropriate tab on the Funding Specification screen.
   
   SP Admin, SP User, FS User and DoE users can complete this step.

Auditing

All significant additions and changes made by users in ECCMS are recorded for auditing and security purposes. Only DoE has access to this audit information.
A new service provider can only be added in ECCMS by DoE. However, an SP Admin and an SP User are able to update service provider details.

Update service provider main details

**For: SP Admin and SP User**

1. On the ECCMS menu, click Service Provider. The Service Provider Main Details screen displays.

![Service Provider Main Details Screen]

Fields with black text such as Service Provider Name, ABN, Service Provider Type

2. Type your service provider organisation’s main Phone Number. It must have 10 numbers and no spaces, e.g. 0299452344.

3. In Email, type the main contact email address for your service provider organisation.


5. Click Save. The ‘successfully created’ message displays.
Add a new contact

It is possible to add an *Alternate* and a *Primary* contact for your service provider organisation and to add FScontact contacts for associated funding specifications. An *FScontact* can be a funding specification’s Primary Contact, RCTI Contact or Alternate Contact.

For: SP Admin and SP User

1. On the ECCMS menu, click **Service Provider**.
   
   The Service Provider Main Details screen displays.

2. Click the **Contacts** tab.

3. Click **Add New Contact**.
   
   The Add New Contact dialog box displays.

   4. In the **Title** list, select the appropriate title for the contact.

   5. Type the contact’s **First Name** and **Family Name**.

   6. In the **Job Title** list, select the appropriate title.
7. In Email, type the contact's email address.

8. Type the contact's Phone Number. It must have 10 numbers and no spaces, e.g. 0247832534.

9. Type the contact’s Mobile Number. It must have 10 numbers and no spaces, e.g. 0417460421.

10. Type the contact’s Fax Number. It must have 10 numbers and no spaces, e.g. 0247832533.

11. In the Contact Type list, select Alternate, Primary or FScontact.

   The Alternate and Primary contacts are for your service provider organisation. FScontact contacts are for associated funding specifications.

   If you select Primary and the service provider already has a Primary contact, the pre-existing Primary contact will automatically change to an Alternate contact.

   A service provider may only have one Primary contact but can have numerous Alternate contacts.

12. When adding a new contact, the Start Date defaults to today's date.

    If you want to change this date, after saving the new contact, click on the contact row and then select another date. For more information, see Edit a contact.

13. For Status, accept the default of Active.

14. Click Save.

    The 'successfully created' message displays.

15. To attach an FScontact contact to a funding specification, access that funding specification, click the Contact tab and then select the contact. For more information, see Select a funding specification's contact.
Edit a contact

For: SP Admin and SP User

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.

2. Click the Contacts tab.

3. Locate and click the contact that you want to edit.
   The Edit Contact dialog box displays.

4. Make any necessary changes, while noting the following:
   - The Phone Number, Mobile Number and Fax number must each have 10 numbers and no spaces.
   - If you change a Contact Type to Primary and the service provider already has a Primary contact, the pre-existing Primary contact will automatically change to an Alternate contact.
   - To change the Start Date (which defaults to today’s date when adding a new contact), select a date in the calendar.
   
   For more information about contact details, see Add a new contact.

5. Click Save.
   The 'successfully updated' message displays.
About making a contact inactive

To make either a service provider’s or a funding specification’s Primary contact *Inactive*, you must do the following:

1. Select another contact as the Primary contact.
2. Make the old Primary contact *Inactive*.

When you select another contact as the Primary contact of your service provider organisation, this automatically makes the old Primary contact an Alternate contact.

To make a funding specification’s RCTI contact *Inactive*, you must do the following:

3. Select another contact as the RCTI contact.
4. Make the old RCTI contact *Inactive*.

When you select another contact as a funding specification’s Primary or RCTI contact, they remain in the service provider list as an FScontact. Only a funding specification’s Alternate contact can directly be made *Inactive*.

Make a contact inactive

**For:** SP Admin and SP User

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.
2. Click the **Contacts** tab.
3. Locate and click the contact that you want to make inactive.
   The **Edit Contact** dialog box displays.
4. In the **End Date** calendar, select today's date or the date on which the contact became inactive.

5. In the **Status** list, select **Inactive**.

6. Click **Save**.

   The ‘successfully updated’ message displays.

### Add a new address

ECCMS enables you to add a **Primary** and a **Postal** address for your service provider organisation and to add **Other** addresses for associated funding specifications. An **Other** address can be a funding specification’s Street Address or Postal Address.

**For: SP Admin and SP User**

1. On the ECCMS menu, click **Service Provider**.

   The Service Provider Main Details screen displays.

2. Click the **Addresses** tab.

3. Click **Add New Address**.

   The **Add New Address** dialog box displays.

![Add New Address dialog box](image)

4. In **Address/Building Name**, type the building or address name, e.g. Kindy House.

5. In **Address Line 1**, type the street number and name.

   Or if the address contains additional information, e.g. suite and/or floor number, type that information in **Address Line 1** and the street number and name in **Address Line 2**.
6. In the **Suburb** list, type the first letter (e.g. *k* for Katoomba), and then click the suburb. Otherwise, type the first part of the name in the search box that displays at the top of the list.

   Only suburbs that have been entered in ECCMS are available for selection.

7. Type the **Post Code**.

8. For **State**, accept the default of *NSW*.

9. In the **Address Type** list, select *Other*, *Primary* or *Postal*.

   The **Primary** and **Postal** addresses are for your service provider organisation. **Other** addresses are for associated funding specifications.

   There may be numerous addresses with the types of **Other** and **Postal**.

   To change a service provider’s **Primary** address, you must add a new address and make it the Primary address, which will then change the existing Primary address to the Address type of **Other**.

10. For **Status**, accept the default of **Active**.

11. Click **Validate**.

   ECCMS checks the validity of the address and displays any matching addresses in the **Address Search Results** dialog box.

12. Select the matching address and then click **Select**.

   ECCMS automatically adds the correct **LGA** and **Electorate**, which will then display in the **Edit Address** dialog box.
If no matching addresses are found, click **Cancel** and proceed to the next step to save the new address. The **LGA** and **Electorate** will not be updated, but this information is not critical as it is mainly required for reporting.

13. Click **Save**.
   The ‘successfully created’ message displays.

14. To attach an **Other** address to a funding specification, access that funding specification, click the **Addresses** tab and then select the address. For more information, see [Select a funding specification’s address](#).

---

**Edit an address**

For: SP Admin and SP User

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.

2. Click the **Addresses** tab.

3. Locate and click the address that you want to edit.
   The **Edit Address** dialog box displays.

4. Make any necessary changes.
   For more information about address details, see [Add a new address](#).
5. Click **Validate**.

   ECCMS checks the validity of the updated address and displays any matching addresses in the **Address Search Results** dialog box.

   ![Address Search Results](image)

6. Select the matching address and then click **Select**.

   ECCMS automatically adds the correct **LGA** and **Electorate**.

   If no matching addresses are found, click **Cancel** and proceed to the next step to save the new address. The **LGA** and **Electorate** will not be updated, but this information is not critical as it is mainly required for reporting.

   ![Edit Address](image)

7. Click **Save**.

   The 'successfully updated' message displays.
About making an address inactive

To make a service provider’s Primary address *Inactive*, you must do the following:

1. Add a new Primary address which will automatically change the old Primary address to an Address Type of *Other*.
2. Make the old Primary address *Inactive*.

In addition, if an address is attached to an active funding specification, it cannot be made *Inactive*. You must first attach another address to the funding specification.

Make an address inactive

**For:** SP Admin and SP User

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.
2. Click the **Addresses** tab.
3. Locate and click the address that you want to make inactive.
4. The **Edit Address** dialog box displays.

![EDIT ADDRESS](image)

5. In the **Status** list, select *Inactive*.
6. Click **Save**.
   The ‘successfully updated’ message displays.
Add a new bank account

To add a new bank account is a two-step process. When a service provider (or DoE) adds a new bank account, the Status defaults to Draft. Then either the service provider or DoE must activate the bank account so that the Status changes to Active. For information on editing a bank account, see Edit a bank account.

For: SP Admin and SP User

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.
2. Click the Bank Accounts tab.
3. Click Add New Bank Account.
   The Add New Bank Account dialog box displays.

4. In Account Name, type the name of the account e.g. Kindy House.
5. Type the bank’s BSB Number. It must have 6 numbers and no spaces, e.g. 636382.
6. Type the Account Number, e.g. 9484727.
7. Type the Bank Name, e.g. Westpac.
8. In Suburb, type the suburb where the bank is located, e.g. Leura.
9. When adding a new bank account, the Active Date defaults to today’s date.
10. When adding a new bank account, Status defaults to Draft.

   While the Status is Draft, an SP Admin and SP User can edit all the details entered in this procedure. However, after the Status is changed to Active (see Edit a bank account), an SP Admin and SP User can only edit the Account Name and Status.

11. Click Save.
   The ‘successfully created’ message displays.
When a new bank account is created in ECCMS, an email is automatically sent to advise the service provider’s Primary contact as well as DoE. The Primary contact will also receive (as an email attachment) an Application for Direct Electronic Funds Transfer form. This form must be completed for the new bank account and then returned to DoE as soon as possible. When DoE processes the form and sets up the new bank account in the SAP payment system, they will change the bank account’s Status from Draft to Active.

12. To attach a bank account to a funding specification, access that funding specification, click the Bank Account tab and then select the bank account. For more information, see Select a funding specification’s bank account.
Edit a bank account

When bank details have a *Draft Status*, they can be updated by an SP Admin or SP User.

After DoE gives a bank account an *Active Status* in ECCMS, the only change that an SP Admin or SP User can make is to change the *Account Name*. If other details need to be changed or if a bank account should be made *Inactive*, you must ask DoE to make the changes.

**For: SP Admin and SP User**

1. On the ECCMS menu, click *Service Provider*.
   The Service Provider Main Details screen displays. Click the *Bank Accounts* tab.

2. Locate and click the bank account that you want to edit.
   The *Edit Bank Account* dialog box displays.

3. Make any necessary changes.

   For more information about bank details, see *Add a new bank account*.

4. Click *Save*.
   The ‘successfully updated’ message displays.

   When a bank account in ECCMS is modified, an email is automatically sent to advise the service provider’s Primary contact and DoE.
Accepting the Terms and Conditions

All service providers are required to agree with the terms and conditions of the Early Childhood Education and Care (ECEC) Grants Program and with the guidelines for the relevant grants program(s) to be considered for funding under the program. The terms and conditions include, but are not limited to:

- acceptance of relevant program guidelines
- financial and outcomes reporting
- data collection requirements
- government access requirements
- general audit requirements
- random departmental audits
- conditions of funding withdrawal.

A service provider has to accept the Terms and Conditions, each year in ECCMS. A Funding Spec document and payment schedule can only be generated in ECCMS after the Terms and Conditions are accepted.

Save or print the draft Terms and Conditions

ECCMS enables service providers to print and/or save the draft Terms and Conditions agreement so that other staff members in their organisation may review it.

For information on how to save or print an accepted agreement, see Save or print the accepted Terms and Conditions.

For: SP Admin and SP User

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.

2. Click the Terms and Conditions tab.
3. Click the **Terms and conditions** hyperlink.

   The Terms and Conditions agreement opens in another window in your browser.

4. Scroll down to the bottom of the agreement, and then click **Print Preview**.

   The 'open or save’ message displays.

5. Click **Open**.

   The Terms and Conditions agreement displays as a PDF file in a new browser window.

6. To save the Terms and Conditions agreement so you can view it without being logged into ECCMS:
   - On the **File** menu, click **Save As**.
   - Browse to the location where you want to save the file.
   - Click **Save**.

7. To print the Terms and Conditions agreement:
   - On the **File** menu, click **Print**.
   - Make any necessary selections in the **Print** dialog box.
   - Click **Print**.

   (To close the Terms and Conditions windows, click the close button on the top right corner of each window.)
Accept the Terms and Conditions

The online accepted Terms and Conditions document replaces the paper document used in previous years. It becomes part of the contractual record for funding and can be accessed in the future.

For: SP Admin

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.
2. Click the Terms and Conditions tab.

3. Click the Terms and conditions hyperlink.
   The Terms and Conditions agreement opens in another window in your browser.
4. Read the embedded agreement by scrolling down the document.
5. Click the DoE ECEC Grants Program Overview hyperlink and read the overview.
6. Under Program Guidelines, one by one, click the guidelines hyperlink for each of your funded programs and read the guidelines.

7. When you are certain that you have read and understood all the terms and conditions and associated guidelines, click Accept.
The Terms and Conditions document will now have a **Status** of *Accept*, the **Accepted Date** is set to today’s date, and the name of the person who accepted displays under **Accepted By**.

<table>
<thead>
<tr>
<th>Terms and Conditions</th>
<th>Financial Year</th>
<th>Accepted By</th>
<th>Accepted Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Terms and conditions Accepted</td>
<td>2013-2014</td>
<td>Roland Sanjeev</td>
<td>14/10/2013</td>
<td>Accepted</td>
</tr>
</tbody>
</table>

The acceptance of the Terms and Conditions is final and cannot be changed.

### Save or print the accepted Terms and Conditions

After a Terms and Conditions agreement has been accepted, ECCMS converts it to a PDF file which can be retrieved at any time so that you can view, save or print it.

For information on how to save or print a draft agreement, see [Save or print the draft Terms and Conditions](#).

**For: SP Admin and SP User**

1. On the ECCMS menu, click **Service Provider**.
   
   The Service Provider Main Details screen displays.

2. Click the **Terms and Conditions** tab.

3. Click the **Terms and Conditions Accepted** hyperlink.
   
   The Terms and Conditions displays as a PDF file in a new browser window or tab.

4. To save the Terms and Conditions so you can view it without being logged into ECCMS:
   - On the **File** menu, click **Save As**.
   - Browse to the location where you want to save the file.
   - Click **Save**.
5. To print the Terms and Conditions:
   - On the File menu, click Print.
   - Make any necessary selections in the Print dialog box.
   - Click Print.

You can also print or save the agreement by moving your mouse on it so the navigation pane buttons display. Then click the Save a copy button to save a file to your computer, or click the Print file button to print a copy.

If the navigation pane does not display, right-click on the agreement and then on the menu, click Show Navigation Pane Buttons.
Managing funding specifications

Only DoE is able to add a new funding specification in ECCMS. After verifying details provided by a service provider, DoE may add a new funding specification (with a Draft Status) at any time during the year. Then after completing final eligibility checks, DoE will approve the funding specification and change the Status to Active.

During the creation of the new funding specification, DoE will assign the correct Region and a SEIFA Band, both of which are used for statistical reporting.

A SEIFA (Socio-Economic Index for Areas) Band is based on the Australian Bureau of Statistics index which ranks areas according to relative socio-economic advantage and disadvantage.

An SP Admin and an SP User are able to update details for all funding specifications that their service provider organisation operates. However, FS users can only view and make limited updates to the one funding specification they are associated with.

Add details for a new funding specification

After a new funding specification is added, a service provider is responsible for ensuring all the following details for the new funding specification are complete and accurate.

Add and select contacts

1. If they are not already recorded in ECCMS, add the funding specification’s Primary Contact and RTCI Contact (and if applicable, the Alternate Contact). For more information, see Add a new contact.
2. Select the funding specification’s Primary Contact and RTCI Contact. If applicable, also select an Alternate Contact. For more information, see Select a funding specification’s contacts.

Add and select a bank account

3. If it is not already recorded in ECCMS, add the funding specification’s bank account. For more information, see Add a new bank account.
4. Select the funding specification’s bank account. For more information, see Select a funding specification’s bank account.

Add and select addresses

5. If they are not already recorded in ECCMS, add the funding specification’s Street Address (and if applicable, Postal Address). For more information, see Add a new address.
6. Select the funding specification’s Street Address. If applicable, also select a Postal Address. For more information, see Select a funding specification’s addresses.
Add the service details

7. Add the service information, the number and demographic characteristics of the children enrolled, and staffing information for the program that the funding specification operates. For more information, see Add service details.

Update funding specification details

An SP Admin and SP User accesses funding specifications differently from an FS User because the SP Admin and SP User are able to view and update all the funding specifications for their service provider. An FS User only has access to one funding specification. For more information, see Types of users.

Although the following instructions that involve funding specifications are written specifically for an SP Admin and an SP User, the same principles will apply for an FS User.
Locate and view a funding specification

For: SP Admin and SP User

1. On the ECCMS menu, click **Service Provider**. The Service Provider Main Details screen displays.
2. Click the **Funding Specifications** tab.
3. Locate and click the funding specification that you want to view. The details pane displays.

You can also locate the list of funding specifications by clicking the **Service Provider** menu.
Update a funding specification’s main details

For: SP Admin and SP User

1. On the ECCMS menu, click Service Provider. The Service Provider Main Details screen displays.

2. Click the Funding Specifications tab.

3. Locate and click the funding specification that you want to modify. The details pane displays.

4. Make any necessary changes.

   Only the Phone number and Email can be changed on the Main tab by an SP Admin or SP User. The Phone number must have 10 numbers and no spaces.

5. Click Save. The 'successfully updated' message displays.
Add and select contacts, addresses and bank accounts

In ECCMS adding a contact, address and/or a bank account to a funding specification consists of two steps – an add step and a select step.

1. **Add the contact, address and/or bank account** via the appropriate tab on the Service Provider Main Details screen.
   
   Only SP Admin and SP User and DoE users can complete this step. FS Users cannot add a contact, address and/or bank account.

2. **Select the contact, address and/or bank account** via the appropriate tab on the Funding Specification List screen.
   
   SP Admin, SP User, FS User and DoE users can complete this step.
Select a funding specification’s contacts

Contacts are selected from the list that has previously been added on the Contacts tab of the Service Provider screen. If a funding specification’s contacts are not already recorded in ECCMS, these contacts must be added via the Service Provider screen. For more information, see Add a new contact.

A contact can only be made Inactive on the Contacts tab of the service provider screen. For more information, see Make a contact inactive.

For: SP Admin, SP User and FS User

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.
2. Click the Funding Specifications tab.
3. Locate and click the funding specification that you want to modify.
   The details pane displays.
4. Click the Contacts tab.

All funding specifications must have a Primary Contact and a RCTI Contact (the person to whom the RCTI is sent).

5. To change or add a contact, click the appropriate button, e.g. Select Primary Contact, Select Alternate Contact or Select RCTI Contact.
6. In the selection list, click the circle next to the contact you want to add, and then click Select.
   The selection list closes and the selected contact now displays on the Contact tab.
7. Click **Save**.
   The 'successfully saved' message displays.

**Remove a funding specification’s alternate contact**

Complete these steps if you want to remove an Alternate Contact and do not want to select a replacement contact.

It is not possible to remove the Primary Contact and RCTI Contact. These contacts can only be changed.

---

**For: SP Admin, SP User and FS User**

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.

2. Click the **Funding Specifications** tab.

3. Locate and click the funding specification that you want to remove the Alternate Contact from.
   The details pane displays.

4. Click the **Contacts** tab.

5. Click **Remove Alternate Contact**.

6. Click **Save**.
   The 'successfully saved' message displays.
Select a funding specification’s bank account

Bank accounts are selected from the list of Active bank accounts that have previously been added on the Bank Accounts tab of the Service Provider screen. If a funding specification’s bank account is not already recorded in ECCMS, it must be added via the Service Provider screen and then given an Active Status by DoE. For more information, see Add a new bank account.

For: SP Admin, SP User and FS User

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.
2. Click the Funding Specifications tab.
3. Locate and click the funding specification that you want to modify.
   The details pane displays.
4. Click the Bank Account tab.

5. To add or change the bank account, click Select Bank Account.
6. The Select Bank Account For Funding Specification window displays and lists all of the service provider’s bank accounts that have an Active Status. In the selection list, click the blue circle next to the bank account that you want to add, and then click Select.
   The selection list closes and the selected bank account now displays on the Bank Account tab.
7. Click Save.
   The ‘successfully saved’ message displays.
Select a funding specification’s addresses

Addresses are selected from the list that has previously been added on the **Addresses** tab of the Service Provider screen. If a funding specification’s Street Address (and if applicable, Postal Address) are not already recorded in ECCMS, these addresses must be added via the Service Provider screen. For more information, see [Add a new address](#).

An address can only be made **Inactive** on the **Addresses** tab of the service provider screen. For more information, see [Make an address inactive](#).

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**For:** SP Admin, SP User and FS User

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.

2. Click the **Funding Specifications** tab.

3. Locate and click the funding specification that you want to modify.
   The details pane displays.

4. Click the **Addresses** tab.

---

All funding specifications must have a Street Address. A Postal Address is optional.

5. To add or change the street address, click **Select Street Address**. Otherwise, to change or add a postal address, click **Select Postal Address**.

6. In the selection list, click the blue circle next to the address that you want to add, and then click **Select**.
   The selection list closes and the selected address now displays on the **Addresses** tab.

7. Click **Save**.
   The ‘successfully saved’ message displays.
Remove a funding specification’s postal address

Complete these steps if you want to remove a postal address and do not want to select a replacement.

Once a Street Address has been saved to a funding specification, it can only be changed. It cannot be removed.

For: SP Admin, SP User and FS User

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.

2. Click the **Funding Specifications** tab.

3. Locate and click the funding specification that you want to remove the postal address from.
   The details pane displays.

4. Click the **Addresses** tab.

5. Click **Remove Postal Address**.

6. Click **Save**.
   The 'successfully saved' message displays.
Attach a document to a funding specification

It is possible to attach documents, such as letters and other communications to a funding specification in ECCMS. To fulfil the requirements of the *State Records Act 2000*, all documents uploaded to ECCMS are stored in TRIM which is DoE’s electronic document management system.

Currently ECCMS requires all uploaded documents to be in PDF format. PDF documents can be created by using the ‘Save As’ function in Microsoft Word or by scanning a document and choosing PDF as the output.

For: SP Admin and SP User

1. On the ECCMS menu, click **Service Provider**. The Service Provider Main Details screen displays.

2. Click the **Funding Specifications** tab.

3. Locate and click the funding specification that you want to add a document to. The details pane displays.

4. On the **Main** tab, under **Attach Documents**, click **Choose**. The *Choose File to Upload* dialog box displays.
5. Browse to and select the PDF document that you want to attach, and then click **Open**. The name of the document displays on the screen.

6. Click **Upload**.

ECCMS uploads the document. The document name, your name (i.e. the person who uploaded the document) and the date displays on the screen.
View an attached document

For: SP Admin and SP User

1. On the ECCMS menu, click Service Provider. The Service Provider Main Details screen displays.
2. Click the Funding Specifications tab.
3. Locate and click the funding specification that has the attached document. The details pane displays.
4. On the Main tab, under Attach Documents, click the document that you want to view. The PDF document opens in a new window.

Cancel a funding specification

If a service provider finds it is necessary to close a funding specification before the end of the financial year, they should immediately advise DoE of the situation so the funding specification can be cancelled in ECCMS.

When the cancellation is recorded in ECCMS, the payment allocation and all scheduled payments are automatically cancelled from the funding specification. If a recovery of payment is required, for the first release of ECCMS, this will be done outside the system.
Managing funding specifications

Viewing approvals

An approval is given to a service provider as an authorised provider to run a childcare service. Each approval is uploaded from the National Quality Agenda IT System (NQA ITS) into ECCMS and then checked and approved by DoE.

It is DoE’s role to attach the correct approval to each funding specification.

View a funding specification’s approval

For: SP Admin, SP User and FS User

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.
2. Click the **Funding Specifications** tab.
3. Locate and click the funding specification that you want to view.
   The details pane displays.
4. Click the **Approval** tab.

![Image of a funding specification screen]

5. View the details:
   - **Approval ID** – from the NQA ITS system.
   - **Service Name** – usually the name of the funding specification.
   - **Provider Name** – the service provider name.
   - **Maximum Capacity** – maximum number of children the service is licensed to have. This will be blank if approval is for service provider.
   - **Approval Status** – a status uploaded from NQA ITS.
   - **Approval Date** – when approval was given in NQA ITS.
View all service provider approvals

Approvals for funding specifications are uploaded into ECCMS from the NQA ITS system.

### For: SP Admin and SP User

1. On the ECCMS menu, click **Service Provider**.
   
   The Service Provider Main Details screen displays.

2. Click the **Approvals** tab.

   All the approvals for your service provider organisation display.

3. View the details:
   
   - **Service Name** – usually the name of the associated funding specification.
   - **Approval ID** – from the NQA ITS system.
   - **Maximum Capacity** – maximum number of children the outlet is licensed to have.
   - **Status** – a status uploaded from NQA ITS.
   - **Approval Date** – when approval was given in NQA ITS.
Adding a funding specification’s service details

The amount of funding that a service provider receives for a funding specification is calculated on the basis of the program and services they offer. The service details for a funding specification may change from year to year, but generally includes a standard set of service delivery indicators such as service information, the number and demographic characteristics of children enrolled at the service and staffing information.

Service providers must add service details to a new funding specification, which has been added in ECCMS by DoE, and update service details each year after funding specifications are renewed for the new financial year. The service details are for a reporting period in the year that is nominated by DoE.

The service details determine the Funding Spec document for the new financial year. For more information, see Annual renewal of funding specifications.

Service details entered by service providers are also used as a base against which performance accountability is assessed during the financial year. For more information, see Managing accountability requirements.

After a service provider accepts the funding spec for the new financial year, it is not possible to change the service details. For more information, see Accept a Funding Spec document.

Add or update service details

Before a service provider accepts the Funding Spec document for the new financial year, it is still possible to change the service details. However, once the funding spec has been accepted, the service details cannot be changed. For more information, see Accept a Funding Spec document.

For: SP Admin, SP User and FS User

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.

2. Click the Funding Specifications tab.

3. Locate and click the funding specification that you want to modify.
   The details pane displays.

4. Click the Service Details tab.
If the funding specification has been rolled over for the new financial year, the values from the previous year will display in the Client Groups and Service Capacities. If the funding specification is new, all values will be 0.

The groups and capacities that display are different for every program. The example in this topic is for the Long Day Care program.

5. Ensure the correct year displays in the Financial Year list.

6. In the Client Groups and the Service Capacities sections, if the rolled over values are different from the values for the Reporting Period type over these values with the correct values. Otherwise, if the values are the same, skip these values and do not type over them.

If the funding specification is new and the values are all 0, type the correct values.

Numbers, including dollars, must not contain a decimal point.

7. Click Save.

The ‘successfully updated’ message displays.
**Tracking allocations and payments**

The annual payment allocation for a funding specification is calculated when a funding specification is renewed for the next financial year or when a new funding specification is created (which can occur any time during the year). Payment allocations are calculated according to service activities, client groups and the number of children included.

The approval and acceptance processes for both allocations and payments are able to be tracked in ECCMS by service provider users.

**Annual renewal of funding specifications**

The process of renewing funding specifications starts around February/March every year and must be completed by 30 June in time for the first quarterly payment of the new financial year.

A funding specification’s annual allocation amount as well as the Terms and Conditions and service details for the current year are rolled over in ECCMS during February/March before the start of the next financial year. After the rollover, the **Status** of the service details for the new financial year and the allocation **Status** are both set to **Draft**.

Service providers then have two weeks to check whether their service details (i.e. client group and service levels) are correct in ECCMS, and to update the details if necessary.
DoE then checks the updated service details, and if necessary modifies the allocation amount. After DoE certifies the allocation amount, a funding spec is generated in ECCMS, which must then be accepted by the service provider. After the funding spec is accepted, a payment schedule of quarterly payments is created in ECCMS for the funding specification.

The approval and acceptance process must be finalised before 30 June so the payment cycle can start from 1 July.

About indexation, variations and RCTI

**Indexation**
Payments to a funding specification are subject to adjustment based on the consumer price index (CPI). Generally this happens once a year.

Indexation is applied to a funding specification’s annual allocation at a program level and new amounts are calculated for remaining payments for the financial year. Indexation details are entered in ECCMS by DoE.

**Variations**
During a financial year, changes to a funding specification’s service details as result of data collection, accountability reporting or a change in a program’s funding model may necessitate a variation of the approved funding spec. A variation may result in either an increase or reduction of the annual allocation and future payments. For more information, see Track a variation.

**RCTI**
ECCMS, combined with other DoE systems, automatically generates a Recipient Created Tax Invoice (RCTI) against each payment made to a service provider for a funding specification.

An RCTI will have itemised information about payments made and is for the service provider’s own tax records.
Tracking allocations and payments

View a funding specification’s allocation

All funding specifications receive **annual** allocations which are listed on the **Allocations** tab. However, if there is an approved requirement for additional funding, a **one off** allocation may be made.

**For: SP Admin, SP User and FS User**

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.
2. Click the **Funding Specifications** tab.
3. Locate and click the funding specification that you want to view.
   The details pane displays.
4. Click the **Allocations** tab.
   The allocation details display.

If an allocation’s **Status** is:

- **Draft**, DoE has entered the allocated amount, which is waiting to be certified by a DoE manager.
- **Certify**, a DoE manager has certified the amount, and the funding spec must now be accepted by your service provider organisation. The Funding Spec Draft will now display on the Funding Spec tab. For more information, see **Accept a funding spec**.
- **Accept**, your service provider organisation has accepted the funding spec, which is waiting to be approved by DoE.
- **Approved**, DoE has approved the allocated amount, and quarterly draft payments have been scheduled in the system. The quarterly payments will now be listed on the Payments tab with a Status of **Draft** (or **Certified** if DoE has certified them).

**Allocation Types** may be **Annual** or **One Off**. One off allocations are made for adhoc payments and/or variations.

The **Allocation Amount** is the amount allocated for the current year. The **Next Year Base Amount** is the amount that will be rolled over for the next financial year and then adjusted.
5. Click the allocation row to view further details, e.g., the reason for a one off payment or the breakdown of amounts for more than one program.
About the funding spec

A funding spec is an agreement between DoE and a service provider regarding a funding specification’s service details. It outlines the responsibilities of all parties (the service provider, funding specification and DoE) including the annual allocation amount for the program on offer, the client groups and service capacity. The service details in a funding spec are used as a base against which performance accountability is assessed during the financial year. For more information, see Managing accountability requirements.

After a service provider accepts the annual Funding Spec document for a funding specification, the quarterly payments are scheduled in ECCMS.

If during the year the allocated amount changes due to a variation or indexation, the funding spec does not change.

If a service provider has queries about the conditions relating to a funding spec, they should contact DoE.

If a service provider attempts to accept their Funding Spec Document, without updating or at least saving their service details, they will receive an error.

If a service provider has not accepted the Terms and Conditions or completed a funding specification’s service details, a Funding Spec document cannot be generated. For more information, see Accepting the Terms and Conditions and Adding a funding specification’s service details.
Save or print a draft Funding Spec document

A Funding Spec document is generated for a funding specification when its annual allocation is certified. The Funding Spec document contains service provider, funding specification and service details. ECCMS enables service providers to print and/or save the Funding Spec document so that other staff members in their organisation may review it.

For information on how to save or print an accepted document, see Save or print an accepted Funding Spec document.

For: SP Admin and SP User

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.

2. Click the Funding Specifications tab.

3. Locate and click the funding specification that has the Funding Spec document that you want to save or print.
   The details pane displays.

4. Click the Funding Spec tab.

5. Click the Funding Spec Draft hyperlink.
   The Funding Spec document displays in a new browser window.

6. Scroll down to the bottom of the document, and then click Print Preview.

7. The ‘open or save’ message displays.

8. Click Open.
   The Funding Spec document opens as a PDF file in a new browser window.
9. To save the **Funding Spec document** so you can view it without being logged into ECCMS:
   - On the **File** menu, click **Save As**.
   - Browse to the location where you want to save the file.
   - Click **Save**.

10. To print the Funding Spec document:
    - On the **File** menu, click **Print**.
    - Make any necessary selections in the **Print** dialog box.
    - Click **Print**.

    (To close the Funding Spec document windows, click the close button on the top right corner of each window.)
Accept a Funding Spec document

A service provider must accept the Funding Spec document before quarterly payments are scheduled in ECCMS.

The acceptance of the Funding Spec document is **final** and cannot be changed.

**For:** SP Admin

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.

2. Click the **Funding Specifications** tab.

3. Locate and click the funding specification that you want to accept the funding spec for.
   The details pane displays.

4. Click the **Funding Spec** tab.

5. Click the **Funding Spec Draft** hyperlink.
   The Funding Spec document displays in a new browser window.

6. Read the document carefully.

7. When you are certain that you have read and understood the funding spec, scroll to the bottom of the document, select the **Accept** check box so that a tick displays, and then click **Submit**.

   (To close the Funding Spec document without accepting it, click the close button on the top right corner.)
On the **Funding Spec** tab, the hyperlink changes to **Funding Spec Accepted**, today’s date is added as the **Date of Acceptance** and your name displays under **Accepted By**.

On the **Allocation** tab, the **Status** of the allocation changes to **Accept** and a notification email is sent to DoE.

If the service details have not been entered for the funding specification, an error will display when you click **Submit**. To accept the Funding Spec document, you will need to rectify this issue.
Save or print an accepted Funding Spec document

After a Funding Spec document has been accepted, ECCMS converts it to a PDF document which can be retrieved at any time so that you can view, save or print it.

For information on how to save or print a draft document, see Save or print a draft Funding Spec document.

For: SP Admin and SP User

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.

2. Click the Funding Specifications tab.

3. Locate and click the funding specification that has the Funding Spec document that you want to save or print.
   The details pane displays.

4. Click the Funding Spec tab.

5. Click the Funding Spec Accepted hyperlink.
   The Funding Spec document displays as a PDF file in a new browser window or tab.

6. To save the Funding Spec document so you can view it without being logged into ECCMS:
   • On the File menu, click Save As.
   • Browse to the location where you want to save the file.
   • Click Save.

7. To print the Funding Spec document:
   • On the File menu, click Print.
   • Make any necessary selections in the Print dialog box.
   • Click Print.

   Another method to print or save the document is to move your mouse on the document so that the navigation pane buttons display. Click the Save a copy button to save a file to your computer. Click the Print file button to print a copy.

   If the navigation pane does not display, right-click on the document and on the menu, click Show Navigation Pane Buttons.
View a funding specification’s payments

After a service provider's acceptance of the funding spec is verified and approved by DoE, quarterly payments for the financial year are automatically scheduled in ECCMS. On the scheduled dates, electronic payments are made to service provider bank accounts via DoE’s SAP system.

Service provider users are able to view payments (historical and future) for their own funding specifications.

**For: SP Admin, SP User and FS User**

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.
2. Click the **Funding Specifications** tab.
3. Locate and click the funding specification that you want to view.
   The details pane displays.
4. Click the **Payments** tab.
   The payment details display for the current year.
5. To view the payment details for a particular year, type that year (in part or full) in the **Financial Year** search box.
6. View the payment details:
   - The type of allocation displays under **Allocation Type**. The most common type of allocation is an **Annual** allocation. However, some service providers may qualify for a **One Off** payment. For more information, see [Track a one off payment](#).
   - The annual allocation for each program is broken up into quarterly payments which display in the **Amount** column.
   - The date on which a payment will be paid is the **Process Date**.
   - If a payment has a:
     - **Draft Status**, the allocation has been approved, but the payment is not yet certified by DoE.
     - **Certified Status**, the payment has been certified and will be paid at the scheduled date.
     - **Sent to SAP Status**, the details of the payment have been sent to SAP which is DoE’s financial payments system.
     - **SAP Paid Status**, the payment has been made to the nominated bank account for the funding specification.
     - The date on which the **Status** changed is the **Status Date**.
• The Invoice No is the number generated by SAP when a payment is made. This number is not currently used, but will be utilised in a future release of ECCMS.

**Track a one off allocation**

If annual payments have already been scheduled for a funding specification and there is an approved requirement for additional funding, a one off allocation may be made.

A one off allocation will originally display on the Allocations tab of the Funding Specification screen with a Status of Draft. It must then go through the same approval and certification process as an annual allocation. However, it is not necessary to accept a one off allocation.

One off allocations are not rolled over to the next financial year when the funding specification is renewed.

**Track a variation**

During a financial year, changes to a funding specification’s service details as result of data collection or a change in a program’s funding model may necessitate a variation of the approved funding spec. Each payment variation is applied to the annual funding allocation and future payments are adjusted.

When DoE records a variation in ECCMS the allocation amount is updated so that it either reduces or increases future payments. If an increase is determined, future payments may be increased and/or an adhoc payment may be made as an adjustment.

The following example takes you through a positive variation of $3,000 that is applied to remaining quarterly payments for a financial year.

**Allocations and payments before a variation**

The below screenshot shows the Variations tab of a new funding specification that has a base annual allocation of $120,000 and an Allocation Amount of $60,000 for the remainder of the financial year.

No variations have been applied to the funding specification’s annual allocation.
The next screenshot shows the **Payments** tab for the same funding specification which shows the two remaining quarterly amounts of $30,000 (making a total of $60,000) to be paid for the financial year.

### Allocations and payments after a variation

The below screenshot shows the **Variations** tab of the funding specification which has now been granted a positive variation of $3,000. As a result, the base annual allocation of $120,000 has increased to $123,000.

The next screenshot shows the funding specification’s **Payments** tab which shows the two remaining quarterly amounts of $30,000 to be paid for the financial year, have been increased by the variation of $3,000 divided by the number of quarterly payments.
Financial accountability

Managing accountability requirements

DoE must have appropriate documentary evidence regarding the use of public funding so the Department can meet its financial accountability obligations to demonstrate and justify the use of public resources to government, the Parliament and the community. Service providers must therefore meet financial and performance accountability requirements to ensure funded programs achieve government policy objectives and are consistent with eligibility rules. To fulfil these requirements, service providers must submit the following statements in ECCMS for each funding specification:

- **Statement of Expenditure** due at the end of April or October each year depending on whether the service provider’s reporting period is January to December, or July to June.
- **Performance Accountability Statement** due at the end of September each year.

Both statements may be completed by SP Admin, SP User and FS Users, however, only an SP Admin has the authority to submit a statement on behalf of a service provider and legally bind it. After a Statement of Expenditure or Performance Accountability Statement has been submitted, a copy that contains all the information submitted, can be viewed, saved and printed by SP Admin, SP User and FS Users.

After the statements are submitted, DoE will assess them to check whether service providers have complied with their contractual obligations, and to ensure funds have been used as intended and can be accounted for. If there is a problem with a statement, a DoE staff member will phone the service provider’s Primary contact and request that the statement be resubmitted with the required information.

In accordance with the Terms and Conditions agreement with DoE, each year service providers must submit a **Statement of Expenditure** for each funding specification. The Statement of Expenditure is used by DoE to provide a measure of assurance and evidence that public funds have been spent for their intended purpose.

In 2014, a questionnaire was sent to all service providers to determine which month they acquit their organisation’s accounts. Depending on the answer to this questionnaire, each service provider’s reporting month has been updated in ECCMS.

Depending on the service provider’s reporting period, in January or July, an email notification will be sent to the Primary contact of each funding specification to advise them that the year’s Statement of Expenditure is ready for completion and has been added to the **Accountability** tab in ECCMS. Service providers who have June as their reporting month must submit their Statement of Expenditure by October in that year. Service providers who have December as their reporting month must submit their statement by April the following year.
Performance accountability

Each year, service providers must submit, for each of their funding specifications, a Performance Accountability Statement that covers a two week period of operation. This statement is used by DoE to monitor actual performance against the estimates for service types, client groups and service capacities as recorded on each funding specification’s Service Details tab.

At least six weeks before a Performance Accountability Statement is due, an email notification will be sent to the Primary contact of each funding specification to advise them that the statement has been added to the Accountability tab in ECCMS and is ready for completion.

Accountability flag

When a new service provider is added in ECCMS, DoE enters all the relevant details, and then assigns an Accountability Flag. The purpose of the flag is to categorise the service provider and associated funding specifications as either a Tier-1 or a Tier-2 organisation for DoE’s financial accountability reporting.

Tier-1 service providers
Tier-1 Service providers may be one or more of the following:
- Organisations with a total income greater than $250,000 (including Shire or Municipal Councils, Local Health Districts, Universities and TAFEs)
- A public company limited by guarantee
- Any service provider that is not a Tier-2 service provider.

Tier-2 service providers
Tier-2 service providers may be one or more of the following:
- Organisations with a total income of less than or equal to $250,000
- Shire or Municipal Councils, Local Health Districts, Universities and TAFEs.

Financial documents for Tier-1 and Tier-2 service providers

Before completing the Statement of Expenditure, so you can enter the required information, you must have the following financial documents ready – depending on whether your organisation is a Tier-1 or Tier-2 service provider.

<table>
<thead>
<tr>
<th>Tier-1</th>
<th>Tier-2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audited Financial Statements (including audit certificate)</td>
<td>Statement of Income</td>
</tr>
<tr>
<td>Profit and Loss Statement</td>
<td>Profit and Loss Statement</td>
</tr>
<tr>
<td>Standard Chart of Accounts (if available)</td>
<td>Balance Sheet and Statement of Equity</td>
</tr>
<tr>
<td>Any other supporting document</td>
<td>Any other supporting document</td>
</tr>
</tbody>
</table>
Complete the Statement of Expenditure

When a Statement of Expenditure is added to a funding specification's Accessibility tab in ECCMS, it has a Status of Draft. After the statement is submitted, its Status changes to Submitted.

For: SP Admin, SP User and FS User

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.
2. Click the Funding Specifications tab.
3. Locate and click the funding specification with the Statement of Expenditure that you want to complete.
   The details pane displays.
4. Click the Accountability tab.
   The accountability details display.
5. Locate the correct Financial Year, and then under Accountability Statement, click the Financial hyperlink.
The **Statement of Expenditure** opens in a new window and displays the annual funding amount in **Total Funding to Acquit (as per funding specification)**. If one-off funding was also granted, this displays in **One-off Funding to Acquit**.

### 2012-2013 Statement Of Expenditure

**Hobbit Child Care**  
**Kindy House**

<table>
<thead>
<tr>
<th>INCOME</th>
<th>AMOUNT ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Funding to Acquit (as per Funding Specification):</td>
<td>$132,387.00</td>
</tr>
<tr>
<td>One-off Funding to Acquit:</td>
<td>$20,907.00</td>
</tr>
<tr>
<td>Service User Contributions (Fees)</td>
<td>$240,000.00</td>
</tr>
<tr>
<td>Sale of Assets:</td>
<td>$0.00</td>
</tr>
<tr>
<td>Grant funding from other sources:</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>TOTAL INCOME</strong></td>
<td>$393,294.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENDITURE</th>
<th>AMOUNT ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Wages. Service delivery staff (direct cost):</td>
<td>$180,000.00</td>
</tr>
<tr>
<td>Salaries and Wages. Administration and Management staff (indirect cost):</td>
<td>$40,000.00</td>
</tr>
<tr>
<td>Depreciation:</td>
<td>$20,000.00</td>
</tr>
<tr>
<td>Operating Costs:</td>
<td>$10,000.00</td>
</tr>
<tr>
<td>Administration Costs:</td>
<td>$20,000.00</td>
</tr>
<tr>
<td>Asset / Capital Acquisitions (One-off or Capital Grants only):</td>
<td>$0.00</td>
</tr>
<tr>
<td>Loss on Sale of Assets:</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURE</strong></td>
<td>$270,000.00</td>
</tr>
<tr>
<td><strong>BALANCE</strong></td>
<td>$123,294.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SURPLUS</th>
<th>AMOUNT ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Amount</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Income**

When entering amounts, you can enter the amount with or without a comma as ECCMS will accept both formats. For example, you can type 25,000 or 25000. ECCMS will add the comma (if it is missing) and also add ‘00’ for the cents – for example, $25,000.00.

6. **In Service User Contributions (Fees)**, type the total amount of fees that the funding specification received during the year.

7. **In Sale of Assets**, type the total amount received during the year for the sale of assets belonging to the funding specification. If no assets were sold, type 0.
It is only possible to save or submit the Statement of Expenditure when all fields have a number. If a field is not applicable for the funding specification, type 0. When you type 0 in ECCMS, it automatically changes to $0.00.

8. In Grant funding from other sources, type the total amount of funding the funding specification received during the year from any sources other than DoE. If no funding was received from other sources, type 0.

Expenditure

9. In Salaries and Wages: service delivery staff (direct cost), type the total amount spent during the year on salaries and wages for staff who delivered the funding specification’s services.

10. In Salaries and Wages: administration and management staff (indirect cost), type the total amount spent during the year on salaries and wages for staff who performed the funding specification’s administration and management duties.

11. In Depreciation, type the amount that the funding specification’s assets depreciated during the year.

12. In Operating Costs, type the total amount spent during the year on the funding specification’s operating costs such as cleaning, property maintenance, equipment repair and catering.

13. In Administration Costs, type the total amount spent during the year on the funding specification’s administration costs such as audit and accountancy fees, professional fees, printing, stationary and postage.

14. In Asset / Capital Acquisitions (one-off or capital only), type the total amount granted from DoE. If no grant was received, type 0.

15. In Loss on Sale of Assets, type the total amount of loss incurred during the year for the sale of any assets belonging to the funding specification. If no loss was incurred, type 0.

Surplus

16. In Total Amount, type the total amount of funding from DoE that the funding specification did not spend during the financial year. If all funding was spent, type 0.

Upload financial attachments

It is possible to exit the Statement of Expenditure without uploading the financial attachments. If you wish to save now and upload the documents later, click Save.

For Tier-1 organisations, the screen displayed is:
For Tier-2 organisations, the screen displayed is:

Only a single PDF document can be attached for each document type. This means you

17. Under the Financial Attachments section, attach a PDF document to the Statement of Expenditure by clicking the appropriate Attach Document hyperlink. The listed documents will differ according to whether your service provider organisation is a Tier-1 or a Tier-2 organisation.

The Attach Document dialog box displays.

18. Click Choose.

The Choose File to Upload dialog box displays.

19. Browse to and select the PDF document that you want to attach, and then click Open.

The name of the document displays on the dialog box.

20. Click Upload.

ECCMS uploads the document and the ‘document uploaded successfully’ message displays.

21. Repeat steps 17 to 20 to upload all the relevant documents.

22. Click Save.

The ‘saved successfully’ message displays and the Statement of Expenditure closes.

The Statement of Expenditure’s Status remains as Draft.
Remove or replace an attached document

Before a Statement of Expenditure is submitted, it is possible to remove a document and replace it with another document. However, once a Statement of Expenditure has been submitted, documents cannot be removed or replaced.

ECCMS requires all uploaded documents to be in PDF format. PDF documents should be no more than 10 MB in size.

For: SP Admin, SP User and FS User

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.

2. Click the **Funding Specifications** tab.

3. Locate and click the funding specification with the attached document that you want to remove or replace.
   The details pane displays.

4. Click the **Accountability** tab.
   The accountability details display.

5. Locate the correct **Financial Year**, and then under **Accountability Statement**, click the **Financial** hyperlink.
   The **Statement of Expenditure** opens in a new window.

6. Scroll down to the **Financial Attachments** section.
7. Next to the document that you want to remove, click the **Remove Document** hyperlink.
   The **Confirm Removal of Attachment** message displays.

![Confirm Removal of Attachment](image)

8. Click **Yes**.
   The ‘removed successfully’ message displays.

9. To replace the document, click the adjacent **Attach Document** hyperlink.
   The **Attach Document** dialog box displays.

![Attach Document](image)

10. Click **Choose**.
    The **Choose File to Upload** dialog box displays.

11. Browse to and select the PDF document that you want to attach, and then click **Open**.
    The name of the document displays on the dialog box.

12. Click **Upload**.
    ECCMS uploads the document and the ‘document uploaded successfully’ message displays.

13. Click **Save**.
    The ‘saved successfully’ message displays.

**Submit the Statement of Expenditure**

14. If you are sure all numbers and uploaded documents are correct, click **Submit**.
    The ‘successfully submitted’ message displays and the Statement of Expenditure’s **Status** changes to **Submitted**. An email is sent to DoE who then checks the details and either accepts or rejects your statement.
Submit the Statement of Expenditure

Only the SP Admin is authorised to submit a funding specification’s Statement of Expenditure.

After the Statement of Expenditure is submitted, its Status changes from Draft to Submitted.

For: SP Admin

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.

2. Click the Funding Specifications tab.

3. Locate and click the funding specification that has the Statement of Expenditure that you want to submit.
   The details pane display.

4. Click the Accountability tab.
   The accountability details display.

5. Locate the correct Financial Year, and then under Accountability Statement, click the Financial hyperlink.
   The Statement of Expenditure form opens in a new window.

6. Check that the numbers are correct and make any necessary changes.

7. Check that the correct documents have been attached. To view a document, click the appropriate Download Document hyperlink.
   To replace a document, first click the Remove Document hyperlink and then click the adjacent Attach Document hyperlink. For more information, see Remove or replace an attached document.

Preview, save and print the Statement of Expenditure

8. Scroll down to the bottom of the statement, and then click Preview.
   The ‘open or save’ message displays.
9. Click **Open**.
   The Statement of Expenditure displays as a PDF file in a new browser window.

10. To save the Statement of Expenditure so you can view it without being logged into ECCMS:
    - On the **File** menu, click **Save As**.
    - Browse to the location where you want to save the file.
    - Click **Save**.

11. To print the Statement of Expenditure:
    - On the **File** menu, click **Print**.
    - Make any necessary selections in the **Print** dialog box.
    - Click **Print**.

   (To close the statement window, click the close button on the top right corner of each window.)

**Submit the Statement of Expenditure**

12. If you are sure all numbers and uploaded documents are correct, select the **Accept** check box.

13. Click **Submit**.

   A confirmation and information message displays.

14. Click **OK**.

   The Statement of Expenditure's **Status** changes to **Submitted**. An email is sent to DoE who then checks the details and either accepts or rejects your statement.
View the submitted statement and documents

After the Statement of Expenditure and attached documents are submitted, they are stored in TRIM, DoE’s electronic document management system, from which they can be viewed in ECCMS.

For: SP Admin, SP User and FS User

1. On the ECCMS menu, click **Service Provider**.
   
   The Service Provider Main Details screen displays.

2. Click the **Funding Specifications** tab.

3. Locate and click the funding specification with the submitted statement and documents that you want to view.
   
   The details pane displays.

4. Click the **Accountability** tab.
   
   The accountability details display.

5. Locate the correct **Financial Year**, and then under **Accountability Statement**, click the **Financial** hyperlink.
   
   The ‘open or save’ message displays.

6. Click **Open**.
   
   In Windows Explorer, ECCMS opens a folder (e.g. FinancialAccountability-2012-2013-Kind House) that contains PDF files of the Statement of Expenditure and attached documents.

   **(If your version of Windows does not automatically extract compressed files, instead of a folder, ECCMS will open a zip file. To open the zip file and view the compressed files, you will need to install extraction software such as WinZip on your computer.)**

7. Save the PDF files to your computer or computer network.

8. To print any of the PDF files:
   - Double-click the file to open it.
   - On the **File** menu, click **Print**.
   - Make any necessary selections in the **Print** dialog box.
   - Click **Print**.

   (To close a PDF file, click the close button on the top right corner of each window.)
Resubmit a rejected Statement of Expenditure

If there is a problem with your Statement of Expenditure and attached documents, a DoE staff member will phone you and request additional information. They will then reject your Statement of Expenditure in ECCMS so its **Status** of *Submitted* reverts to *Draft*. You must then make the required changes and resubmit the statement.

**For: SP Admin, SP User and FS User**

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.
2. Click the **Funding Specifications** tab.
3. Locate and click the funding specification with the Statement of Expenditure that you want to resubmit.
4. The details pane displays.
5. Click the **Accountability** tab.
   The accountability details display.

6. Locate the correct **Financial Year**, and then under **Accountability Statement**, click the **Financial** hyperlink.
   The **Statement of Expenditure** with your previously entered data and attached documents opens in a new window.
7. Make any necessary changes to the data.
8. If applicable, replace an attached document and/or attach a new document. For more information, see [Remove or replace an attached document](#).

**Preview, save and print the Statement of Expenditure**

9. Scroll down to the bottom of the statement, and then click **Preview**.
   The ‘open or save’ message displays.
10. Click **Open**.
    The Statement of Expenditure displays as a PDF file in a new browser window.
11. To save the Statement of Expenditure so you can view it without being logged into ECCMS:
    - On the **File** menu, click **Save As**.
    - Browse to the location where you want to save the file.
    - Click **Save**.
12. To print the Statement of Expenditure:
   - On the File menu, click Print.
   - Make any necessary selections in the Print dialog box.
   - Click Print.

   (To close the Terms and Conditions windows, click the close button on the top right corner of each window.)

Submit the Statement of Expenditure

Please select 'Accept' to acknowledge that you have completed all the accountability requirements as detailed which are by virtue of this Statement to be contractually binding upon your organisation.

Accept

Submitted by: Rolen Sanjeev
Date: 27/02/2014

Submit Save Preview Cancel

13. If you are sure all numbers and uploaded documents are correct, select the Accept check box.

14. Click Submit.

The ‘submitted successfully’ message displays, the Statement of Expenditure’s Status changes to Submitted, and an email is sent to DoE who then checks the details and either accepts or rejects your statement.
Complete a Performance Accountability Statement

Preschool organisations do not need to complete the Performance Accountability Statement because their service details are uploaded from the Children’s Services Data Collection (CSDC) tool. However, preschools still have to submit the Performance Accountability Statement. For more information, see Submit the Performance Accountability Statement.

Before starting to complete the Performance Accountability Statement, so you can enter the required information, you should gather the funding specification’s client group and service capacity statistics for the required Reporting Period as specified in the email notification that you received from DoE.

When a Performance Accountability Statement is added to a funding specification’s Accessibility tab in ECCMS, it has a Status of Draft. After the Performance Accountability Statement is submitted, its Status changes to Submitted.

For: SP Admin, SP User and FS User

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.

2. Click the Funding Specifications tab.

3. Locate and click the funding specification with the Performance Accountability Statement that you want to complete.
   The details pane displays.

4. Click the Accountability tab.
   The accountability details display.

5. Locate the correct Reporting Period, and then under Accountability Statement, click the Performance hyperlink.
The **Performance Accountability Statement** opens in a new window and displays information in the **Funding Spec Value** and **Actual Value** columns, which you previously entered on the **Service Details** tab before accepting the Funding Spec document.

6. For each applicable **Client Group**, type over any out-of-date values in the **Actual Value** column with the correct values for the **Reporting Period**. Numbers, including dollars, may not contain a decimal point.

7. For each **Service Capacity**, type over any out-of-date values in the **Actual Value** column with the correct values for the **Reporting Period**.

8. Click **Save**.

The ‘saved successfully’ message displays.

The Performance Accountability Statement’s **Status** remains as **Draft**.
Submit a Performance Accountability Statement

Only the SP Admin is authorised to submit a funding specification’s Performance Accountability Statement.

After the Performance Accountability Statement is submitted, its Status changes from Draft to Submitted. DoE staff will then review the statement and either approve or reject it. An approved statement has an Approved Status and a rejected statement reverts back to a Draft Status.

For: SP Admin

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.

2. Click the Funding Specifications tab.

3. Locate and click the funding specification with the Performance Accountability Statement that you want to submit.
   The details pane displays.

4. Click the Accountability tab.
   The accountability details display.

5. Locate the correct Reporting Period, and then under Accountability Statement, click the Performance hyperlink.
   The Performance Accountability Statement opens in a new window.

6. Check that the values in the Actual Value column are correct for the Reporting Period, and then make any necessary changes.

   Preschool organisations are not able to change the numbers because their service details are uploaded from the Children’s Services Data Collection (CSDC) tool. However, preschools still have to submit the Performance Accountability Statement.

Preview, save and print the Performance Accountability Statement

7. Scroll down to the bottom of the statement, and then click Preview.
   The ‘open or save’ message displays.

8. Click Open.
   The Performance Accountability Statement displays as a PDF file in a new browser window.
9. To save the Performance Accountability Statement so you can view it without being logged into ECCMS:
   - On the File menu, click Save As.
   - Browse to the location where you want to save the file.
   - Click Save.

10. To print the Performance Accountability Statement:
    - On the File menu, click Print.
    - Make any necessary selections in the Print dialog box.
    - Click Print.

    (To close the statement window, click the close button on the top right corner of each window.)

Submit the Performance Accountability Statement

![Submit window]

11. If you are sure all numbers are correct, select the Accept check box.

12. Click Submit.

    The ‘submitted successfully’ message displays, the Performance Accountability Statement’s Status changes to Submitted, and an email is sent to DoE who then checks the details and either accepts or rejects your statement.
View a submitted Performance Accountability Statement

After the Performance Accountability Statement is submitted, it is stored in TRIM, DoE’s electronic document management system, from which it can be viewed in ECCMS.

**For: SP Admin, SP User and FS User**

1. On the ECCMS menu, click **Service Provider**.
   The Service Provider Main Details screen displays.

2. Click the **Funding Specifications** tab.

3. Locate and click the funding specification with the submitted statement that you want to view.
   The details pane displays.

4. Click the **Accountability** tab.
   The accountability details display.

5. Locate the correct **Reporting Period**, and then under **Accountability Statement**, click the **Performance** hyperlink.
   The 'open or save' message displays.

6. Click **Open**.
   The Performance Accountability Statement displays as a PDF file in a new browser window.

7. To save the Performance Accountability Statement so you can view it without being logged into ECCMS:
   - On the **File** menu, click **Save As**.
   - Browse to the location where you want to save the file.
   - Click **Save**.

8. To print the Performance Accountability Statement:
   - On the **File** menu, click **Print**.
   - Make any necessary selections in the **Print** dialog box.
   - Click **Print**.

   (To close the statement window, click the close button on the top right corner of each window.)
Resubmit a Performance Accountability Statement

If there is a problem with your Performance Accountability Statement, a DoE staff member will phone you and advise what additional information is required. They will then reset your Performance Accountability Statement in ECCMS so its Status of Submitted reverts to Draft. You must then make the required changes and resubmit the statement.

Preschool organisations will not need to resubmit their Performance Accountability Statement because it is based on approved data from the Children’s Services Data Collection (CSDC) tool.

For: SP Admin

1. On the ECCMS menu, click Service Provider.
   The Service Provider Main Details screen displays.
2. Click the Funding Specifications tab.
3. Locate and click the funding specification with the Performance Accountability Statement that you want to resubmit.
   The details pane displays.
4. Click the Accountability tab.
   The accountability details display.
5. Locate the correct Reporting Period, and then under Accountability Statement, click the Performance hyperlink.
   The Performance Accountability Statement with your previously entered values opens in a new window.
6. Make any necessary changes to the values.

Preview, save and print the Performance Accountability Statement

7. Scroll down to the bottom of the statement, and then click Preview.
   The ‘open or save’ message displays.
8. Click Open.
   The Performance Accountability Statement displays as a PDF file in a new browser window.
9. To save the Performance Accountability Statement so you can view it without being logged into ECCMS:
   - On the File menu, click Save As.
   - Browse to the location where you want to save the file.
   - Click Save.

10. To print the Performance Accountability Statement:
   - On the File menu, click Print.
   - Make any necessary selections in the Print dialog box.
   - Click Print.

   (To close the statement window, click the close button on the top right corner of each window.)

Submit the Performance Accountability Statement

Please select ‘Accept’ to acknowledge that you have completed all the accountability requirements as detailed which are by virtue of this Statement to be contractually binding upon your organisation.

Accept

Submitted by: Rolan Sanjeev
Date: 27/02/2014

Submit Save Preview Cancel

11. If you are sure all numbers are correct, select the Accept check box.

12. Click Submit.

   The ‘submitted successfully’ message displays, the Performance Accountability Statement’s Status changes to Submitted, and an email is sent to DoE who then checks the details and either accepts or rejects your statement.
Managing users

SP Admin users (i.e. Service Provider Administrators) are able to create ECCMS user accounts for their own staff. SP Admin users are created by DoE, when requested by a service provider.

Because SP Admin users are responsible for the security of their organisation's banking details, as well as user accounts, they must ensure appropriate control is maintained over this information. For example, an SP Admin should promptly make a user inactive, if that user is no longer employed by their organisation.

Before staff can log into their ECCMS user account, they must have an AUSkey installed on their computer. For more information, see AUSkey security.

Types of users

Each service provider may have three types of users who have varying levels of access to ECCMS. These users are:

- **SP Admin** – A user with the highest level access within a service provider organisation. As well as updating service provider details, and accepting terms and conditions, they can create SP Users and FS Users.
- **SP User** – Users who manage data for all of a service provider’s funding specifications.
- **FS User** – Users who have limited view and update access to one funding specification’s data.

The following table lists the ECCMS tasks and functions that each type of user can perform.

<table>
<thead>
<tr>
<th>ECCMS tasks and functions</th>
<th>SP Admin</th>
<th>SP User</th>
<th>FS User</th>
</tr>
</thead>
<tbody>
<tr>
<td>View/update service provider main details</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Add new contacts</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Make a contact inactive</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Add new addresses</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Mad an address inactive</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Add new bank accounts</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>View list of service provider approvals</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Accept Terms and Conditions</td>
<td>✓</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Update funding specification main details</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Attach and upload documents for a funding specification</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
</tbody>
</table>
### ECCMS tasks and functions

<table>
<thead>
<tr>
<th>ECCMS tasks and functions</th>
<th>SP Admin</th>
<th>SP User</th>
<th>FS User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select a funding specification’s contact, address and bank details</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>View a funding specification’s approval</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Add a funding specification’s service details</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>View a funding specification’s variations</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>View a funding specification’s payments</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Accept a funding specification’s Funding Spec document</td>
<td>✔️</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>Print or save a funding specification’s Funding Spec document</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Complete, save and view financial and performance accountability details</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Submit financial and performance accountability details</td>
<td>✔️</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>Manage SP Users and FS Users</td>
<td>✔️</td>
<td>❌</td>
<td>❌</td>
</tr>
</tbody>
</table>
Add a new user

For: SP Admin

1. Ensure the new user has registered with the Australian Government Authentication Service, downloaded an AUSkey, and installed it on their computer.

2. On the ECCMS menu, point to Administration, and then click User Details.

   The Service Provider Users screen displays.

3. Click Add New Service Provider User.

   The Create New Service Provider User dialog box displays.

4. Type the contact’s First Name and Family Name.

5. In Email, type the user's email address.

6. When adding a new user, Status defaults to Active.

7. For the Roles, select either
   - SP-USER – Updates information regarding your organisation and associated funding specifications.
   - FS-USER – Only views information regarding a certain funding specification (selected in step 7).

   Make sure you assign the correct user role as it determines the new user’s authorisation level:
   - The Service Provider and ABN cannot be changed.

8. If the user is an FS-User, in the list, select the appropriate Funding Specification.

9. Click Save.
The ‘successfully created’ message displays and the new user is created with a unique registration key.

An email is sent to the new user advising them of their ECCMS registration, unique registration key and login details.

Edit a user

For: SP Admin

1. On the ECCMS menu, point to Administration, and then click User Details.

   The Service Provider Users screen displays.

2. Locate and click the user you want to edit.

   The Edit Service Provider User dialog box displays.

3. Make any necessary changes, while noting the following:
   - **SP-USER** – Updates information regarding your organisation and associated funding specifications.
   - **FS-USER** – Only views information regarding a certain funding specification. If the user is a **FS-User**, in the list, select the appropriate Funding Specification.

   Make sure you assign the correct user role as it determines the new user’s authorisation level. For more information about user details, see Add a new user.

   The Service Provider, ABN, and Registration Key cannot be changed.

4. Click Save.

   The ‘successfully updated’ message displays.
Make a user inactive

For: SP Admin

1. On the ECCMS menu, point to Administration, and then click User Details.
   The Service Provider Users screen displays.
2. Locate and click the user you want to make inactive.
   The Edit Service Provider User dialog box displays.

3. In the Status list, select Inactive.
4. Click Save.
   The ‘successfully updated’ message displays.