



CCS APPEALS HOW TO GUIDE

CCS 2016/2017

Introduction

Only children registered on PIP during the snapshot window (19 September 2016 to 14 October 2016) are eligible for Community Childcare Subvention (CCS). Eligibility documents must prove eligibility between the dates of 12th September 2016 to 14th October 2016.

After PPSNs and social welfare criteria have been verified by the Department of Social Protection (DSP) the CCS bands are assigned to the parents and notification of the assigned Bands are sent to CCS Services.

If the band sought wasn't approved it can be appealed. Services have one month to appeal the assigned band on behalf of parents. **The appeal window will open from Monday 5th December and will close on Friday 20th January.**

Services can submit appeals through PIP by editing the child registration that has been approved a subvention band.

What can be appealed?

1. If you wish to **appeal the band** awarded to a particular registration you must complete a registration (appeal) request attaching the relevant CCS eligibility documents, during the CCS eligibility window.
22. If you wish to appeal the band approved using a **different parent's eligibility** you must cancel the original registration and submit a new registration with registration request 'late entrant appeal' (referencing the original registration ID number) attaching the relevant CCS eligibility documents for the new parent during the CCS eligibility window. You must ensure the new parent signs the new PIP parent declaration form.
3. If you find an error in the original registration, for example, in the level of service provision (number of days, weeks etc.) during the snapshot window, you will have to cancel the registration. Please refer to page 12 in the CCS 'how to guide' for help.

What is accepted as proof of a CCS appeal?

To appeal based on ***social welfare payment please ensure:***

- The name on the evidence matches the parent details on the child registration.
- Letter from the Department of Social Protection (DSP)
 - On their headed paper
 - Includes parent's name
 - Includes parent's full PPSN
 - State allowance the parent is in receipt of
 - Clearly show that parent was in receipt of allowance during the eligibility window

- Be dated on or after the eligibility window (i.e. dated on or after 12th September 2016)
- Be signed by a DSP officer
- A receipt for payment must include
 - Parent's name
 - Parent's PPSN. (Some receipts will not show first 4 digits of PPSN e.g. "****567A. This is acceptable.)
 - State allowance parent is in receipt of
 - Payment period - from and to. One of these dates must fall within the eligibility window

Bank Statements are not acceptable as proof of DSP payment.

To appeal based on **employment programme i.e. CE scheme, Tús, Gateway, part-time job incentive scheme etc.**, please ensure: A letter from the employer is submitted with the parent name, matching the child registration and PPSN.

- The employer letter states the specific work programme the parent was on.
- The employer letter states that parent was on the specific work programme during the eligibility window.
- The letter is the employer's letterhead paper, signed by the employer and dated on or after the eligibility window (i.e. dated on or after 12th September 2016)

To appeal based on **HSE medical card or GP visit card (6+ and under 6s)** please ensure:

- The card has not expired prior to the eligibility window.
- The name on the card matches the name of child or parent on the registration.
- A medical card/GPVC will show the parent /child name, PPSN, month of birth and **end date** of MC/GPVC. **It does not show a start date.** If a medical card submitted has an end date after October 16 it will be sent to the DCYA for further review.
- A letter of evidence showing that medical card or GP visit card has been awarded, may only be accepted from the HSE primary care reimbursement service (PCRS). This letter must contain the person's name, PPSN, start date and end date of medical card/GPVC.
- Letters from GP's are not acceptable.
- Emails as proof of medical card or GP card are not acceptable.
- GPVCs for under 6s does not entitle the child to CCS.

To appeal based on **verification form**. E.g. maternity benefit, 2nd level student, ETB etc. please ensure:

- The verification form is signed, stamped and dated and includes the telephone number of the person from the relevant body who signed it. E.g. DSP, school principal during or after the eligibility window but not before.
- The form must include the parent name and PPSN and match the details for the parent on the child registration.
- For maternity benefit, evidence of social welfare payment received immediately prior to commencement of maternity benefit must be submitted.

To appeal based on **Tusla referral or public health nurse referral** please ensure:

- A service declaration is submitted with a referral letter from Tusla or public health nurse (PHN).

Service declaration

- Must be signed by the social worker (Tusla) or PHN who signed the referral letter.
- Must be signed by the childcare manager.
- Must be fully completed
- The details for the child and parent on the declaration must match the details for both on the registration.

Referral Letter - Tusla

- The letter must be on headed paper.
- Must be dated between 22/08/2016 (CCS 2016 start date) and 14/10/2016 (eligibility window end date)
- Must include the child's name
- Must include the child's PPSN
- Must confirm that Tusla are funding the balance of the childcare fees (for TUSLA referral). **There can be no mention of the parent paying any fee/contribution on the Tusla referral letters.**

Referral Letter - PHN

- The letter must be on headed paper.
- Must be dated between 22/08/2016 (CCS 2016 start date) and 14/10/2016 (eligibility window end date)
- Must include the child's name (Tusla referral and PHN referral)
- Include the child's PPSN (Tusla referral)
- Include either the child's PPSN or date of birth (PHN Referral)
- Must confirm that Tusla are funding the balance of the childcare fees (for Tusla referral). **There can be no mention of the parent paying any fee/contribution on the Tusla or PHN referral letters.**

How to submit an appeal for CCS band eligibility decision on PIP

The CCS Appeals Process will open on Monday 5 December and close on Friday January 20. To make an appeal, please do the following:

- On the PIP portal click on the specific registration
- Click 'edit registration' (this opens up the original registration form)

Page	
Registration Id	[REDACTED]
Child full name	[REDACTED]
Child date of birth	20/03/2013
Programme call	CCS 2016
Status	Approved
Status Comment	
Registration Value	€1,850.00
Provisional CCS band	B
Approved CCS band	
Review band	
Review band effective from	

Edit registration

- Scroll down to registration change
- Select change type 'registration request'

Registration Change

Change Type: Registration Request

- Add registration request by selecting the option 'appeal'

Registration Requests

Reason: Appeal ▼

Comment:

Attachment: Click here to attach a file

To raise an appeal on the Band approved, you must attach proof of the parent and child's PPSN and relevant CCS eligibility documents (applicable to the CCS snap-shot week). Appeals will be allowed for 1 month after CCS Eligibility Band Approvals are announced.

☒ Add Registration Request

- In the comment section briefly describe the nature of the appeal
- Attach relevant supporting documents, as outlined above on pages 1 to3.
- Click submit.

Once an appeal has been submitted an 'open' request is raised in PIP for PIP support to review. Details and status of the appeal can be viewed in the 'request and appeals tab on the dashboard on your PIP portal.

Registration Details Screen

This is your individual service profile. Here you can find your service and manage the administration of funding for the different childcare programmes. To register a child in this service, simply click on the relevant programme under the 'Create a New Child Registration' section on the right-hand side.

Registrations	Requests & Appeals	Allocations	Special Allocations	CCS Bands					
Registration Request	Registration Id	Child Name	Programme Call	Status	Last Change Date	Created Date	Answered	Description	Response
Appeal			CCS 2016	Open	23/11/2016	23/11/2016		Medical card Info	

The above screen will show responses from PIP support team and will highlight where appeals have been answered. Once a final decision is made on the appeal the status will change from 'open' to 'completed'. For more information, please click on the registration ID where you may see information on the status comment or open the CCS bands tab as shown in the screen shot above.

To reply to responses from PIP support:

- Click on the registration ID.
- Click 'edit registration' (original form will open)
- Scroll down to registration change – select registration request
- Click add registration request (another comment box will open up underneath the 1st registration request).
- Select 'appeal'. Use this request to attach additional documents and comment back to PIP support.

If you need further assistance, please contact Pobal Online Support on 01 5117222 or email onlinesupport@pobal.ie