

NCS Registrations

Re opening after Covid 19 Closures.

1. Will I have to end date all registrations on the HIVE?

No, to alleviate some of the administration on Service Providers, Pobal will end date all registrations with a date of 10th April.

2. When can I register children on NCS?

NCS will be open for registrations on Mon 29th June for any families who have confirmed that they will be returning and confirmed the level of service required

3. If a child is returning to my service under NCS, do I have to retrieve the CHICK again to submit a new registration?

No, all previous claims will remain under the NCS registrations tab, for any child who had a previous NCS registration in your service. To re-register a child simply click on the claim you want to re-register and select 'add weeks' from the menu. Detailed instruction on the process can be found [here](#).

4. I cannot add weeks to a claim as the award has ended, what can I do?

There are two main reasons why an award may have ended. The first is that parent has made a change to their existing application and could have received a new CHICK. The second is that the award timeframe has expired and the parent will need to apply again. Either way, you should discuss this with the parent immediately.

5. I have been given a new CHICK for a new/existing child. What do I do?

If you have been provided with a new CHICK for a child you will need to register this CHICK from the start of the process. Detailed instruction on this process can be found [here](#)

6. Will the parent have to confirm the claim on their portal before I receive payment for these claims?

Yes, as is standard on the NCS the parent will be required to confirm through their portal the claim prior to payments being issued.

7. Should I amend my calendars to reflect the weeks that my service was closed? No.

It is important that you do not amend any of your calendars for the closed period, unless you are instructed to do so by Pobal. Any amendments to calendars will impact your payments.

8. I will not be opening on 29th June, can my parents go to another service provider and claim with their CHICK?

Yes, if a parent has a valid CHICK, it can be registered with another Service Provider.

9. **If I know a child will be returning with a date in the future can I register them now?** On June 29th, you will be able to submit an NCS registration with a future starting point, as long as the CHICK is valid for that period.

10. **Can I backdate registrations on NCS?**

No. It is not possible to submit registrations on NCS for a date in the past.

11. **I need to register non-term hours/ I can't seem to claim the full 40 hours?**

If you are having issues claiming the full 40 hours this may be due to these being a combination of term and non-term hours (typically 25 term, 15 non-term).

If you have a CHICK that has non-term hours which you need to claim, you will need to amend the pre-existing claim (as in point 3 above) or if it is a new registration, this can be done following point 5 (from Step 7 in the guide).

There is a video on how to do this [here](#) and a guidance document can be found [here](#)

12. **Will I have to submit weekly attendance returns for the closed weeks?** No, returns will not be issued for the closed period.

13. **When will I have to complete my first weekly attendance return?**

The first return that will be issued will be on the week ending (Sunday) of the first registration submitted. If you submit claims on the week of the 29th June your first return will be issued on Sun 5th July. **Please note that the return due date has changed from a Wednesday night to a Tuesday night.**

14. **When will I receive my first NCS payment?**

First payments will be issued on Friday 10th July for CHICKs registered for the week beginning 29th June. In order for a payment to be issued the weekly attendance return must be completed and submitted by Tue 7th July and the parent must have confirmed the claim on the NCS Parent Portal.

15. **What if a parent has a change in circumstances and needs to re-apply to NCS?**

You should register the original CHICK while the parent is applying/waiting to make changes to their application, to ensure that you will receive payments for that child. If a new CHICK is issued to the parent, the old CHICK will become invalid and you can register the new CHICK.

16. **If a child is returning to my service with the same level of service as before and the copayment remains the same, will the original parental declaration be sufficient?**

Providers will be required to confirm with parents and to confirm the level of service required and associated fee. For existing provider/parent contracts, these can be reconfirmed by email or other electronic means. Changes to the agreement can be sent to parents who can respond via email or other electronic means. Only parents who confirm return to the service can be registered.

