

Submitting Enrollment Reports FAQs

Q. I made an error on an enrollment report. How do I request another one?

A. If you have a BCeID and are able to submit your monthly enrollment reports online, simply go to the Child Care Web Application and follow the online instructions. If you have not yet submitted an online enrollment report for that month to the Child Care Programs and Services Branch, you can edit or delete the current online enrollment report before you submit it.

If you have already submitted an online enrollment report for that month to the Child Care Programs and Services Branch, you can send a new online enrollment report with corrected information once the Branch has finished processing the previous enrollment report.

If you are submitting manual enrollment reports, you need to request a replacement from the Child Care Programs and Services Branch by contacting the Child Care HelpLine, in Victoria at 356-6501 or outside Greater Victoria, toll-free at 1-888-338-6622.

Please make sure you quote your Contractor ID Number and the name of the Facility and the Month for which you require a replacement enrollment report.

Q. Why can't I find blank enrollment reports on the Child Care website?

A. Blank enrollment reports cannot be accessed on the website. The enrollment reports are pre-filled for each Facility and, as a result, need to be requested from the Child Care Programs and Services Branch. The Branch will produce pre-filled forms for your facility and forward them to you by mail. We are unable to accept any reports that are not pre-filled.

Q. Your instructions indicate that I should not write notes on the enrollment report and that I need to use black or blue ink. Why is this?

A. All information on the enrollment report is scanned electronically. Any writing or notes in the margins are not scanned. It is also essential that a number be entered in each rate category totals column, even if it is a zero. If your report is illegible or incomplete, it will be returned to you and will result in a delay in your monthly payment.

Q. Can I mail in my enrollment report early, before the end of the month?

A. No. Enrollment reports need to be submitted after child care services have been provided. Please do not send them until the first of the following month. However, please mail or fax your enrollment reports no later than the 10th day of the month following the month you are claiming for. This will ensure that we can process and pay your monthly claim in a timely manner.

Q. When should I expect to receive payment?

A. Please be advised that payments will be processed as reports are received. If your report requires clarification or correction, your payment may be delayed. Payments will be made as quickly as possible, following approval of your enrollment report.

If you have not already done so, providers are strongly encouraged to receive payments through Electronic Funds Transfer (Direct Deposit) as it is an efficient and cost-effective way to ensure prompt payments are received by the organization.

For information on how to set up EFT, please contact the Child Care HelpLine (in Victoria call 356-6501, outside Victoria 1-888-338-6622).

- Q.** How do I claim for a child that I care for overnight, for example 11 pm to 7 am?
- A.** You claim the child on the date that the child begins their care. For example, a child receiving care beginning at 11 pm on March 4th would be claimed in the “over four hours” column of the enrollment report on March 4th. The overnight care is not claimed on the following day, March 5th.
- Q.** I am a family child care provider and I have a child living in my home who is 12 years old. Do I have to count this child in the maximum capacity?
- A.** For the purposes of the Child Care Operating Funding Program, when a child living in the provider’s home turns 12, the provider does not need to count the 12-year-old in the maximum capacity of their licence.
- Q.** The Step-by-Step Instructions indicate that I should receive a receipt if I fax my enrollment report in. Who is this receipt from?
- A.** The fax machine that you are sending your fax from can print a confirmation that the fax was transmitted successfully – this is the receipt that the instructions are referring to. The Child Care Programs and Services Branch receives thousands of enrollment reports each month and cannot confirm receipt of each individual fax. If you have not received payment within two weeks of submitting your enrollment report, you can call the Child Care HelpLine to follow-up (in Victoria call 356-6501, outside Victoria 1-888-338-6622).
- Q.** Do we need a fax cover sheet when we fax in our enrollment report?
- A.** No. Please do not submit a fax cover sheet. All fax and contact information is on the enrollment report itself. Simply dial the fax number and fax only the enrollment report.
- Q.** I don’t understand how the Child Care Help Line works. Can you help?
- A.** When you call the Child Care HelpLine, you will be prompted to select the program area for which you require assistance.

The menu options are:

Child Care Subsidy	Press 1
Child Care Operating Funding Program, or Major and Minor Capital Funding Programs	Press 2
Early Childhood Educator Registry	Press 3
All other Child Care Programs and Services	Press 4

Once you select the program you want information on, you will hear an outgoing message that provides important information about the program, while you wait for a customer service representative.