



Australian Government
Department of Education



Child Care Service Handbook 2013-2014

For all Child Care Benefit approved child care services operating under the Child Care Management System (CCMS)



978-0-642-78601-2 [PDF]
978-1-74361-866-0 [ISBN]



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The document must be attributed as the Child Care Service Handbook.

The situations and names appearing in this publication are used to illustrate real life situations and do not refer to actual individuals.



Online Updates

This handbook is available online at:

education.gov.au/child-care-service-handbook

From time to time the handbook may be updated with policy updates, clarifications or corrections.

Comments and suggestions

If you have any suggestions or ideas on how to improve the Child Care Service Handbook please email:

- ececcomms@education.gov.au with the subject line 'Child Care Service Handbook suggestions', explaining your idea and giving your contact details in case we need more information.

Important notice and disclaimer

This is an important notice to users of the Child Care Service Handbook (the handbook). The handbook provides guidance and assistance to Child Care Benefit approved child care services operating under the Child Care Management System (CCMS) on how the Australian Government Child Care Support system operates.

All Child Care Benefit approved child care services must be familiar with the legislation and legislative instruments that form the family assistance law. Family assistance legislation consists of:

- *A New Tax System (Family Assistance) Act 1999*
- *A New Tax System (Family Assistance) (Administration) Act 1999*
- *Family Assistance Legislation Amendment (Child Care Management System and Other Measures) Act 2007*
- *Family Assistance Legislation Amendment (Child Care Budget and Other Measures) Act 2008*
- *Family Assistance Legislation Amendment (Child Care) Act 2010*
- *Schedules 5 and 6 to the A New Tax System (Family Assistance and Related Measures) Act 2000.*

The following regulations are relevant to users of this handbook:

- *Family Assistance Legislation Amendment (Child Care Management System and Other Measures) Regulations 2009.*

The following legislative instruments are relevant to users of this handbook:

1. Child Care Benefit (Session of Care) Determination 2000 (section 9 *Family Assistance Act*)
2. Child Care Benefit (Absence From Care— Permitted Circumstances) Determination 2000 (section 11 *Family Assistance Act*)
3. A New Tax System (Family Assistance) (Child Care Benefit—Eligible Hours of Care) Determination 2006 (Section 57A *Family Assistance Act*)



4. Child Care Benefit (Hours of Eligibility Rules) Determination 2000 (section 57B *Family Assistance Act*)
5. Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000 (subsection 2051 *Family Assistance (Administration) Act*)
6. A New Tax System (Family Assistance) (Administration)(Child Care Benefit—Statements) Rules 2009 (subsections 4(1) and 219E(6) *Family Assistance (Administration) Act*)
7. A New Tax System (Family Assistance) (Administration) (Child Care Benefit—Record Keeping) Rules 2006 (subsection 219F(3) *Family Assistance (Administration) Act*)
8. Child Care Benefit (Rates and Hardship) Determination 2000 (subsection 82(3) *Family Assistance Act*)
9. A New Tax System (Family Assistance) (Administration) (Child care benefit—amount of enrolment advance) Determination 2007 (section 219RB *Family Assistance (Administration) Act*)
10. A New Tax System (Family Assistance)(Administration) (Child care benefit—when enrolment ceases (number of weeks)) Specification 2007 (subsection 219AD(3) *Family Assistance (Administration) Act*)

Users of this handbook must also be familiar with the *Education and Care Services National Law* and the *Education and Care Services National Regulations*.

Users of the handbook are reminded that if there is conflict between the material in this handbook and the legislation, legislative instruments and regulations; the legislation, legislative instruments and regulations will always prevail.

Child care services should also be familiar with the terms and conditions of funding agreements. Users of the handbook are reminded that if there is conflict between material contained in the handbook and terms and conditions of the funding agreement, the terms and conditions of the funding agreement will always prevail.

While all care is taken, the Commonwealth accepts no responsibility for the accuracy or completeness of any material contained in this publication. Additionally, the Commonwealth disclaims all liability to a person in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon any information presented in this publication. Material in this publication is made available on the understanding that the Commonwealth is not providing professional advice. Before relying on any of the material in this publication, readers should obtain appropriate professional advice.

Legislation and legislative instruments are available at: comlaw.gov.au and education.gov.au/family-assistance-law .



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How to use this handbook

The *Child Care Service Handbook 2013-2014* is for all Child Care Benefit approved child care services operating under the Child Care Management System (CCMS). We have designed it to help you find what you need to know quickly and easily.

Parts and sections

The handbook is divided into two parts, each with a number of sections.

Part 1 is about the policy framework and rules for Australian Government Child Care Support. It contains seven sections.

Part 2 focuses on how to manage Child Care Benefit (CCB), Child Care Rebate (CCR) and other child care payments. It contains eight sections.

The Contents page shows you the sections within each part. You will find a list of shortened forms and acronyms near the beginning of the handbook and a glossary (explanation of terms and index) at the end of the handbook.

At the start of each part and each section, there are short explanations about what they include. These will help you decide if what you are looking for is in that part or section.

The start of each section also includes a more detailed contents feature. Within each section, the main subsections are numbered.

Studying the handbook will bring you up-to-date and refresh your knowledge of how the Australian Government child care funding system works, particularly the operation of CCMS.

Quick contacts

The quick contacts section provides phone numbers and other contact information to find out more about the information in this handbook.

There are contact details for:

- The CCMS Helpdesk
- The **Special Child Care Assessment Team** in the Department of Human Services
- Addresses for the **Department of Education state and territory offices**.

Forms

A summary of CCB forms used by services, and how to get them, is at 8.5.

[See 8.5](#)

A summary of Community Support payment forms is at education.gov.au/community-support-programme-guidelines.



Service icons

Information relating to particular service type/s only is marked with a highlighted service icon above the relevant text.

| | |
|------|--|
| FDC | Family Day Care |
| IHC | In Home Care |
| OSHC | Outside School Hours Care |
| LDC | Long Day Care |
| OCC | Occasional Care |
| BBF | Services funded under the Budget Based Funded Programme, also referred to as 'Non-Mainstream' Services |

Text marked with ALL service icons highlighted is for ALL types of services and should be read carefully.

Direction indicators

These refer you to relevant information elsewhere in the handbook. For example [See 3.2](#).

Other information resources

The handbook is part of a set of information resources that support the delivery of quality child care and early learning across Australia.

Fact sheets, brochures and forms relating to the delivery of quality child care and early learning are available from the Department of Human Services by visiting them at one of their Service Centres, located in Medicare Offices and Centrelink Service Centres.

You can also find child care information on the internet at education.gov.au/earlychildhood, humanservices.gov.au/childcare, mychild.gov.au and acecqa.gov.au.



Quick contacts

Contacts for CCB approved child care services to use

| Contact | Contact details | When to use this contact |
|---|--|--|
| ACECQA | Phone: 1300 422 327 W: acecqa.gov.au | <ul style="list-style-type: none"> For information and news on the National Quality Framework, resources and templates, application and notification forms (for submission to regulatory authorities) For educator qualification lists, assessment of qualifications, excellent rating applications, second tier review applications |
| CCMS Helpdesk | Phone: 1300 667 276* Fax: 1300 663 429* CCMSHelpdesk@education.gov.au * For CCB approved child care service providers <u>only</u> | <ul style="list-style-type: none"> For queries about how to report information under the CCMS For queries relating to the administration of CCB and JETCCFA. For Special Child Care Benefit (SCCB) applications where the service is making itself eligible for reduced fees, or is seeking approval to exceed the SCCB 18% limit |
| MyChild Website | W: mychild.gov.au Click on Provider Portal | <ul style="list-style-type: none"> For online information on CCMS and providing fee and vacancy information |
| Special Child Care Assessment Team (Department of Human Services) | Phone: 1800 050 021 Fax: 1800 700 533 * For CCB approved child care service providers <u>only</u> | <ul style="list-style-type: none"> For SCCB applications for more than 13 weeks, or applications for 24 hour care |
| Forms from the Department of Human Services | Phone: 1800 067 307 W: humanservices.gov.au/forms | <ul style="list-style-type: none"> To download forms used by services – see list at 8.5 |
| Forms from the Department of Education | W: education.gov.au/child-care-information-service-providers | <ul style="list-style-type: none"> To download CCB forms used by services – see list at 8.5 To download Community Support Programme payment forms – see list at education.gov.au/community-support-programme-guidelines |



| Contact | Contact details | When to use this contact |
|---|--|---|
| Department of Education state and territory offices | <p>Phone: 13 36 84</p> <p>Australian Capital Territory/ New South Wales GPO Box 9880 Sydney NSW</p> <p>Victoria GPO Box 9880 Melbourne VIC 3001</p> <p>Queensland – Brisbane GPO Box 9880 Brisbane QLD 4001</p> <p>North Queensland – Townsville PO Box 1088 Townsville QLD 4810</p> <p>South Australia GPO Box 9880 Adelaide SA 5001</p> <p>Western Australia GPO Box 9880 Perth WA 6848</p> <p>Northern Territory GPO Box 9880 Darwin NT 0801</p> <p>Tasmania GPO Box 9880 Hobart TAS 7001</p> | <ul style="list-style-type: none"> • An Australia-wide number. Callers must identify the state or territory office they want to contact and ask for Child Care Support • Services are to forward any written notice or information to the postal addresses listed |

Contacts for families to use

| Contact | Contact details | When to use this contact |
|---------------------------|---|---|
| ACECQA | <p>Phone: 1300 422 327</p> <p>W: acecqa.gov.au</p> | <ul style="list-style-type: none"> • For registers of approved providers and services • For quality ratings of approved services |
| Child Care Access Hotline | <p>Phone: 1800 670 305</p> <p>TTY: Phone 133 667 then ask for 1800 670 305. You need a TTY phone to use this service.</p> <p>Speak and Listen users: Phone: 1300 555 727 then ask for 1800 670 305.</p> <p>Internet Relay Users: connect to the National Relay Service jprelay.com.au/call/index.aspx</p> | <ul style="list-style-type: none"> • For information about CCB approved child care services in a particular area - between 8 am and 6 pm nationally (AEST), Monday to Friday |



| Contact | Contact details | When to use this contact |
|---|---|---|
| Department of Human Services | Phone: 13 61 50 TTY: 1800 810 586 W: humanservices.gov.au/customer/subjects/assistance-with-child-care-fees | <ul style="list-style-type: none"> To apply for CCB online (for faster approval) To apply for CCB by phone if receiving Family Tax Benefit For families needing information about their eligibility and assessment of CCB, the CCR and the JETCCFA - between 8 am and 8 pm nationally Monday to Friday For DHS related inquiries from families who require translating and/or interpreting assistance |
| Department of Human Services Multilingual Telephone Service | Phone: 13 12 02 | |
| Department of Human Services Online services | W: humanservices.gov.au/online-services | <ul style="list-style-type: none"> For child care attendance, absences and CCB and CCR amounts and the Child Care Estimator |
| MyChild website | W: mychild.gov.au | <ul style="list-style-type: none"> For information on fees, vacancies, quality ratings of approved services and the Child Care Estimator |
| Department of Education Child Care Support for Families | Phone: 1800 664 231 Email: tipoffline@education.gov.au | <ul style="list-style-type: none"> For reporting incorrect, illegal or fraudulent practices in regard to administration of Child Care Benefit and Child Care Rebate |
| Immunisation Register | Phone: 1800 653 809 | <ul style="list-style-type: none"> For families to check their children's immunisation records |
| Immunisation information | Phone: 1800 671 811 | <ul style="list-style-type: none"> For immunisation related inquiries about the National Immunisation Programme Schedule for the vaccination of all Australian children |



What has changed?

1. Updated information on Budget Based Funded services [Section 3.2.](#)
2. Updated details and rates around support for child care services [Section 3](#)
3. Updated information about the Inclusion and Professional Support Programme [Section 3.3](#)
4. Update civil penalty provisions [Section 5.2](#)
5. Updated information on notifiable events [Section 5.4](#)
6. Updated information on providing notice of cessation of operations [Section 5.4](#)
7. Reporting of Vacancy data - clarification, new text, updated tables [Section 6.10](#)
8. Updated information on the National Quality Framework [Section 7](#)
9. Updated change in CCB Lump Sum claim period from two years to one year from 2012 13 [Section 8.1](#)
10. Updated forms - FA023.1307 [Section 8.5](#)
11. Reporting Enrolment Information [Section 9.1](#) and [9.2](#)
12. School Child clarification—preschool child and primary school levels [Section 11.2](#)
13. JETCCFA clarification—weekend care, eligible hours and limits on JETCCFA hours [Section 11.4](#)
14. Clarification 18 percent service approval limit—JETCCFA removed from CCB paid for the quarter before last [Section 14.10](#)
15. CCR quarterly periods and timelines for 2013-2014 - updated [Section 15.3](#)
16. CCB and Enrolment Advances - new rates [Appendix 2](#)



List of shortened forms

| | | | |
|--------|--|---------|--|
| ABN | Australian Business Number | Id | Identifier |
| ACECQA | Australian Children's Education and Care Quality Authority | IHC | In Home Care |
| AMEP | Adult Migrant English Program | IHC OS | In Home Care Operational Support |
| ASC | After School Care | IPSP | Inclusion and Professional Support Program |
| BBF | Budget Based Funded | IPSU | Indigenous Professional Support Unit |
| BSC | Before School Care | ISA | Inclusion Support Agency |
| CCB | Child Care Benefit | ISF | Inclusion Support Facilitator |
| CCB% | Child Care Benefit percentage | ISP | Inclusion Support Programme |
| CCMS | Child Care Management System | ISS | Inclusion Support Subsidy |
| CCR | Child Care Rebate | JETCCFA | Jobs, Education and Training Child Care Fee Assistance |
| COAG | Council of Australian Governments | JFA | System abbreviation of JETCCFA |
| CPI | Consumer Price Index | LDC | Long Day Care |
| CRK | Child at Risk | NPP | National Privacy Principle |
| CRN | Customer Reference Number | OCC | Occasional Care |
| DI | Disallowable Instrument | OSHC | Outside School Hours Care |
| EFT | Equivalent Full-Time | OS OCC | Operational Support for Occasional Care |
| EXC | Exceptional Circumstances | PSC | Professional Support Coordinator |
| DEEWR | Former Department of Education, Employment and Workplace Relations | PT% | Part-Time percentage |
| DHS | Department of Human Services | RTAG | Regional Travel Assistance Grant |
| DSS | Department of Social Services | SCCB | Special Child Care Benefit |
| FDC | Family Day Care | SHR | Standard Hourly Rate |
| FDC OS | Family Day Care Operational Support | TFH | Temporary Financial Hardship |
| FSF | Flexible Support Funding | VAC | Vacation Care |
| FTB | Family Tax Benefit | | |
| GCCB | Grandparent Child Care Benefit | | |
| GST | Goods and Services Tax | | |



Part 1 Policy and processes

This part contains essential information for all child care services on the policy framework and rules for Australian Government support for child care.

- 1 Australian Government Child Care Support**
- 2 Types of service**
- 3 Support for child care services**
- 4 Operating a service**
- 5 Compliance and accountability**



1 Australian Government Child Care Support

This section sets out the legal authority and the policy aims and objectives for Australian Government support for child care and early learning and school aged care services. It explains the role of the different levels of government and the allocation of the different kinds of child care places, and outlines the requirements for approval for the purposes of Child Care Benefit and the National Quality Framework for child care and early learning (National Quality Framework).

1.1 Authority

1.2 Responsibilities of different levels of government

1.3 Availability of child care places

1.4 National Quality Framework



1.1 Authority

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Authority for approving Long Day Care (LDC), Family Day Care (FDC), In Home Care (IHC), Outside School Hours Care (OSHC) and Occasional Care (OCC) services for the purposes of Child Care Benefit, and providing funding, comes from the provisions in:

- *A New Tax System (Family Assistance) (Administration) Act 1999*
- *A New Tax System (Family Assistance) Act 1999*
- *Education and Care Services National Law*
- *Education and Care Services National Regulations.*

When funding is approved, services are required to comply with the conditions and requirements in that legislation, eligibility rules and agreements. Services' obligations are outlined in this handbook.

The Minister referred to in this handbook is the Minister who has responsibility for Australian Government Child Care Support, currently the Assistant Minister for Education.

Aims and objectives

The Australian Government's agenda for child care and early learning focuses on providing Australian families with high quality, flexible, accessible and affordable integrated early child care and early learning. Investing in child care and early learning benefits children and their families, our communities and the economy, and is critical to lifting workforce participation. The Department of Education helps families to participate in the social and economic life of the community through the provision of support for child care and early learning services by:

- assisting families with the cost of child care
- ensuring Child Care Benefit (CCB) and the Child Care Rebate (CCR) are provided to families who want to access child care to support their workforce participation
- publishing information about child care and early learning, including their rating against the national quality standard on the MyChild website
- helping families to balance their work and parenting roles by promoting and supporting the provision of flexible child care services
- raising quality and driving continuous improvement and consistency in child care and early learning services and school age care through implementation of the National Quality Framework, in partnership with state and territory governments and the Australian Children's Education and Care Quality Authority (ACECQA)
- supporting professional development for the child care and early learning sector
- providing access to early childhood intervention and prevention initiatives for vulnerable families and children by funding quality child care and early learning services.



1.2 Responsibilities of different levels of government

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The Australian Government and state and territory governments are involved in the operation, funding and regulation of child care and early learning services. Each has a separate and vital role to play.

The roles of the Australian Government and state and territory governments are detailed below. If you need more information, please contact the relevant authority directly.

Role of the Australian Government

The Department of Education:

- administers CCB and CCR to families through the Department of Human Services (DHS)
- administers payment of CCB and CCR to CCB approved services
- administers financial support to CCB approved services in areas of need - these costs may be shared between state or territory governments and the Australian Government
- maintains some statistical data on the supply of child care places
- manages Jobs, Education and Training Child Care Fee Assistance (JETCCFA) policy and administers payment of JETCCFA to CCB approved child care services
- assists parents and employers with child care options via the Child Care Access Hotline and mychild.gov.au website
- provides funding and support to implement the National Quality Framework
- has legislative responsibilities for imposing conditions and/or sanctions on an approved service for CCB purposes, if that service has failed to meet its obligations under the National Quality Framework and other relevant child care laws
- funds the Inclusion and Professional Support Program (IPSP) to assist child care and early learning services to achieve and maintain high quality care and inclusion for all children in eligible services.

The Department of Human Services is the main service delivery organisation for CCB and CCR. Service Centres are located in Medicare Offices and Centrelink Service Centres.

The following specific services are provided at all DHS Service Centres:

- registration of families for the payment of CCB by fee reduction (on receipt of a written or phone claim)
- receipt of claims for payment of CCB by lump sum after the end of each financial year
- processing of claims and payment of CCB for registered care
- processing and payment of CCR (Centrelink Service Centres only)
- advising families on issues of eligibility and entitlement to CCB and CCR.



The DHS is responsible for calculating CCB and CCR. This includes:

- allocation of a unique reference number for each family and child
- determination of eligibility for CCB and CCR
- calculation of key elements affecting CCB and CCR entitlements such as the application of the income test, the total fee charged, the maximum eligible hours applicable in each case and the schooling status of each child
- advising services via CCMS and parents of key elements affecting CCB and/or CCR entitlement for each family/child
- payment of CCB and CCR by fee reduction to CCB approved services via CCMS
- approving JETCCFA for families and paying JETCCFA to CCB approved child care services via CCMS.

Services should deal with the Department of Education through the CCMS Helpdesk on day-to-day matters relating to the administration of CCB, CCR, JETCCFA and SCCB where the service is making itself eligible for reduced fees. For child care policy issues, services should contact the Department of Education through its state and territory offices.

Services should contact the DHS for issues relating to approval of Special Child Care Benefit (SCCB) or 24-hour care periods. Services should also contact the DHS on outstanding issues relating to periods before a service operated under the CCMS.

[See quick contacts](#)

Role of state and territory governments

State and territory governments have primary responsibility for family support, child welfare and the regulation of most types of child care and early learning services. These regulatory responsibilities include:

- approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard for services under the scope of the National Quality Framework
- publishing a register of ratings for child care and early learning services against the National Quality Standard
- contributing, in some states and territories, to the capital and operational costs of services
- funding children's services that fall outside the Australian Government's Child Care Services Support Programme—for example, preschools, some OCC, and some programmes for school children
- administering child care service support funding on behalf of the Australian Government in some states and territories
- administering capital funding and supervising construction of jointly funded services
- legislating in areas such as occupational health and safety, and anti-discrimination legislation
- administering corporations law.



Some states and territories also provide formal complaints mechanisms, including conflict resolution.

State and territory governments are also responsible for establishing 38 Children and Family Centres across Australia by June 2014. These centres will deliver integrated services, including early learning, child care and family support programmes. Centres will be primarily targeted at addressing the needs of Indigenous families and their young children and will also provide services to all families in the community. The Council of Australian Governments (COAG) agreed to this initiative with the Australian Government contributing approximately \$293 million.

Release of service information

Information about families and child care services collected by the Australian Government is subject to confidentiality provisions contained in the *A New Tax System (Family Assistance) (Administration) Act 1999* and the provisions of the *Privacy Act 1988* (the Privacy Act).

The Department of Education has a policy, consistent with the provisions of the Privacy Act and associated legislation, for the release of information in limited circumstances. The policy specifies the types of information that may be released and the purposes for which the information may be used. The policy is at [Appendix 1](#).

The Department of Education does not release information such as staff names and qualifications.

1.3 Availability of child care places

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Apart from In Home Care (IHC) and Occasional Care (OCC), which remain capped, the Australian Government places no restrictions on the number of services or places that can be approved for the purposes of CCB.

If an applicant is not already a CCB approved child care service, before any child care places can be allocated or used, the applicant is required to apply for approval under the family assistance law for the purposes of CCB.

In the case of IHC and OCC, new services can only become CCB approved if places are available for allocation. When this occurs, information on how services can apply for an allocation of places will be placed on the Department of Education's website, education.gov.au/information-approved-home-care-providers and education.gov.au/information-approved-occasional-care-providers



Approval under the family assistance law for the purposes of CCB

Suitability of applicant

Applicants seeking approval for the purposes of CCB must, under the family assistance law, meet the 'suitability of applicant' criteria:

- when the applicant is an individual, the applicant must be a suitable person to operate a child care service
- when the applicant is not an individual, and is not a state/territory or local government, the applicant's key personnel must be suitable people to operate a child care service.

In making a decision on suitability, the following criteria will be assessed:

- the applicant's expertise and experience in providing child care
- the applicant's ability to meet and provide the appropriate quality of child care
- if the applicant has been a provider of child care:
 - the applicant's record of financial management relating to the provision of child care
 - the applicant's conduct as a provider of child care
 - the applicant's compliance with responsibilities as a provider of child care and obligations arising from the receipt of payments from the Australian Government
and
 - whether the applicant has maintained the confidentiality of personal information about people who were liable to pay child care fees, and their families, including information that was in the applicant's possession after the expiry of any CCB approval of a child care service through which the applicant provided the child care
- any relevant criminal charges against the applicant pending before a court
- any relevant convictions or findings of guilt against the applicant for an offence.

The Secretary of the Department of Education may also consider other matters relevant to the applicant.

Persons must be assessed and deemed suitable to operate a child care service before approval for CCB may be granted.

1.4 National Quality Framework

| | | | | | |
|-----|-----|------|-----|-----|-----|
| FDC | IHC | OSHC | LDC | OCC | BBF |
|-----|-----|------|-----|-----|-----|

In 2009, COAG endorsed a new National Quality Framework for child care and early learning for most Long Day Care, preschool/kindergarten, Family Day Care and Outside School Hours Care services in Australia.



The National Quality Framework aims to raise quality and drive continuous improvement and consistency in child care and early learning services and school age care through:

- a national legislative framework that consists of the *Education and Care Services National Law* (National Law) and the *Education and Care Services National Regulations* (National Regulations)
- a National Quality Standard
- an assessment and rating system
- a regulatory authority in each state and territory that has primary responsibility for the approval, monitoring and quality assessment of services in its jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard
- the Australian Children's Education and Care Quality Authority (ACECQA) - the national body responsible for providing oversight of the new system and ensuring consistency of approach.

Key aspects of the National Quality Framework include:

- improved educator-to-child ratios so that each child gets the individual time and attention they need
- educator qualification requirements so educators are better able to lead activities that inspire children and help them learn and develop
- a new ratings system so parents know the quality of care on offer and can make informed choices
- streamlined regulatory arrangements so services only have to deal with one regulator.

To assist services to implement and navigate the National Quality Framework, a range of supporting guides and resources are available at acecqa.gov.au.

See [Section 7](#) for more information on the National Quality Framework.

1.5 Interim Standards for In Home Care

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

IHC is not within the scope of the National Quality Framework. However, all IHC providers are eligible to receive Australian Government funding under the Community Support Programme. It is a condition of this funding that services adhere to a set of interim standards until they are replaced by National Standards. The current interim standards contain minimum requirements and focus on enhancements in the provision of quality home-based child care.



2 Types of service

This section defines the different types of child care services - Family Day Care, Long Day Care, Outside School Hours Care, Occasional Care, In Home Care and multiple care services. These service definitions include important rules about eligibility for funding. This handbook is continuously updated. Visit education.gov.au/child-care-service-handbook for the latest updates.

2.1 Family Day Care

2.2 Long Day Care

2.3 Outside School Hours Care

2.4 Occasional Care

2.5 In-Home Care



2.1 Family Day Care

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

What is Family Day Care?

Family Day Care (FDC) services deliver flexible home-based childcare and early learning for children via a network of FDC educators. FDC services support and administer the care that is provided, on their behalf, in educators' homes. To assist with this, each service receives operational support funding from the Australian Government. Both not-for-profit and for-profit providers may operate FDC services.

FDC services are responsible for the effective operation of all components of FDC, including recruiting, training and supporting educators; monitoring care provision; and providing advice, support and information for parents. The service also assists parents to select an appropriate FDC educator for their child.

FDC services can provide flexible care, including all-day care, part-time, casual, overnight, before and after school care, and care during school holidays. Educators do not have any legal right to independently enter into a care arrangement for Child Care Benefit approved care. However, service operators may authorise educators (acting as an agent for their service) to enter into care arrangements on their behalf.

FDC educators and services must meet their obligations under the National Quality Framework for child care and early learning (National Quality Framework) and comply with the Early Childhood Services Education and Care National Law and National Regulations, and any other applicable state and territory regulations, when providing care to children. An educator may provide care in their home for the maximum number of children, including their own children, in accordance with the National Law and National Regulations. Under the National Quality Framework, new educator-to-child ratio requirements and qualification requirements apply to all FDC services from 1 January 2014.

The intention of Family Day Care is that care is provided in the home of the educator, not in the home of a child. There are, however, some situations in which Family Day Care can occur in the home of a child, including where a child lives with an educator. As long as the educator continues to provide approved care on behalf of an approved service, and that the service meets its ongoing obligations under the Family Assistance Law, Child Care Benefit and Child Care Rebate will be payable (providing the parent of the child has been assessed as eligible) for care in a situation where the educator and the child receiving the care live in the same house. All other cases of care being provided in a child's home are consistent with In Home Care, which is a separate child care type and for which specific eligibility criteria apply.



Who can use Family Day Care?

The Australian Government funds FDC services to provide care mostly for children who have not commenced school.

Under the family assistance law, an approved FDC service must:

- provide care to children, the majority of whom are children not yet attending school and who attend the service at least one day a week. If there are vacancies at the beginning or end of the day, the service may provide care for school children if the service meets the requirements under the National Law and National Regulations
- be open to the general public.

All approved FDC services must also undertake that:

- most of the children to be provided with child care will attend the service at least one day a week
- the service will operate on all normal working days in at least 48 weeks of the year
- the service will be available to provide care for any particular child for at least eight continuous hours on each normal working day on which it operates, and
- where a child attends a session of care, the service will not prevent the child from attending any part of that session.

Provision of care to near relatives

Child Care Benefit (CCB) and the Child Care Rebate (CCR) cannot be paid where care is provided to a child who is a child of the educator providing the care, or the child of the educator's partner. Children can be accepted for placement with a near relative if the educator is prepared to continue providing care to new, and existing children in care, who are not relatives and, if there is a waiting list, the relative's child is the next one due to be placed.

FDC services must ensure that the provision of child care is in line with the *Priority of Access Guidelines* available at education.gov.au/priority-allocating-places

[See 6.3](#)

2.2 Long Day Care

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| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

What is Long Day Care?

Long Day Care (LDC) is a centre-based form of child care and early learning. LDC services provide quality all-day or part-time child care and early learning for children of working families and the general community (services may cater to specific groups within the general community). For-profit and not-for-profit organisations, local councils, community organisations and employers may run these services.



LDC services must ensure that the provision of child care is in line with the *Priority of Access Guidelines* available at education.gov.au/priority-allocating-places.

[See 6.3](#)

LDC services must comply with the National Law and National Regulations and any other applicable state and territory regulations when providing care to children.

Who can use Long Day Care?

The Australian Government supports parents who are working, undertaking vocational study, training or looking for work through the provision of LDC services, which aid children's early learning and development.

Under the family assistance law, an approved LDC service must undertake that:

- most of the children to be provided with child care will:
 - not have commenced school
 - attend the service at least one day a week
- the service will operate on all normal working days in at least 48 weeks of the year
- the service will be available to provide care for any particular child for at least 8 continuous hours on each normal working day on which it operates and
- where a child attends a session of care, the service will not prevent the child from attending any part of that session.

LDC services may also provide child care and early learning for school children before and after school and during school holidays, where state and territory government regulations allow this.

This does not apply to employer-operated services or employer-sponsored places in funded services unless they are under-utilised (see 'Employer-sponsored child care' below) or some services that might be set up for certain sectors of the community.

Non work-related care

Services may provide respite care and other non work-related child care but must ensure care is offered to families in line with the *Priority of Access Guidelines* available at education.gov.au/priority-allocating-places

[See 6.3](#)

Employer-sponsored child care

The Australian Government encourages employers to get involved with providing flexible child care to suit their employees' needs. There are various ways in which employers can do this. They can:

- sponsor a child care service
- reserve places in a service or services that may be convenient to the workplace or to areas where employees live, or
- use an agency to find suitable child care places in the wider community.



There may be other ways to form agreements between employers and services in your area. Innovative ideas for business-community partnerships on child care provision are always welcome.

For more information about how employer-sponsored child care works or can work for you, contact your Department of Education state or territory office.

[See quick contacts](#)

2.3 Outside School Hours Care

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| FDC | IHC | OSHC | LDC | OCC |
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What is Outside School Hours Care?

Outside School Hours Care (OSHC) services provide education and care before and/or after school and/or care during school vacation time. Some services may also provide care on pupil-free days during the school term. Not-for-profit and for-profit organisations may operate OSHC services.

These services focus on extending and enriching the wellbeing and development of school aged children and provide opportunities for the children to engage in leisure and play-based experiences, while meeting the care requirements of families. They are usually set up in or close to primary schools. They may also be in other locations such as community centres, halls, neighbourhood houses or recreation centres.

There is no limit on the number of CCB approved OSHC places a service can provide. This means that all OSHC services are able to set up or expand to meet demand, providing they meet the requirements under the National Law and National Regulations.

OSHC services must comply with the National Law and National Regulations and any other applicable state and territory regulations when providing education and care to children.

Who can use Outside School Hours Care?

OSHC services provide education and care mostly for children attending school, but can care for children who have not started school. However, as a general rule, when an OSHC service fills vacant places, it must give school children priority over children who have not yet started school (exceptions arise in the case of employer-sponsored child care places). OSHC services are encouraged to provide education and care to children with high support needs and disabilities. Support is available to eligible services under the Inclusion and Professional Support Program

[See 3.3.](#)



Under the family assistance law, an approved OSHC service must undertake that:

- most of the children to be provided with education and care will be attending school
- if the service provides before or after school care, the service will operate on each school day and
- if the service provides Vacation Care, the service will be available to provide care for any particular child for at least eight continuous hours on each normal working day for at least seven weeks of school holidays in a year.

OSHC services must ensure that the provision of child care is in line with the *Priority of Access Guidelines* available at education.gov.au/priority-allocating-places.

[See 6.3](#)

Self-referred children

Services should not encourage self-referred children (those who arrive at a service without being enrolled) to attend a service without permission from a parent or guardian. Every effort should be made to contact the parents and seek their permission for the child to be there. This is to protect the service from a possible accident or insurance claim.

2.4 Occasional Care

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| FDC | IHC | OSHC | LDC | OCC |
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What is Occasional Care?

Occasional Care (OCC) is a centre-based form of child care and early learning. OCC services provide flexible care which allows parents to meet their work related and non-work related commitments. Families can access OCC regularly or irregularly on a sessional basis.

OCC services do not offer full-time, all day child care and early learning except in extenuating circumstances. OCC provides families with the flexibility to leave children in an early childhood learning environment on days and hours that best meet their needs. They can provide care at short notice and immediate emergency care. OCC services charge fees that reflect the amount of time a child spends in care.

OCC services may operate independently as a stand-alone OCC service or can be co-located with a LDC service as permitted by relevant state/ territory regulations for OCC.

The Australian Government limits the number of OCC places available in the market and new OCC services can only become CCB approved if places are available for allocation. When this occurs, information on how services can apply for an allocation of OCC places will be placed on the Department of Education's website, education.gov.au/information-approved-occasional-care-providers.



As OCC is a capped programme, it is a condition of approval that OCC services do not exceed the number of places they have been allocated by the Department of Education.

OCC services must comply with applicable state and territory regulations when providing care to children.

Under the family assistance law, a CCB approved OCC service must ensure that:

- most of the children provided with education and care will not have started school, and
- it operates up to a maximum of nine hours per day.

Who can use Occasional Care?

OCC is available to all children, however, services must ensure that most of the children in care will not have started school.

2.5 In Home Care

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| FDC | IHC | OSHC | LDC | OCC |
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What is In Home Care?

In Home Care (IHC) is a flexible form of child care and early learning where an approved educator provides education and care in the child's home. The Australian Government limits the number of IHC places available in the market and new IHC services can only become CCB approved if places are available for allocation. When this occurs, information on how services can apply for an allocation of IHC places will be placed on the Department of Education's website at education.gov.au/information-approved-home-care-providers-0.

As IHC is a capped programme, it is a condition of approval that IHC services do not exceed the number of places they have been allocated by the Department of Education.

Who can use In Home Care?

Unlike other care types, IHC is only available to children who meet certain eligibility criteria. It is the legal responsibility of all CCB approved IHC services to ensure that IHC is only provided to a child to whom:

- only an IHC service can provide suitable care; **and**
- one or more of the following circumstances applies:
 - the child has, or lives with another child who has, an illness or disability
 - the child's guardian (or guardian's partner) has an illness or disability that affects their ability to care for the child
 - the child lives in a rural or remote area
 - the work hours of the child's guardian (or guardian's partner) are hours when no other CCB approved child care service is available, or



- the child's guardian (or guardian's partner) is caring for three or more children who have not yet started school.

IHC cannot be provided in the home of a child while the parent is present and providing Family Day Care for other children.

Approved IHC services cannot exceed the number of places they have been allocated by the Department of Education. Consequently, not all families meeting the eligibility criteria will receive a place and/or the full number of hours of care for which they apply.



3 Child Care Services Support Programme

The Child Care Services Support Programme is Australian Government funding that supports and promotes access to quality child care and early learning for children, families and communities. This section outlines the different types of support for child care services under this programme.

3.1 The Community Support Programme

3.2 Budget Based Funded Programme

3.3 Inclusion and Professional Support Program



3.1 The Community Support Programme

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| FDC | IHC | OSHC | LDC | OCC | BBF |
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The Community Support Programme provides a range of payments directly to child care service providers with the aim of improving access to child care. The CSP has been designed to strengthen a service provider's ability to set up and run a child care service in areas of the country where services might otherwise be unviable. The Community Support Programme (CSP) provides support to child care services in the following ways:

- **Establishment and Sustainability Assistance to 'Mainstream' services**

Mainly for services that are approved to administer Child Care Benefit on behalf of families, this range of payments for Mainstream services are dependent on the type of child care service, its size and location.

Further information, including the guidelines and application form, terms and conditions of funding and current payment rates, can be found at education.gov.au/community-support-programme-guidelines.

- **Capital Funding for Long Day Care Services in Exceptional Circumstances**

Subject to available funding, individual one-off discretionary grants of up to \$500 000 (excl. GST) may be available to assist services experiencing 'exceptional circumstances', such as market failure or documented unmet demand, which may result in no formal child care being available. Further information about on this payment can be found on the Grant Information page at education.gov.au/long-day-care-capital-funding-exceptional-circumstances-grant.

- **Budget Based Funding**

Under the BBF Programme funding is provided as a contribution to the operational costs of a range of early education, child care and school aged care services in a limited number of approved locations which are predominantly in rural, remote and Indigenous communities where the market may not support the viable operation of services. Applications for the establishment of additional services in new locations cannot be considered unless otherwise approved by the programme delegate in exceptional circumstances. Full details of the BBF Programme can be found at education.gov.au/budget-based-funded-programme and in [Section 3.2](#) below.

3.2 Budget Based Funded (BBF) Programme

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| FDC | IHC | OSHC | LDC | OCC | BBF |
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Services funded under the BBF Programme are not generally approved to administer CCB on behalf of families. BBF service types include:

- flexible/innovative services
- Multifunctional Aboriginal Children's Services
- mobile services



- Outside School Hours Care
- Crèches
- Indigenous playgroups.

Further information about the BBF Programme, including programme guidelines and an example of the funding agreement template for existing BBF services, is available on the Budget Based Funded services page at education.gov.au/budget-based-funded-programme [See quick contacts](#)

3.3 Inclusion and Professional Support Program

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| FDC | IHC | OSHC | LDC | OCC | BBF |
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The Inclusion and Professional Support Program (IPSP) is an element of the Child Care Services Support Programme and aims to promote and maintain high quality, inclusive education and care for all children in eligible child care and early learning services.

To achieve this, IPSP seeks to increase the knowledge and skills of educators and the capacity of child care and early learning services, by providing professional development, advice and access to additional resources and support.

For information about IPSP, visit the Department of Education website at education.gov.au/IPSP.

Inclusion Support

Inclusion Support provides assistance and support to help eligible child care and early learning services to include all children, including those with additional needs, in the care environment. For the purposes of this programme, children with additional needs include children with disabilities, children from culturally and linguistically diverse backgrounds, children from refugee or humanitarian intervention background and Indigenous children. Inclusion Support is provided by Inclusion Support Agencies (ISAs), and includes Flexible Support Funding (FSF) and the Inclusion Support Subsidy (ISS).

Inclusion Support Agencies

Regionally-based ISAs coordinate assistance from a network of specialist workers, known as Inclusion Support Facilitators (ISFs) who work at the local level with child care and early learning services.

ISFs provide advice and facilitate access to support to strengthen the service's ability to create a quality education and care environment which is inclusive of all children. This support includes, but is not limited to, access to Specialist Equipment, training, Bicultural Support, FSF, and ISS.

ISFs also assist services to develop a Service Support Plan (SSP). These plans identify and document a plan of action to build the capacity of a service to provide inclusive settings through improved practices. These plans also identify whether or not the service requires additional funding, resources or equipment to include children with additional needs into a particular child care and early learning environment.



For details about the ISA for your region, visit the Department of Education website at education.gov.au/IPSP.

Inclusion Support Subsidy

The Inclusion Support Subsidy (ISS) is available to eligible child care services to assist with the inclusion of children with ongoing high support needs, where this is identified as being required when developing the SSP, including:

- children with diagnosed disability
- children who are undergoing continuing assessment of disability
- children from a refugee or humanitarian intervention background.

ISS is administered nationally by KU Children's Services, the National Inclusion Support Subsidy Provider (NISSP). ISS is limited to an annual capped allocation and eligibility for the ISS does not mean automatic entitlement to payment. Approvals for ISS are given based on demonstrated need for support in the care environment, as outlined in the application, and consideration of the type of service and the care environment where ISS is being requested. Approval is subject to availability of funds...

For eligibility details, including requirements of documentary evidence, see the Inclusion and Professional Support Program Guidelines for 2013-2016. They are available from your local ISA or visit the Department of Education website at education.gov.au/IPSP.

To apply for ISS, child care and early learning services must first develop an SSP to assess the service's inclusion capacity. The SSP is based on the child care and early learning environment and will assist to identify the need for ISS.

ISS funding may be approved for any of the following purposes:

- In centre based services:
 - to provide an inclusive care environment by engaging an additional educator to increase the staff to child ratio so children with ongoing high support needs are in care with their typically developing peers.
- In home based services:
 - as a Capacity Payment to Family Day Care (FDC) educators in recognition of the additional care and attention required by children with ongoing high support needs in their care and the impact of this on the educator.
 - as an Additional Payment to In Home Care (IHC) educators in recognition of the additional care and attention required by children with ongoing high support needs in their care and the impact of this on the educator.
 - to engage an additional educator to accompany a FDC educator or IHC educator and child or children with ongoing high support needs on out-of-home excursions or other special activities with typically developing peers (for example, FDC playgroups or Vacation Care excursions).



ISS Applications and Claims

Most eligible child care and early learning services that have identified the need for ISS to include a child with ongoing high support needs can apply for ISS by submitting their applications and claims using the ISS online application and claims system: the Inclusion Support (IS) Portal.

Services that are funded under the BBF Programme and services that do not have access to the IS Portal must submit a paper-based application.

Online ISS Applications and Claims

To submit an online application a service will work with the ISF who will assist them to develop an SSP, and then create an online SSP record in the IS Portal. This will generate a letter to the service advising how they can access the IS portal to complete their ISS application online.

If an ISS application is approved by the NISSP and an additional educator is engaged, services can use CCMS registered software to submit claims. Payments will be made directly to the service's bank account in a similar way to CCB payments.

For details about the ISS online application and claims process, visit the Department of Education website at education.gov.au/IPSP.

Paper Based ISS Applications and Claims

The ISS application form and claims form for paper-based applications is available on the NISSP's website at ku.com.au or from their local ISA or ISF.

When completed, the application, the signed SSP and the required documentary evidence of the child's diagnosed disability or continuing assessment of disability or refugee status is sent to the NISSP for assessment. If approved, the service will receive notification.

Paper-based claims can be submitted directly to the NISSP for payment.

Compliance

Services are required to retain evidence of the additional educator's attendance and the child(ren)'s attendance records. ISS claims are monitored by the Department of Education and the NISSP on a regular basis, and services may be requested to provide attendance records for the purposes of compliance monitoring.

Services should note that ISS funding is not available for certain purposes such as services or activities which are the funding responsibility of state or territory governments such as respite care or preschool or kindergarten programmes.

Flexible Support Funding

Flexible Support Funding (FSF) is a subsidy administered by ISAs and paid to eligible child care and early learning services to enable them to build their capacity to include a child with additional needs.



For centre-based child care, FSF may be used to subsidise the cost of employing an additional educator to increase the staff-to-child ratio above licensing requirements for a time-limited period. FSF may also be used to provide relief care so that permanent staff can attend training or prepare SSPs.

For FDC and IHC, FSF may be used to subsidise the cost of employing an additional educator to enable a child with ongoing high support needs to participate in out-of-home excursions such as playgroups or Vacation Care excursions. It can also be used as a financial contribution to FDC and IHC educators who attend specialist training after hours.

Services should contact their local ISA for more information on FSF as this funding requires the development of an SSP. Information is also available at the Department of Education website at education.gov.au/IPSP

Professional Development

Professional Development provides support to eligible child care and early learning services to raise the quality of the education and care by increasing the skill level of educators and the capacity of services to support children with additional needs. State and territory based Professional Support Coordinators (PSCs) and Indigenous Professional Support Units (IPSUs) coordinate and manage the delivery of professional development and support to child care and early learning services.

For details about the PSC or IPSU for your state or territory visit the Department of Education website at education.gov.au/IPSP

Professional Support Coordinators

PSCs deliver and/or facilitate professional development and support to eligible child care and early learning services to assist them to understand and meet the requirements of the National Quality Standard and to implement improved learning frameworks including the *Early Years Learning Framework*.

Professional development and support provided by PSCs may include:

- accredited and non-accredited courses including flexible training options
- events, forums, hubs and networks
- mentoring and coaching
- phone advice and support
- resource materials including online resource collections, fact sheets, training information and useful links
- referral to appropriate agencies for more advice and information.

PSCs also administer Bicultural Support, Specialist Equipment and the IPSP online library.



Bicultural Support

Bicultural Support provides eligible child care and early learning services with access to an interpreter or a bilingual/bicultural person to assist them to enrol and settle a child/ren from culturally and linguistically diverse, Indigenous or refugee or humanitarian intervention backgrounds. Examples of Bicultural Support are onsite or phone language assistance and advice on cultural practices that will help services create an inclusive environment.

Services can make requests for Bicultural Support through the an ISA, PSC or IPSU. The request needs to be accompanied by an SSP approved by an ISA.

Specialist Equipment

Specialist Equipment is available on loan from a PSC to eligible child care and early learning services (excluding In Home Care) to assist the inclusion of a child with ongoing high support needs.

Services should contact their local ISA to request Specialist Equipment as the request requires development of an SSP.

Indigenous Professional Support Units

IPSUs provide and/or facilitate professional development and support to assist eligible Indigenous focussed BBF child care and early learning services and their managing bodies to provide high quality education and care environments. They also provide advice to ISAs and PSCs on culturally appropriate support and resources to assist mainstream child care and early learning services to include and support Indigenous children and educators.



4 Operating a service

This section sets out information about operating a child care service. This includes providing documents about the operator's business entity, employing staff lawfully, meeting the financial responsibilities of a business including paying applicable taxes, keeping accurate attendance records and complying with the *Privacy Act 1988*. Operators' rights to cease or substantially change their operations are limited by their relationship with the Australian Government, which may cancel CCB approval or terminate funding under some conditions.

4.1 Legal responsibilities for operating a service

4.2 Business type and provision of documentation

4.3 Industrial awards and agreements

4.4 Fees for before and after school care

4.5 Goods and Services Tax

4.6 Recording attendance

4.7 Who is responsible for ensuring attendance records are kept?

4.8 Absences from care

4.9 Information management



4.1 Legal responsibilities for operating a service

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| FDC | IHC | OSHC | LDC | OCC |
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Becoming the operator of a child care service means accepting the legal responsibilities associated with setting up and administering the service. The operator of a CCB approved child care service has many obligations, including those under the family assistance law. The operator has a legal responsibility to:

- comply with the family assistance law (in particular, to reduce fees in accordance with amounts specified by the Department of Education)
- comply with the National Law and National Regulations and/or other applicable child care laws (for example, state or territory licensing laws)
- account for Australian Government funds
- ensure that the operator and their key personnel are suitable persons to operate a child care service
- comply with Australian Government child care funding agreements
- ensure the service remains financially viable and can meet its debts and other obligations as they fall due.

Operators who contract out or devolve aspects of management must advise the Department of Education in writing.

[See quick contacts](#)

Legal obligations are set out in Australian Government and state/territory child care legislation, rules and funding agreements. Adherence to these conditions ensures that the Australian Government achieves its objectives in the child care area, and also ensures the service is operating in accordance with legislation and in a financially responsible manner.

For important information on the conditions for continued CCB approval

[See Section 5](#)

Any funding agreement with the Department of Education should be stored securely.

4.2 Business type and provision of documentation

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| FDC | IHC | OSHC | LDC | OCC |
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To apply for CCB approval as an eligible child care service to receive Australian Government funding under the Child Care Services Support Programme, which provides operational support funding to eligible child care services, a service must be one of the following organisational types:



Incorporation

Community-based service operators must be incorporated under relevant state or territory legislation. Incorporation helps to protect the members of a service's management committee from personal liability.

Incorporated associations

Incorporated associations are bodies formed under state or territory legislation governing incorporation of associations.

Incorporated associations must provide the Department of Education with a copy of their:

- rules of association
- certificate of incorporation
- notice of appointment and address of public officer
- registration from the Registrar of Indigenous Corporations (if applicable).

The Department of Education accepts the certificate of incorporation as evidence of incorporation.

Companies

Companies are formed under the corporations law. Since the amendments to the corporations law in July 1998, companies are no longer required to have a memorandum and articles of association.

Instead, they may have:

- **either** a single set of rules known as a 'constitution'
- **or** basic rules of internal management which are contained in the corporations law known as 'replaceable rules'.

Companies formed before the 1998 amendments ('pre-July 1998 companies') may continue to have a memorandum and articles of association, or they may repeal them and adopt the 'replaceable rules', or they may decide on a new constitution.

When a pre-July 1998 company continues to have a memorandum and articles of association it is required to submit the following information to the Department of Education:

- articles of association
- memorandum of association
- certificate of incorporation.

A new company (that is, one formed after the 1998 amendments), or an existing company that has repealed its memorandum and articles of association, is required to submit the following to the Department of Education:

- a copy of the certificate of registration (proof of incorporation)
- a copy of company documentation indicating who can act on behalf of the company (the approved signatories)



- a company extract report, containing:
 - Australian Business Number (ABN)
 - registered office address
 - principal address
 - names and addresses of directors and the company secretary.

Trusts

An operator who intends to operate the service as a trustee on behalf of a trust must provide to the Department of Education a copy of the trust deed.

Sole proprietors and owner-operators

An unincorporated owner or sole proprietor who is operating the business in a name other than their own must provide to the Department of Education details of the business name together with the following details:

- Australian Business Number (ABN)
- other business number (for example, if registered with state, territory or local government)
- business name
- registered address
- place of business
- name(s) of person(s) carrying on the business.

Partnerships

A child care service operating as a partnership should provide to the Department of Education a copy of the partnership agreement identifying all members of the partnership.

When there is no formal partnership agreement, supporting documents may consist of a letter from the partnership's solicitors clearly identifying all members of the partnership and confirming the right of an individual to act on behalf of that partnership. Partners themselves may sign a declaration that they are acting in partnership.

4.3 Industrial awards and agreements

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| FDC | IHC | OSHC | LDC | OCC |
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Staff employed by child care services are not employees or agents of the Australian Government. Staff must be allowed rates and conditions in accordance with applicable awards and agreements.

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| FDC | IHC | OSHC | LDC | OCC | BBF |
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Some Family Day Care (FDC) or In Home Care (IHC) services may be able to access the National Family Day Care Council's national insurance plan for educators.

For more information about the insurance plan, visit familydaycare.com.au.



4.4 Fees for before and after school care

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| FDC | IHC | OSHC | LDC | OCC |
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If the service provides before and after school care, the service should charge separate fees for both before and after school care.

4.5 Goods and Services Tax

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| FDC | IHC | OSHC | LDC | OCC |
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The Goods and Services Tax (GST) applies to all goods delivered and services performed, except for those goods and services exempted.

Fees charged for access to CCB approved child care services and services provided by registered care providers are not subject to GST.

Child care services pay GST on some items purchased for their service, but can claim the GST component back.

For more information about GST, visit the Australian Taxation Office website at

- ato.gov.au

4.6 Recording attendance

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| FDC | IHC | OSHC | LDC | OCC |
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All services must maintain records of attendance for each child for whom education and care is provided. Accurate records of attendance, such as sign-in sheets, are required to confirm that a child for whom child care payments are made actually attended the service or home where the care was provided, for the hours or sessions of care stated, or was absent from care that would have otherwise been provided on that day.

Additionally, services must submit online weekly Attendance Record Reports to the Department of Education for each child using care. For detailed information about the requirements for reporting attendance to the Department of Education, see [Section 10](#).

Services may also need to maintain separate records of attendance to satisfy insurance, public liability and workers' compensation obligations, as well as protecting themselves against possible future legal action by parents.

State and territory government regulations relating to records of attendance may require additional information, such as the parent's signature or initials, and compulsory daily signatures by parents or guardians. [See 5.4](#).



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| FDC | IHC | OSHC | LDC | OCC |
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Occasional Care services must keep accurate records of attendance, including records of absences, to confirm that a child for whom child care payments are made actually attended the service for the sessions stated, or was absent for a period of care that was booked and paid for.

Complying with applicable state and territory regulations is a condition for the continued approval of your service for CCB purposes.

[See 5.6](#)

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| FDC | IHC | OSHC | LDC | OCC |
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Signing arrangements

The custodial parent (including guardian or authorised person) should, if possible, record the arrival and departure times of their child or children attending care. It is best practice for your service to ensure these entries are signed or initialled by the custodial parent at the time of arrival and departure on each day of care.

This is important because attendance records are used to determine the hours or sessions of care for which CCB, CCR and JETCCFA can validly be claimed. Where state or territory legislation allows staff to sign, it is still a good idea to ask the parent or guardian to counter-sign regularly (weekly is recommended).

This should be done even in situations when staff or educators are required to take children to and from school and in other circumstances, as agreed with custodial parents (for example, in Outside School Hours Care situations). This ensures parents share responsibility for the record of the hours the service reports as child care usage, creates transparency for parents and staff, and can help to keep compliance visits, which involve the inspection of records, as brief as possible.

Services must still ensure that records of attendance, including absences, meet all requirements of applicable state or territory laws.



4.7 Who is responsible for ensuring attendance records are kept?

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| FDC | IHC | OSHC | LDC | OCC |
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Your service is responsible for maintaining all required records of attendance accurately and clearly. Failing to do so is a breach of family assistance legislation and it may lead to penalties for your service.

4.8 Absences from care

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| FDC | IHC | OSHC | LDC | OCC |
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Absences from care fall into two categories that relate to eligibility for the payment of CCB—initial 'absence days' and 'additional absence days'. This section describes how to keep a record of absences from care, but for detailed information about what qualifies as an absence and how to report absences to the Department of Education, [see Section 13](#).

The CCB absence provisions also apply to the payment of CCR and JETCCFA.

Absence days

Each child is eligible for CCB for the initial 42 days absence from care across all CCB approved child care services during each financial year. These absences can be taken for any reason and do not require supporting documentation, but they are only available on a day on which care would otherwise have been provided if the child was not absent, and the family was charged for that care.

Public holidays will be counted as absence days for CCB if:

- The child would normally have attended the service or individual care on the day if it were not a public holiday **and**
- Fees are charged in respect of the absent child for the day.

CCB is payable for public holidays at the usual rate.

Under no circumstances should you report children as attending your service on a public holiday if your service is closed. You may report children as absent from education and care if the above conditions apply.

All absence days must be reported on the online weekly Attendance Record Report provided to the Department of Education. It is best practice to separately obtain a parent signature for each absence.

If an absence due to a public holiday falls at the end of the CCB week, for example, Friday, Attendance Record Reports may be submitted in the future, but not later than Sunday of the current week.



The rules relating to the initial 42 absence days do not apply to Occasional Care services.

[See 13.1](#)

Services, educators or In Home educators must give families information on the number of absences each child has used in the financial year-to-date.

Until 1 January 2009, this information was provided on receipts, which a service was obliged to provide to all families using care. Since 1 January 2009, services have been required to provide this information on statements. These statements replaced the receipting requirement.

[See 5.4](#)

Families can also view their absence count on their online statement along with their child care attendance, CCB and CCR amounts paid statements. This is available by visiting the Department of Human Services at humanservices.gov.au/onlineservices

Additional absence days

Once the initial 42 absence days have been used, CCB is payable for any additional absences where:

- the absence relates to a day on which care would otherwise have been provided if the child was not absent **and**
- the absence is one taken for an additional absence reason **and**
- your service obtains and keeps the required documentation **and**
- you meet the requirements for recording attendance and absences **and**
- child care fees are charged.

[See 13.2](#)

To ensure CCB is paid correctly, services and educators must keep a record of all absences for each child, including the date and reason for absence. All additional absence days must be reported on the Attendance Record Report provided online to the Department of Education for the purpose of calculating fee reductions. It is best practice to separately obtain a parent signature for each absence.

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| FDC | IHC | OSHC | LDC | OCC |
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CCB is paid if a family books and pays for care provided by a CCB approved occasional care service and the child does not attend that care. To ensure CCB is paid correctly in these circumstances, services must keep a record of all absences for each child. All absence days must be reported on the online weekly Attendance Record Report provided to the Department of Education. It is best practice to separately obtain a parent signature for each absence.



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All records must be retained by the service for at least 36 months from the end of the calendar year in which the relevant care was provided. Remember, family assistance law requires you to retain these records even if your service closes or is sold.

4.9 Information management

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| FDC | IHC | OSHC | LDC | OCC |
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National Privacy Principles

Child care services are subject to the National Privacy Principles (NPPs) under the *Privacy Act 1988* in their handling of personal information. Compliance with these principles is also a condition of the continued CCB approval of a child care service. A summary of these principles is set out below. This summary gives a general idea of the obligations of child care services.

For more information about NPPs, visit the Privacy Commissioner's website at

- privacy.gov.au/law/act

Principle 1 - Collection of information

You should:

- only collect personal information that is necessary for your functions or activities
- use fair and lawful ways to collect personal information
- collect personal information directly from an individual if it is reasonable and practicable to do so
- at the time of collection of personal information, or as soon as practicable afterwards, take reasonable steps to make an individual aware of:
 - why you are collecting information about them
 - who else you might give it to
 - other specified matters
- take reasonable steps to ensure the individual is aware of this information even if you have collected it from someone else.

Principle 2 - Use and disclosure

You should make sure to only use or disclose personal information for the primary purpose of collection, unless one of the exemptions in NPP 2.1 apply (for example, all related secondary purposes are within the individual's reasonable expectations, you have consent, or there are specified law enforcement or public health and public safety circumstances).



Note that if the information is sensitive the uses or disclosures allowed are more limited.

A secondary purpose within reasonable expectations must be directly related and the direct marketing provisions of NPP 2.1(c) do not apply.

Principle 3 - Data quality

You should take reasonable steps to ensure the personal information collected, used or disclosed is accurate, complete and up-to-date. This may require the service to correct information.

Principle 4 - Data security

You should:

- take reasonable steps to protect the personal information the service holds from misuse and loss, and from unauthorised access, modification or disclosure
- take reasonable steps to destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the service may use or disclose information.

Principle 5 - Openness

You should:

- have a short document that sets out clearly expressed policies about how personal information is managed and make it available to anyone who asks for it
- if an individual asks, take reasonable steps to let them know what sort of personal information the service holds, for what purposes it is held, and how the service collects, uses and discloses that information.

Principle 6 - Access and correction

People have the right of access to their personal information held by a service.

You should, if an individual asks, give them access to the personal information held about them unless particular circumstances apply that allow the service to limit the extent to which it gives access—these include emergency situations, specified business imperatives, and law enforcement or other public interests.

Principle 7 - Identifiers

You should only adopt, use or disclose an Australian Government identifier if particular circumstances apply that would allow the service to do so.

Principle 8 - Anonymity

You should, if it is lawful and practicable to do so, give people the option of interacting anonymously with you.



Principle 9 - Transborder data flows

You may only transfer personal information overseas if you have checked that you meet the requirements of NPP 9 as set out in the full guidelines.

Principle 10 - Sensitive information

You must:

- not collect sensitive information unless the individual has consented, it is required by law, or in other special specified circumstances, for example, relating to health services provision and individual or public health or safety
- get consent to collect sensitive information unless specified exemptions apply.



5 Compliance and accountability

This section details the conditions for continued approval for child care services under the *A New Tax System (Family Assistance) (Administration) Act 1999* and *A New Tax System (Family Assistance) Act 1999*, and also provides some information about responsibilities under funding agreements. It also describes the operation of some other key legislative provisions.

- 5.1 Child Care Benefit approved child care services**
- 5.2 Sanctions, offences and financial penalties**
- 5.3 Eligibility rules**
- 5.4 Key obligations imposed on CCB approved child care services under the family assistance law**
- 5.5 Cooperation with authorised officers under the Act**
- 5.6 Compliance with all child care related applicable laws**
- 5.7 Allocation of child care places not to be exceeded**
- 5.8 Some other things services should know about the family assistance law and associated rules**
- 5.9 Compliance monitoring**
- 5.10 How to find out more**
- 5.11 Responsibilities under funding agreements**



5.1 Child Care Benefit approved child care services

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| FDC | IHC | OSHC | LDC | OCC |
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A CCB approved child care service is a service that is approved under section 195 of the *A New Tax System (Family Assistance) (Administration) Act 1999* ('the Act').

Continued approval of a CCB approved child care service is subject to a range of conditions including:

- compliance with any 'eligibility rules' determined under the Act. The eligibility rules are set out in the Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000

[See 5.3](#)

- a CCB approved child care service must not contravene an obligation imposed on it under the family assistance law

[See 5.4](#)

- cooperation with a person exercising compliance monitoring powers (the powers of a person authorised under the Act to enter child care service premises and inspect records)

[See 5.5](#)

- compliance with all applicable requirements relating to child care imposed by laws of the Australian Government, and of the state or territory in which the service is located

[See 5.6](#)

- if child care places are allocated to a service under the Act, that it does not provide child care in excess of the number of allocated places.

[See 5.7](#)

- Additional conditions for continued CCB approval may also be imposed on child care services under the Act.

5.2 Sanctions, offences and financial penalties

CCB approved child care services are subject to possible sanctions if they do not comply with any condition for continued CCB approval. Sanctions include suspension and cancellation of CCB approval. In the case of certain obligations, non-compliance is also a criminal offence and carries significant financial penalties. These are identified throughout this section, with maximum penalties shown.

The Australian Government recently expanded the civil penalties and infringement notice scheme introduced in 2007, which initially only applied to Child Care Access Hotline reporting. An infringement notice is a monetary penalty that can be issued to a service for failure to comply with an obligation under family assistance law. Civil penalties are monetary penalties determined in the courts that do not involve a criminal liability. The Minister may seek a civil penalty order directly, or alternatively an infringement notice may be issued by the Department



of Education to a non-compliant service. If a service receives an infringement notice and pays the amount set out in the notice, a civil penalty can be avoided.

Civil penalties and infringements now apply to a range of obligations that also carry a criminal offence. Infringement notices can be issued where a service provider contravenes an obligation. Penalties range from \$170 to \$6800 for an individual and \$340 to \$13 600 for a body corporate. If the fine is not paid within 28 days, action may be taken through the civil courts.

More serious contraventions may be taken directly to the civil courts. The maximum penalty per contravention is \$34,000 for an individual and \$68,000 for a body corporate. The courts determine the size of the penalty based on all relevant matters.

Under the family assistance law the Department of Education may also write directly to families who are using a CCB approved child care service that has not complied, or is not complying with a condition for its continued CCB approval, about the non-compliance and to inform them of the effect on their Child Care Benefit (CCB) and Child Care Rebate (CCR) entitlement if the CCB approval is suspended or cancelled.

In addition to the above actions, **the Department of Education now has the discretion to publicise information** relating to the sanctioning or suspension of a service for non-compliance with the conditions for continued CCB approval. Details of the sanction or suspension, and the service they apply to, may be published, for example, on the Department of Education websites.

5.3 Eligibility rules

The eligibility rules impose a range of requirements. **A CCB approved service that does not comply with one or more of the eligibility rules may be sanctioned. Where other penalties also apply, this is noted in the relevant description.**

Suitability

The operator of a CCB approved service and the operator's key personnel must remain suitable persons to operate a child care service.

In the case of an operator who is a body corporate, key personnel are the people who are responsible for the executive decisions of the operator or any other person who is concerned with, or takes part in, the management of the service.

At a minimum, matters that are relevant to the suitability of a body corporate operator and its key personnel include:

- ability to meet and provide the appropriate quality of child care
- record of financial management
- conduct as providers of child care
- compliance with responsibilities as providers of child care and obligations arising from the receipt of payments from the Australian Government



- maintaining confidentiality of personal information, including information in their possession as former operators of a CCB approved child care service
- any relevant criminal charges pending
- any relevant convictions or findings of guilt for an offence.

The staff of a service (and in the case of Family Day Care (FDC) and In Home Care (IHC), the educators engaged by the service) must remain suitable people to provide child care and early learning, and services must continue to take reasonable steps to ensure that this is the case.

When a service employs a new member of staff, or a FDC or IHC service engages a new educator, the service must undertake checks on that person for any relevant criminal charges or convictions or findings of guilt against the person for an offence.

If the operator of a service becomes aware of anything that affects the suitability of a member of staff or an educator to provide child care, the operator must give the Department of Education written notice within seven days, setting out the action taken, or that will be taken, to deal with the issue.

[See quick contacts](#)

It is also important to ensure that every subcontractor, including every educator engaged by an FDC and IHC service, obtains and maintains insurance as specified in the Terms and Conditions of the funding agreement.

Provision of care

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| FDC | IHC | OSHC | LDC | OCC | BBF |
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A CCB approved Long Day Care (LDC) service must continue to ensure that:

- most of the children provided with child care and early learning will not have started school, and are children that attend at least one day a week
- it operates on all normal working days in at least 48 weeks of the year
- it remains available to provide child care and early learning for any child for at least eight continuous hours on each normal working day on which it operates
- when a child attends a session of child care and early learning, the service does not prevent the child from attending any part of that session.

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| FDC | IHC | OSHC | LDC | OCC |
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A CCB approved Family Day Care (FDC) service must continue to ensure that:

- most of the children provided with education and care attend the service at least one day a week
- it operates on all normal working days in at least 48 weeks of the year
- it remains available to provide education and care for any child for at least eight continuous hours on each normal working day on which it operates
- when a child attends a session of education and care, the service does not prevent the child from attending any part of that session.



These responsibilities fall to the CCB approved child care service, not to educators; services must therefore enter into arrangements with educators that ensure compliance with these responsibilities or they may be sanctioned.

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| FDC | IHC | OSHC | LDC | OCC |
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A CCB approved In Home Care (IHC) service must continue to ensure that:

- it provides child care places only to children who cannot be cared for by other child care services, and who cannot otherwise be suitably cared for in the following circumstances:
 - a child who has, or who lives with another child who has, an illness or disability
 - a child whose guardian (or guardian's partner) has an illness or disability that affects their ability to care for the child
 - a child who lives in a rural or remote area
 - the work hours of a child's guardian (or guardian's partner) are hours when no other CCB approved child care service is available
 - a child whose guardian (or guardian's partner) is caring for three or more children who have not yet started school
- it operates on all normal working days in at least 48 weeks of the year
- it remains available to provide education and care for any child for at least eight continuous hours on each normal working day on which it operates
- when a child attends a session of education and care, the service does not prevent the child from attending any part of that session.

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| FDC | IHC | OSHC | LDC | OCC |
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A CCB approved Occasional Child Care (OCC) service must ensure that:

- most of the children provided with education and care will not have started school
- it operates for a maximum of nine hours on each normal working day.

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| FDC | IHC | OSHC | LDC | OCC |
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A CCB approved Outside School Hours Care (OSHC) service must ensure that:

- most of the children provided with education and care are attending school
- if it provides before or after school care, it operates on each school day
- if it provides Vacation Care, it remains available to provide care for any child for at least eight continuous hours on each normal working day in at least seven weeks of school holidays in the year.



Priority of access

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| FDC | IHC | OSHC | LDC | OCC |
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CCB approved child care services other than OCC services must ensure that they continue to provide child care places according to the Priority of Access Guidelines.

For detailed information about the Priority of Access Guidelines

[See 6.3](#)

Insurance

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| FDC | IHC | OSHC | LDC | OCC |
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CCB approved child care services must continue to have workers' compensation, public liability and other appropriate insurance, and must provide a copy of any such policy and a certificate of currency when asked.

If a service does not have appropriate insurance in place, its CCB approval may be suspended or cancelled.

Continuity of operator

A CCB approved child care service must continue to be operated by the person who applied for its CCB approval. If it ceases to be operated by that person, the Act requires that its CCB approval be cancelled.

For the purposes of the Act, the service is treated as a new service and the new operator must make a new application for its CCB approval.

Notifiable events

A notifiable event is a change in the circumstances of a CCB approved service or a service operator, of which the operator is legally required to notify the Department of Education. Notifiable events include some specific types of change as described below, but an operator must also notify the Department of Education when there is a substantive change to any information that was provided to the Department of Education when the operator originally applied for CCB approval.

A service operator must give the Department of Education written notice of at least **30 days** before:

- entering into a contract for the sale of the child care service premises
- terminating the lease of the premises or
- changing the address of the service.

A service operator must give the Department of Education written notice of at least **42 days** before:



- ceasing to operate the service, including closing, selling or transferring ownership of a service

(a criminal offence also applies under the Act—penalty of \$6,800 for an individual and \$13,600 for a body corporate).

A service operator must give the Department of Education written notification within **7 days** of:

- becoming aware of something that affects the suitability of a member of the service's staff (or an educator if the service is an FDC service or an IHC service) to provide child care.

All other changes to information contained in the application form must be notified to the Department of Education in writing within **14 days** of the event.

Information regarding child care services

The Department of Education may require CCB approved services to give information for a survey of child care services, or information about the operation of child care services.

Information requested may include, for example:

- since 1 November 2012 in the case of educators employed or engaged by an FDC service, personal details of each educator and the address and telephone number of the premises where the educator provides the care must be provided and updated when it changes
- in the case of all CCB approved child care services, the number of child care places provided, or likely to be available, in a specified period.

Any requested information must be accurate and given when, and in the manner, required.

All child care services are required to report child care attendance (excluding OSHC services) and child care vacancy information as part of this condition.

[See 6.10](#)

In addition to sanctions, this attendance and availability reporting requirement is also subject to an infringement notice scheme involving financial penalties. A service that does not report on time may receive an infringement notice, and has the option of paying the lesser penalty set out in the notice or having the liability determined in court.

Personal information

A CCB approved service must not disclose personal information about a member of any family that uses the service, other than to the Department of Education or the Department of Human Services (DHS), unless the disclosure is legally required.

Personal information must be securely stored and people's personal details not be discussed other than for the purpose of conducting the service. All child care services must comply with the National Privacy Principles under the *Privacy Act 1988* in handling personal information.

[See 4.9](#)



Information that may identify a child as being at risk of serious abuse or neglect must not be disclosed to any member of a family.

Quality and continuous improvement

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| FDC | IHC | OSHC | LDC | OCC | BBF |
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Approved LDC, FDC and OSHC services that fall within the scope of the National Quality Framework must meet their obligations under the National Quality Framework. This includes participation in the assessment and rating process against the National Quality Standard, and compliance with the National Law and National Regulations.

[See Section 7](#)

Family Day Care services and In Home care services—In Home Care agreements

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| FDC | IHC | OSHC | LDC | OCC |
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An IHC or an FDC service that operates In Home Care must enter into a written agreement with the in home educator and the family of the child receiving the care. The agreement must set out the terms and conditions of the care and must include:

- details of the care to be provided, any particular requirements of children with disabilities, and arrangements for emergencies
- the names of the children provided with care and the period for which it is being provided
- arrangements for insurance
- confirmation that the educator is not required to carry out duties other than child care
- details of any training and support to be provided to the educator
- any safety requirements to be met by the premises where the care is provided
- details of the fees to be charged for the care
- details of alternative arrangements if the usual educator is unavailable.

24-hour care

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| FDC | IHC | OSHC | LDC | OCC |
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A service can provide 24 hours continuous care provided it is primarily for work related care or for short term emergencies, under exceptional circumstances. Services must approve all 24 hour periods of care prior to the care occurring. Services must also keep supporting evidence for the care period and complete a 24 hour care certificate. Services cannot allow a family to claim more than 14 periods of 24 hour care in a financial year irrespective of the services they use.

For circumstances in which a period of 24-hour care can be approved, [see 6.4](#)



Standard Hours for Family Day Care and In Home Care

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
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FDC and IHC services must identify their standard hours in their publications and in information given to people using the service. Unless other specified times are approved by the Department of Education the standard hours must be:

- hours that are between 7 am and 6.30 pm
- 10 continuous hours each day, from Monday to Friday
- hours during which the service normally provides care for the greatest number of children. ('Non-standard' hours are any hours that are not standard hours as described above). Non-standard hours care can also include overnight care.

5.4 Key obligations imposed on CCB approved child care services under the family assistance law

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| FDC | IHC | OSHC | LDC | OCC |
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A CCB approved service may be sanctioned or a financial penalty imposed if it contravenes any obligation imposed on it under the family assistance law as amended from time to time.

Obligation to notify enrolments for all children in care

If a CCB approved child care service has an agreement with a person to provide care to a child, the service must submit an enrolment record to the Department of Education for that child.

If there are two or more parents or guardians with whom the service has an arrangement to provide care for the same child, the service must submit an enrolment for each of those individuals.

If a service makes itself eligible for CCB fee reductions, in the case where no parent or guardian is eligible and the service considers the child to be at risk of serious abuse or neglect, an enrolment must also be created.

Enrolments must be provided in the way specified in this handbook and within the timeframes specified in this handbook.

[See Section 9](#)

Apart from being subject to sanctions, a service that does not comply with this obligation is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)



Obligation to update enrolment information

If a CCB approved child care service submits an enrolment, and after its submission, additional information (such as parent and child Customer Reference Numbers (CRNs)) becomes available, the service must update the enrolment with the additional information within seven days of it being provided.

[See 9.4](#)

Apart from being subject to sanctions, a service that does not comply with this obligation is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Obligation to charge no more than the usual fee

In certain circumstances the Australian Government pays all or nearly all of the full fee charged by a CCB approved child care service. This includes circumstances when there is eligibility for Special Child Care Benefit (SCCB), the Grandparent Child Care Benefit, and Jobs, Education and Training Child Care Fee Assistance.

In each of these circumstances a child care service must ensure that it does not set fees that exceed the amount of the fees it would set for the same child in the same session if there were no such eligibility.

Apart from being subject to sanctions, a service that does not comply with this obligation is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

Obligation to provide details of the authorised persons

A CCB approved child care service must have at least two authorised persons who accept responsibility for the accuracy of data submitted to CCMS for processing. Other staff will be able to enter the enrolment, attendance and vacancy details but the authorised person must provide their details when data is transmitted to CCMS.

Apart from being subject to sanctions, a service that does not comply with this obligation is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)



Obligation to reduce fees accordingly when fee reductions are calculated

Following the notification of a fee reduction amount to a CCB approved child care service, the service must pass the amount of the fee reduction to the family as reduced fees. This must occur within 14 days of the notification of the amount.

Apart from being subject to sanctions, a service that does not comply with this obligation is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Obligation to charge fees accordingly when Special Child Care Benefit is payable

When a CCB approved service becomes eligible for CCB by fee reduction for a child at risk (because no one is eligible for CCB as reduced fees), and they have been notified of their eligibility and the fee reduction amount for which they are eligible, the service must reduce the fees accordingly and charge only these reduced fees.

Apart from being subject to sanctions, a service that does not comply with this obligation is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Obligation to remit fee reduction amounts that cannot be passed on

If a CCB approved child care service is required to pass an amount of fee reduction to the family as reduced fees, but it is not reasonably practicable for the service to do this within 14 days of the notification of the amount, the service must remit the amount that could not be passed onto the Department of Education. This includes instances where a service has reported sessions after a child has ceased care and is asked by the Department of Education to amend the attendance records reported to CCMS after reconciliation has occurred for the family.

In these situations services must complete a *Notification of fee reductions that cannot be passed to a family* (the Department of Education 08-308) form and submit it to the Department of Education.

[See 11.9](#)



Apart from being subject to sanctions, a service that does not comply with this obligation is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Obligation if a service is notified that its CCB approval is suspended or cancelled

A CCB approved child care service that receives notice of suspension or cancellation of its CCB approval must cease to pass on CCB and CCR fee reductions for care provided **on or after the day the notice is received**.

A service that receives notice that suspension of its CCB approval is lifted must start reducing fees again for care it provides **from the day after the notice is received**.

Apart from being subject to sanctions, a service that does not comply with this obligation is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Obligation to provide statements

CCB approved child care services must issue statements for all children in respect of whom fee reductions are provided. The purpose of the statements is to provide families with a complete record of the CCB and/or CCR fee reductions that have been provided by the service.

Statements must be issued on the same date and cycle for all children attending the service, which means newly enrolled children will have the same start date for statements as those children already attending the service. The timing for the issue of statements can be tailored to fit in with service's business and accounting practices, as long as the service issues statements to families at least every three months.

Children identified at risk do not require a statement.

Statements need to contain at least the following information:

- Name of service
- CCB Approval Id
- ABN if applicable
- The name of the person to whom the statement is issued
- The name/s of child/children in respect of whom the session of care was provided
- Enrolment Id of the child/children



- Absence Count
- Additional Absence Count
- Weekly total of the number of hours in the session of care for which the fees were reduced
- The name of the operator, whether an individual or a body corporate, must be clearly printed on each statement
- The date the statement is issued.

More detailed information on the obligation to provide statements can be found at:

education.gov.au/information-existing-child-care-services .

Apart from being subject to sanctions, a service that contravenes this obligation is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Obligation to keep records—CCB approved child care services

All CCB approved child care services must keep the following kinds of records:

- the service approval certificate issued by the state or territory where the service operates
- online weekly Attendance Record Reports for every child provided with care given under section 219N of the Act

[See Section 10](#)

- records of any instances in which the service certified something under the family assistance law (for example, for eligible hours or a CCB rate for a child at risk or an individual in hardship, or for the need for a period of 24-hour care, the record must include the reasons for doing so)
- copies of receipts (issued for periods before the service transitioned to CCMS or 1 January 2009, whichever is later)
- enrolment records
- any statements or other documents for the purposes of documenting an additional absence

[See 13.6](#)

- copies of forms completed by parents nominating CCB eligible hours

[See 11.3](#)

- insurance policies and any other documentation relating to insurance
- accounting records, including cash books and journals
- copies of any In Home Care agreements

and

In the case of **FDC only**:

- current records of the full name, residential address and contact number of each educator employed or engaged by the service



- if care is provided at a place other than the educator's residence, the address and telephone number of those other premises.

Records must be kept for 36 months from the end of the calendar year in which the care or event recorded occurred.

Apart from being subject to sanctions, a service that contravenes these obligations is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Services must also take note of their record keeping responsibilities under the conditions of any funding agreement.

Obligation to keep records—former CCB approved child care service

A person who operates a CCB approved child care service that ceases to be CCB approved must keep complete records for the complete period of operation, for a minimum period of 36 months after operation ceases.

This includes a service that is sold to another operator as an ongoing business, as the law requires the CCB approval of a service to be cancelled in these circumstances, and a new application for CCB approval made by the new operator. The seller must therefore retain records relating to their period of operation.

If a service is placed into administration or goes into liquidation, the former operator needs to ensure that either they or the appointed receivers have access to the records relating to their period of operation.

Within 14 days after the service ceases to be CCB approved, the person must notify the Department of Education in writing of the premises at which the records are kept.

If the location changes during the period for which the records must be kept, the person must, within 14 days of the change, notify the Department of Education in writing of the new location.

[See quick contacts](#)

A person who contravenes any of these obligations is committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)



Obligation to provide notice of cessation of operations

When an operator of a CCB approved child care service decides to close, sell or transfer ownership of a service they are required to notify the Department of Education 42 days or more before ceasing to operate that service.

Where the service is closing this will allow families time to find alternative care, and where the service is being sold or transferred, it will allow the new operator time to apply for CCB approval.

In some circumstances it may not be possible for an operator to give the full 42 days notice (bankruptcy or state licensing issues, for example). In these circumstances, a service may not be penalised as long as they immediately notify the Department of Education as soon as they decide to close.

[See quick contacts](#)

More information on the obligation to notify cessation of operations can be found:

education.gov.au/information-existing-child-care-services .

Apart from being subject to sanctions, a service that contravenes these obligations is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Services must also take note of their obligation to notify intention to stop operating under the conditions of any funding agreement.

Obligation to give reports—Attendance Record Reports

For each week in which a session of care is provided to a child for whom an enrolment has been provided by a CCB approved child care service under s219A or s219AA of the Act, the service must provide an online weekly Attendance Record Report to the Department of Education. The Attendance Record Report must contain accurate information that is relevant to calculating the Child Care Benefit amounts a family is entitled to. The Reports must provide the details and be submitted in the manner as outlined in this handbook.

[See Section 10](#)

These details include, but are not limited to:

- total hours charged
- fee for all charged hours
- absences reported
- reported multiple child count
- session details including type, date and start and end time
- reported periods of 24 hour care



- Carer Id, where applicable
- Enrolment Id to which the attendance relates.

The Attendance Record Report must be submitted by the end of the second week immediately following the week in which the care was provided.

If a family presents a JETCCFA eligibility letter to a service, the service is required to go back and update the relevant Attendance Record Reports.

Apart from being subject to sanctions, a service that contravenes these obligations is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Services must also take note of their reporting responsibilities under the conditions of any funding agreement.

Obligation to provide further information about enrolled children

From time to time, the Department of Education may request CCB approved child care services to provide additional information on an Attendance Record Report. When asked to do so services must comply with the request.

For example, a service may be requested for a particular period of time to provide details of in and out times and attended hours on each Attendance Record Report submitted.

Apart from being subject to sanctions, a service that contravenes these obligations is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Change of location

If your CCB approved service has an allocation of child care places under the Act, the location of the service must not be changed without CCB approval from the Department of Education.

5.5 Cooperation with authorised officers under the Act

Entry and inspection of records and monitoring of compliance

Officers appointed under section 219H of the Act may enter the premises of a CCB approved child care service at any time during the service's hours of operation. Authorised officers will



only enter if the occupier of the premises, or another person who apparently represents the occupier, gives consent and the officers have shown the occupier their identity cards. The occupier may withdraw consent at any time. Entry is for the purposes of inspecting records required to be kept by the service under the Act and to monitor the service's compliance with the conditions for the continued CCB approval of the service.

However, CCB approved child care services have a responsibility under subsection 196(2A) of the Act to cooperate with a person exercising the powers of an authorised officer. A service that refuses consent to the entry of an authorised officer, or withdraws consent, is not complying with that responsibility.

This can result in a sanction being imposed on the service under section 200 of the Act. Sanctions can include suspension or cancellation of a service's approval for CCB purposes.

Services must also be aware of their responsibilities under funding agreements to allow access to records by officers monitoring compliance with funding conditions. These responsibilities are independent of the conditions for child care service approval under the Act, and officers inspecting the relevant records do so under the terms of the funding agreement and are not exercising powers under the Act.

Occupier to provide authorised officers with access to records and assistance

The occupier of the premises, or another person who apparently represents the occupier, must produce to an authorised officer or any other person assisting the officer, the records required to be kept by the CCB approved child care service.

A former operator who does not produce the records is guilty of an offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

All reasonable facilities and assistance must be given to the authorised officer for the exercise of their power to inspect the records and monitor the CCB approved child care service's compliance with the conditions for continued CCB approval.

Apart from being subject to sanctions, a service that contravenes this obligation is also committing a criminal offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)



Entry and inspection of records—premises of former operator

Authorised officers may also enter the premises of a former operator, with consent, to inspect records. Former operators have the same responsibilities as CCB approved child care services to keep and to produce records.

A former operator who does not produce the records is guilty of an offence (penalty of \$10,200 for an individual and \$20,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

A former operator who does not produce reasonable facilities and assistance for the inspection of records is guilty of an offence (penalty of \$1700 for an individual and \$3,400 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

5.6 Compliance with all child care related applicable laws

It is a condition for the continued CCB approval of a child care service that it complies with all child care-related laws of the Australian Government, and of the state or territory in which it is located.

A service that does not comply with applicable laws may be sanctioned.

Services should take steps to identify all applicable laws that relate to them and ensure that all necessary members of their personnel, including educators, are aware of the requirements they impose.

5.7 Allocation of child care places not to be exceeded

If a CCB approved child care service is subject to an allocation of places under the Act, it must not provide child care in excess of the number of places allocated to it.

A service that does not meet this condition may be sanctioned.

5.8 Some other things services should know about the family assistance law and associated rules

There are many stipulations in the family assistance law. If CCB approved child care services are unsure about their obligations under the law, they should contact their Department of Education state or territory office.

[See quick contacts](#)



Operation of absences

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Some CCB approved child care services continue to charge fees for sessions on days after a child has left the service because the family did not give the agreed period of notice. This is a business decision for the individual service. However, it is not legally possible for an absence to occur on such a day. This is because an absence for CCB purposes can only be attributed to a day on which care would otherwise have been provided.

A day after a child has left a service, regardless of the individual service's procedures for families giving notice, cannot be a day on which care would have been provided. The Act therefore does not permit CCB to be paid for these days and services can neither record nor report these days as absences.

The only exception is where the child was still expected to attend the service even though notice has been given, and the day is able to be claimed as an additional absence by the family.

[See Section 13](#)

These rules also apply to payment of CCR and JETCCFA.

Extended absences

When a child is absent from care for an extended period of time (i.e. more than six weeks), it is a business decision for each CCB approved child care service on how this is reported (if at all). However services are advised that they should not use CCB and CCR payments as a way to subsidise holding fees, exit penalties, other administrative charges or unpaid accounts.

In instances where a family asks a service to hold a place while they are on an extended holiday or have a work placement in another city, services should end the child's enrolment and create a new enrolment when the child returns to care. How a family is charged for the interim period is each service's business decision.

[See 9.4](#)

Notification of matters affecting eligibility

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| FDC | IHC | OSHC | LDC | OCC |
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A CCB approved service must notify the Department of Education in writing as soon as practicable if the service becomes aware of:

- any reason why it should not have been CCB approved or
- anything that occurred after its CCB approval that has resulted in non-compliance with a condition for its continued CCB approval.



Failure to give notice as required is a criminal offence (penalty of \$2550 for an individual and \$5100 for a body corporate).

Infringements and civil penalties may also be imposed.

[See 5.2](#)

Sessions of care

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

For the purposes of the Act, a session of care is the minimum period for which a CCB approved child care service charges a fee for providing care in any particular case. A service may determine this to be an hour (as is the case with many FDC services) or longer. However, a session must not exceed the maximum session length allowed for each service type.

Approved operating hours are dependent upon state or territory government legislation and regulations, however each service decides how to structure its sessions and fees according to what is best for its business requirements.

Set your fee schedule based on your charge for each session. For example, a 12 hour session for a full day, or a 10 hour session plus a 2 hour session, if that suits your billing practices more effectively. You may align your sessions with your fee schedule to suit your purposes, as long as no session is longer than the maximum session length allowed for your service type and you are within your licensing requirements.

If you are approved to operate longer than the maximum session length allowed for your service type, you will need to set up more than one session to cover the period. For example, if a Long Day Care service is approved to operate for 15 hours, you can report this as two sessions of care divided to reflect your usual fee schedule, but neither one exceeding the 12 hour limit.

If you are reporting a session of care, your service must be available to provide care for that whole session, should a family need it. For CCB purposes, you cannot report a session of care and then require a child to leave the service before that session is finished.

If your service closes at a particular time, and the parent arrives late to collect their child, you should record the actual time the child was collected from care, however this is not reported as an additional session. Your service may choose to charge a late fee, however this must not be recorded against a session of care for CCB purposes.

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| FDC | IHC | OSHC | LDC | OCC |
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For Family Day Care and In Home Care services, 'non-standard hours' may be reported until the time the Scheme's standard hours begin, or after the Scheme's standard hours end. However one session cannot include both non-standard and standard hours, and the sessions should be set up accordingly.



Maximum sessions of care by service type

| Service type | Session type | Maximum Session Hours |
|--------------------|------------------|-----------------------|
| Long Day Care | Standard | 12 |
| Family Day Care | Standard | 10 |
| Family Day Care | Non Standard | 12 |
| In Home Care | Standard | 10 |
| In Home Care | Non Standard | 12 |
| Before School Care | Standard | 2 |
| Before School Care | Pupil Free Day | 12 |
| Before School Care | Additional Hours | 10 |
| After School Care | Standard | 3.5 |
| After School Care | Pupil Free Day | 12 |
| After School Care | Additional Hours | 8.5 |
| Vacation Care | Standard | 12 |
| Occasional Care | Standard | 9 |

Sessions of care—outside school hours

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Sessions of before or after school care can be provided by Long Day Care, Family Day Care and In Home Care as well as Outside School Hours Care services where they provide care for a child attending school.

Care Provided Before or After School

CCB/CCR can be paid for up to two hours for Before School Care, or up to three and a half hours for After School Care, irrespective of the child's actual attendance time. This is called a standard session of care.

For children attending Before School Care outside the two hour period immediately before school, or After School Care outside the three and a half hour period immediately after school, the CCB paid for the extra time should match the actual attendance time to the nearest half hour. This is called an additional session of care. Calculate the hours for the additional session of care by adding together the half hour blocks of time for which the child was present.

An additional session of care may be immediately before or after the standard session of care. For example where a child leaves school early to go to the after school care service there may be a half hour additional session before the standard session begins at the end of school.

Subject to the conditions of your CCB approval, you may decide to offer sessions that are shorter or longer than the standard hours period, to suit the needs of your business. To do this you can set a fee schedule to suit the needs of your business and should advise parents accordingly. For CCB/CCR purposes however, you need to report standard and additional sessions that comply with these instructions.



Reporting sessions of care—outside school hours

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|-----|-----|-------------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
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Care Provided Before School

When a school child is in care for more than the two hours which are immediately before school commences, report the care to CCMS as two sessions. Report the standard session of two hours and add the half hour blocks together and report them to CCMS as a single "additional hours" session. If the child is in care for a short period of time after school starts, this will be another 'additional hours' session.

Care Provided After School

When a school child is in care for more than the three and a half hours which are immediately after the end of school, report the care to CCMS as two sessions. Report the standard session of three and a half hours, and add the half hour blocks together and report them to CCMS as a single "additional hours" session. If the child is in care for a short period of time before school ends, this will be another 'additional hours' session.

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|-----|-----|-------------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
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Care Provided Before School

When a school child is in care for more than the two hours which are immediately before school commences, report the care to CCMS as two sessions. Report the standard session of two hours and add the half hour blocks together and report them to CCMS as a single additional session. If the child is in care for a short period of time after school starts, this will be another additional session.

Care Provided After School

When a school child is in care for more than the three and a half hours which are immediately after the end of school, report the care to CCMS as two sessions. Report the standard session of three and a half hours, and add the half hour blocks together and report to CCMS as a single additional session. If the child is in care for a short period of time before school ends, this will be another additional session.

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|-----|-----|-------------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|-------------|-----|-----|

Where the Scheme's standard hours start during the standard session for before school care, or end during the standard session for after school care, then two standard sessions will need to be reported - one with 'standard hours', and one with 'non-standard hours'.



5.9 Compliance monitoring

In the 2005-06 Budget, the Australian Government announced a strengthened compliance framework for child care, with increased monitoring and a tougher stance on non-compliance. This involves closer monitoring of compliance with rules under both the family assistance law and funding agreements.

The purpose of a compliance review is to assess a CCB approved child care service's compliance with their obligations under the family assistance legislation. The term 'Family Assistance' relates to a range of payments including Child Care Benefit (CCB), Child Care Rebate (CCR) and Jobs, Education and Child Care Fee Assistance (JETCCFA). Family assistance law sets out how approved child care services are to administer these payments, and includes requirements for their continued approval. The family assistance law consists of two key acts:

- *A New Tax System (Family Assistance) Act 1999*, and
- *A New Tax System (Family Assistance) (Administration) Act 1999*.

There are also a range of disallowable instruments that sit under the primary legislation listed above which include:

- *Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) 2000*
- *A New Tax System (Family Assistance) (Administration) (Child Care Benefit — Record Keeping) Amendment Rules 2008*
- *A New Tax System (Family Assistance) (Administration) (Child Care Benefit — Statements) Rules 2009*
- *Child Care Benefit (Session of Care) Determination 2000*.

[See Important Notice and Disclaimer](#)

Under these Acts, CCB approved child care services and the operators of such services are required to fulfil a wide range of obligations. While the legislation is complex, obligations generally fall within three main categories:

- Reporting
- Record Keeping
- Operating.

All CCB approved services are required, and expected to have an understanding of the family assistance legislation, and what this means to the operation of a child care service.

Services should also be aware that the Department of Education may share information reported by services to the CCMS with other Government agencies for income support and tax reporting purposes.



What to expect from a compliance review

When a CCB approved child care service is selected for a compliance review, officers from the Department of Education will visit the service and request permission to review a sample of records.

Note: Under family assistance law, it is a condition of on-going CCB approval that a service produces records to an authorised officer. Failure to do so may result in the service being issued with a sanction and/or a financial penalty.

Compliance officers will inspect a range of records including attendance records, enrolment forms, Special Child Care Benefit documentation and Certificates of Currency for both Public Liability and Workers Compensation Insurance.

Compliance officers will compare data services submit to CCMS against attendance and enrolment records. Officers will also look to see if a service is complying with its conditions of continued CCB approval. This includes reviewing whether a service:

- is operating for the minimum number of hours/days/weeks per year
- has notified the Department of Education within the required time frames for particular events, for example changing the address or ceasing to operate
- is abiding by the Priority of Access Guidelines
- has In Home Care agreements in place with every educator (In Home Care educators only).

Once officers have completed the review, they will discuss their findings with the service. In some cases, services will be asked to provide an explanation for some of the data that has been submitted.

After the review, services should expect to receive a letter from the Department of Education within around 28 days. This letter provides services with further information regarding any breaches of family assistance law, and advise if there are issues to be rectified. In some cases, compliance officers may contact services by telephone to discuss the issues in further detail.

Services may also be required to provide the Department of Education with additional documentation. If this occurs, services are expected to provide copies of all the documents requested by the due date.

Services should also be aware that, in some cases, compliance officers may contact parents and discuss their care arrangements, including:

- when their child(ren) started and finished attending the service
- whether or not their child(ren) attended on particular days and/or the hours the child(ren) were in care
- whether or not CCB fee reductions have been passed onto them
- whether or not they are aware that Special CCB – Temporary Financial Hardship – is being claimed on their behalf.

If a service does not remedy the issues identified by compliance officers by the due date, the Department of Education may take action to ensure the service becomes compliant with family



assistance legislation. This action may include cancelling, suspending or imposing additional conditions on a service's CCB approval, or by imposing an Infringement Notice requiring the service to pay a financial penalty.

[See 5.2](#)

Desk top audits

The Department of Education also conducts desk top reviews of CCB approved child care services' records. Desk top reviews are similar to compliance reviews, however services will be asked to send copies of their records to a compliance officer who will review those records from their local state or territory office.

If a service is selected for a desk top audit, it will receive notification from the Department of Education. This notice, generally an email or a letter, will outline the documentation to be provided. Services are expected to provide all requested documents by the due date.

Services have the same obligations to provide records to the Department of Education under desk top reviews as they do with standard compliance reviews. Similarly, the same penalties will apply if, for example, services do not provide all requested documentation or fail to address any non-compliance issues identified during the review.

[See 5.2](#)

Targeted Mail Out Campaigns

From time to time the Department of Education will conduct targeted mail out campaigns. These campaigns will focus on one specific area of non-compliance at a time, and may cover hundreds of CCB approved child care services. Mail outs may focus on non-compliance issues such as:

- failing to lodge attendance data
- reporting absences before a child starts care
- reporting absences after a child ceases care
- reporting over the Christmas/New Year holiday period
- failing to operate the minimum hours/ days/weeks (for example, Vacation Care services not operating for at least 7 weeks in a calendar year).

Similar to the letters posted after a compliance review, these mail out letters will advise services of the non-compliance issue and provide a due date for the amendment of child care usage.

As outlined above, services are expected to amend any incorrect usage reported to CCMS by the due date. Failure to do so may result in the Department of Education taking further action against a service, which may include cancelling, suspending or imposing additional conditions on a service's Child Care Benefit approval, or by imposing an Infringement Notice requiring the service to pay a financial penalty.

[See 5.2](#)



5.10 How to find out more

For more information about child care compliance, including changes from time to time, visit the Department of Education website at education.gov.au/compliance-framework-child-care-services.

5.11 Responsibilities under funding agreements

In addition to the other responsibilities described in this section, CCB approved child care services may have obligations under a funding agreement, including record-keeping, reporting, and facilitating access to records for the purposes of inspection by the Department of Education officers.

A service that does not comply with the terms of its funding agreement may have its funding terminated or recovered, or both.

Services need to be aware that if they are in receipt of funding and are found to be non-compliant with their conditions for continued approval, the Department of Education may suspend or cancel programme funding until the service meets its obligations under the family assistance law.

Services must ensure that all necessary personnel are familiar with the requirements of any agreement.

For more detailed information, visit

- education.gov.au/information-existing-child-care-services



6 Service delivery

This section outlines the laws and rules that govern conduct of a child care service, including priority of access and hours of operation. It also outlines responsibilities to parents, children and educators, and the process for handling complaints.

6.1 Conduct of the service

6.2 Who can use a service?

6.3 Priority of access

6.4 24-hour care

6.5 What are my service's responsibilities to parents?

6.6 What are my service's responsibilities to children?

6.7 What are my service's responsibilities to educators?

6.8 Handling complaints

6.9 Links with other services

6.10 Reporting of Vacancy data



6.1 Conduct of the service

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| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Funding Recipients must:

Maintain approval to receive Child Care Benefit (CCB) in accordance with:

- A New Tax System (Family Assistance) (Administration) Act 1999
- A New Tax System (Family Assistance) Act 1999
- related disallowable instruments made under these Acts, including the Eligibility Determination

Deliver child care in accordance with the following:

- the 2013-14 funding agreement
- the relevant Programme Guidelines
- the family assistance law (in particular, the requirement to reduce fees in accordance with notices issued by the Department of Human Services (DHS))
- the Child Care Service Handbook as amended from time to time
- all applicable State/Territory and local government laws, regulations and licensing requirements
- Education and Care Services National Law (Except IHC and OCC)
- Education and Care Services National Regulations (Except IHC and OCC)
- have an Australian Business Number (ABN).

For a service to remain a CCB approved Child Care Benefit (CCB) service, it must:

- continue to satisfy eligibility requirements
- hold an allocation of child care places (Occasional Care and In Home Care only)
- not exceed its Australian Government child care place limit (Occasional Care (OCC) and In Home Care (IHC) only)
- comply with the family assistance law
- comply with Australian Government and all other relevant laws
- comply with child care laws
- comply with other conditions as notified.

[See 4.1](#)

If a service breaches its conditions of operation, the Department of Education may impose one or more sanctions. These include:

- varying the conditions for continued CCB approval
- imposing additional conditions for continued CCB approval
- reducing the number of child care places in the service's allocation of child care places
- suspending or cancelling the service's CCB approval Decisions made by the Department of Education to impose additional conditions or sanctions on services under provisions of the family assistance law are reviewable by the Administrative Appeals Tribunal.



If the Department of Education imposes additional conditions or sanctions on a service, information about the tribunal's review process will be provided to the service.

Send written submissions by mail to:
 The Secretary
 Department of Education
 PO Box 9880
 Canberra ACT 2601

6.2 Who can use a service?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Child care services must be open to the general community (services may cater to specific groups within the general community). Parents do not have to be Australian residents to use a service. Child care payments, however, are only paid for children with one or both parents who meet Australian residency requirements.

[See 8.3](#)

Extra support is available to assist the inclusion of children with additional needs through the Inclusion and Professional Support Program and the Inclusion Support Subsidy.

[See 3.3](#)

6.3 Priority of access

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

One of the main reasons the Australian Government funds child care is to meet the child care needs of Australian families. However, the demand for child care sometimes exceeds supply in some locations. When this happens, it is important for services to allocate places to those families with the greatest need for child care support.

The Australian Government has Priority of Access Guidelines for allocating places in these circumstances. These guidelines apply to CCB approved centre-based Long Day Care (LDC), In Home Care (IHC), Family Day Care (FDC) and Outside School Hours Care (OSHC) services. They set out the following three levels of priority, which child care services must follow when filling vacant places:

- Priority 1—a child at risk of serious abuse or neglect
- Priority 2—a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test under section 14 of the *A New Tax System (Family Assistance) Act 1999*
- Priority 3—any other child.

Within these main categories, priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families



- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold (See [Appendix 2](#)) or who or whose partner are on income support
- children in families with a non-English speaking background
- children in socially isolated families
- children of single parents.

There are some circumstances in which a child who is already in a child care service may be required to leave the service.

When a service has no vacant places and is providing child care for a child who is a Priority 3 under the Priority of Access Guidelines, the service may require that child to leave the child care service in order for the service to provide a place for a higher priority child, but only if:

- the person who is liable to pay child care fees in respect of the child was notified when the child first occupied the child care place that the service followed this policy and
- the service gives that person at least 14 days notice of the requirement for the child to leave the child care service.

When filling vacancies, OSHC services must give school children priority over children who have not yet started school. When an OSHC service has no vacant places and is providing care for a child who has not yet started school, the service may require that child to leave the service so that the service can provide a place for a school child.

Employer sponsored child care

When a child care service is funded by an employer to provide child care solely or primarily for the children of the employer's employees, the service may give priority to those children.

When a child care service has an agreement with an employer that the employer pays for a certain number of places for their employees' children, the service may give priority to those children for the agreed number of places.

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

It is a condition of continued CCB approval that centre-based LDC, IHC, FDC and OSHC services undertake that they provide child care places according to the Priority of Access Guidelines. The Priority of Access Guidelines are set out in the *Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000*.

For more information about Priority of Access, contact your Department of Education state or territory office.

[See quick contacts](#)



In all CCB approved child care services, a child can only be required to leave a service if the family was informed at the time of enrolment of this possibility and the family is given at least 14 days notice.

6.4 24-hour care

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

In cases when 24-hours of continuous care is required, services that have the capacity may want to offer short-term, 24-hour care. Access to 24-hour care is controlled because of concern over the care of the child and the high cost to the community.

A child is considered to be in 24-hour care if he or she does not return to the care and supervision of their parent or guardian for any time during a 24-hour period and is cared for by a CCB approved child care service other than an OCC service. This includes children attending school or other CCB approved child care when the school hours plus the care provided before and after school comprise a period of 24 hours or more if the educator is the school's contact.

A 24-hour period may commence at any time during the day or night.

Sometimes families may require short-term 24-hour care. Reasons are:

- work-related demands on parents (such as live-in conferences or training courses)
- short-term family crisis resulting in circumstances that meet the same criteria as those for 'exceptional circumstances'.

[See 11.3](#)

Some Family Day Care educators provide overnight care, as well as the more usual day-time care. This is different to 24 hour care. There are no requirements that a parent be unable to care for a child due to work commitments or exceptional circumstances. The family assistance law allows a session of care to start on one day and end on the next (i.e. for a session of care to occur overnight).

Availability of 24-hour care

Services are approved to provide up to fourteen 24-hour periods per child per year if needed. The year commences on 1 July. Services should check with the Department of Human Services (DHS) before offering 24-hour care to ensure that the periods being claimed for do not exceed the 14-period limit.

The 14 periods may be used as needed, either consecutively or intermittently, throughout the year.

If a family or child needs more than fourteen 24-hour periods in a year, services must seek approval from the DHS before care is provided.



Recording 24-hour care

Your service should record details of each child receiving 24-hour care using an *Approval of 24-hour care child care for up to 14 periods in a financial year* (DEEWR 08-230) form. These records (including a nil return) should be completed and kept by the service, to be provided to the DHS when needed.

[See 8.5](#)

All 24-hour care periods must also be reported as part of the online weekly Attendance Record Report.

[See 10.2](#)

Extension of 24-hour care

If care for individual children beyond fourteen 24-hour periods in any one year is required, services must seek approval from the DHS using the following criteria:

- 24-hour care is required because of work-related needs; however, the child must return to the care and supervision of their parent or guardian for the major part of the week
- the 24-hour care requirement is not work-related but is because of an exceptional circumstance
- no child should be placed in 24-hour care for longer than 28 days per year unless there are exceptional circumstances.

[See 11.3](#)

Services should always consider the child's needs and maintenance of parental responsibilities.

When the need for care is long-term, so that the child is not regularly under the care and supervision of their parent or guardian, it may be more appropriate for the child to be in foster care. The matter should be discussed with the family and with state or territory authorities before care ceases.

The DHS may seek advice from the relevant authority on whether continuation of 24-hour care is in the best interests of the children and families involved.

Recording extensions of 24-hour care

Requests for the extension of care beyond fourteen 24-hour periods must be made using the *Application for Child Care Benefit for 24-hour care beyond 14 periods in a financial year* (DEEWR 08-229) form, and approved by the DHS.

Make and keep a copy of the Application for Child Care Benefit for 24-hour care beyond fourteen periods in a financial year for your records before submitting it to the DHS.



School children boarding away from home

Child care payments and operational support payments are not payable for children who are in boarding school. These children are the responsibility of education authorities.

Child Care Benefit subsidies for 24-hour care

Child Care Benefit and/or Child Care Rebate will be paid for authorised 24-hour care.

Special Child Care Benefit (SCCB) and 24-hour care

SCCB can be paid for a period of 24-hour care if either work related reasons or exceptional circumstances that warrant 24 hour care apply and eligibility for SCCB also applies. SCCB cannot be paid for a period of 24-hour care for reasons of a child being at risk of abuse or neglect only. A child who is approved for SCCB for an 'at risk of abuse and neglect' reason is not considered to meet the criteria for exceptional circumstances.

Jobs, Education and Training Child Care Fee Assistance (JETCCFA) and 24-hour care

JETCCFA can be paid for part or all of a period of 24-hour care up to the limit of each child's weekly JETCCFA hours as specified on their JETCCFA assessment letter if the approval is for the same service type as your service.

CCB, CCR and JETCCFA are not payable for unauthorised 24-hour care

Grandparent Child Care Benefit (GCCB) and 24-hour care

GCCB cannot be paid for a period of 24-hour care unless exceptional circumstances apply. If a grandparent who is eligible for GCCB requires 24-hour care periods for exceptional circumstances, services must seek approval from the DHS before care is provided.



6.5 What are my service's responsibilities to parents?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Provide safe, secure and stimulating care for children

Parents have high expectations of child care and early learning for their children. Parents expect that the service will support the health, safety and wellbeing of their children.

Parents have the right to expect that the educational programme and practice will be stimulating and engaging and enhance children's learning and development.

Confidentiality

Parents have the right for records and information to be stored appropriately by the service to ensure confidentiality and be maintained in accordance with legislative requirements.

Parental involvement

Effective relationships between educators and families are fundamental to the quality of education and care that children receive. Services should build and maintain collaborative relationships with families based on active communication, consultation and collaboration.

Services are expected to establish continuous, honest and open two-way communication with families and engage in shared decision making. Educators should create a welcoming environment where the diversity of families and communities, and the aspirations they hold for their children, are respected.

Information needs of parents

Parents need specific information to help them make informed decisions about the philosophy and practices of the child care and early learning service and whether it offers the care and education that they want for their child. They need to have confidence that their child is in 'good hands'.

Assistance is available to parents and employers on child care options via the Child Care Access Hotline, and the mychild.gov.au website.

Parents can use the searchable database on the mychild.gov.au website to search for services in their area. The database lists all CCB approved child care services and includes interactive maps, quality, vacancy and fee data information (where it is supplied by the service).

Parents can use the Child Care Estimator online to work out their possible entitlement to CCB and CCR for CCB approved child care via humanservices.gov.au/estimators or mychild.gov.au

Parents can also register through the DHS website humanservices.gov.au/oneservices for access to the online services section which contains details of child care attendance, absences, CCB and CCR amounts.



[See quick contacts](#)

Services should provide information to parents on:

- priority of access and waiting list policies
- hours of operation
- the fees charged by the service, including levies and charges
- CCB and how to apply for it
- CCR and how it is paid
- JETCCFA and how it is calculated
- the educational programme
- access to policies and procedures and opportunities to provide input to reviews
- how to access the service's Quality Improvement Plan (for services under the scope of the National Quality Framework)
- assessments or evaluations of their child's development, participation in the programme and progress against the learning outcomes.

If the service is covered by the National Law and National Regulations they must also display a range of information in relation to the: Provider approval, Service Approval, Nominated Supervisor, service rating against the National Quality Standard, waivers, details of service operation and health and safety.

6.6 What are my service's responsibilities to children?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Children have the right to receive quality education and care. The rights and best interest of the child are paramount.

There is clear evidence that the early years of children's lives are very important for their present and future health, development and wellbeing.

All children have the right to experience quality education and care in an environment that provides for their health and safety. This should be complemented by a focus on promoting each child's wellbeing and providing support for each child's growing competence, confidence and independence. Wellbeing incorporates both physical and psychological aspects and is central to the *Early Years Learning Framework*.

Children in school age care need opportunities to engage in leisure and play-based experiences which are responsive to the needs, interests, and choices of the children attending the service and contribute fully to their ongoing development. This is central to the *Framework for School Age Care*.

Fundamental to providing for children's wellbeing is to ensure that routines, activities and experiences support children's individual requirements for health, nutrition, sleep, rest and relaxation. It is important that services provide children with a strong sense of health and wellbeing supported by good nutrition and an active lifestyle.



Services should focus on developing and maintaining responsive, warm, trusting and respectful relationships with children that promote the children's sense of security and belonging.

Constructive everyday interactions and shared learning opportunities should form the basis of the relationships. Services should also ensure that all children are being supported to develop the skills, dispositions and understandings they need to interact positively with others.

6.7 What are my service's responsibilities to educators?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

It is the role of the service to establish effective and ethical practices in the service. The service should have a sound philosophy to guide decision making, including decisions about the appropriate number and deployment of suitably qualified and experienced educators, co-ordinators and staff members at the service.

The service should create an environment of trust and openness where management and staff can communicate openly, participate in respectful debate and take steps to further their professional development.

Keep educators informed

Educators should be provided with accurate and up-to-date information, especially on issues affecting their working environment.

Services should have clear policies and procedures to ensure there are common expectations about how things are done at the service and promote consistent practice.

Continuous learning

Updating and maintaining educators' knowledge is a joint responsibility of educators, co-ordinators, the nominated supervisor and the approved provider, and includes a range of professional development strategies that challenge and extend current thinking.

Teamwork and collaboration

An education and care service operates most effectively when there is open communication and information is shared. Teamwork and collaboration, where others' viewpoints are respected and contributions are acknowledged, are fundamental to the development of trusting relationships.

Educators, co-ordinators and staff members should work collaboratively and affirm, challenge, support and learn from each other to further develop their skills and to improve practice and relationships.

Professional standards and code of conduct

The service, educators and staff members should use ethical principles and professional standards to guide decision-making and practice in their education and care service. The code



should apply to all parties and clearly explain their responsibilities in relation to one another and to the families and children using the service.

Confidentiality

Records and information that educators provide to the service must be stored appropriately to ensure confidentiality and be maintained in accordance with legislative requirements.

6.8 Handling complaints

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Services should have processes in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.

Information on how complaints and grievances are made and how they are managed by the service should be made available to both parents and service staff.

Parties involved in a dispute are encouraged to discuss the issue and attempt to settle the matter themselves. For services covered by the National Quality Framework, a complaint that has not been satisfactorily resolved internally should be directed to the relevant Regulatory Authority. For other non-resolved complaints it may be appropriate to contact the Australian children's Education and Care Quality authority (ACECQA), the Department of Education or DHS.

It is important for services covered by the National Regulations to note that they must notify the Regulatory Authority of complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached, within 24 hours of the complaint being received.

6.9 Links with other services

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Services should collaborate with other organisations and service providers to enhance children's learning and wellbeing.

When nominated supervisors, educators and co-ordinators develop links, share information, and work in collaboration with other community organisations they are better able to achieve the best outcomes for children and families using the service.

While working in partnerships with families, it is important for services to see families in the context of community and wider society. Services should have an active presence in the local community, seek to strengthen community links and use community resources to meet the needs of local families and their children.



Services should promote inclusion and participation by all children, and facilitate access to inclusion and support assistance for children with additional health, developmental or cultural needs.

6.10 Reporting of Vacancy data

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

All services must report vacancy data to the Department of Education by way of their CCMS child care software package. It is a requirement of your ongoing CCB approval under the family assistance law to provide this information.

Vacancy information must be reported online on a weekly basis, before 8 pm local time each Friday for all services. Some service types can have specific reporting requirements. These are detailed below.

Vacancy data must reflect the number of vacancies your service anticipates and is willing to fill each day of the following week. Only include in your report vacancies that cannot be filled from your waiting list. If you do not have a waiting list, or cannot fill the vacancy from your waiting list, report the number of anticipated vacancies your service is willing to fill.

Details of vacancies services have reported will be made available to parents seeking CCB approved child care via the [MyChild](#) website and the Child Care Access Hotline and used by the Department of Education for programme monitoring and reporting purposes.

Services must submit a vacancy record for every week of the year. The vacancy record will need to indicate whether the service is operational for the particular week the vacancy record relates to. If a service is closed in a particular week, they must submit a vacancy record indicating this.

Vacancy records indicating the service is closed in a particular week may be submitted as far in advance as required, however they must be submitted before 8 pm local time on Friday of the week before the week the record relates to. For example, some services may choose to submit vacancy records for all periods for which they are closed at the beginning of the year. Those services are not required to submit a new vacancy record in the week before the relevant period.

BSC and ASC services can report all of their vacancy information for the current school term at the beginning of the term. This must be provided by 8 pm (local time) on the second Friday of each school term. If vacancies change during the term, BSC and ASC services are required to report this updated vacancy information. Where vacancies do not change during the term, services do not need to report again until the following term.

For FDC and IHC services, vacancy information must be reported separately against the postcodes in which educators operate.

IHC services are required to report weekly (by indicating 'yes' or 'no') whether they have ongoing full day vacancies. The information provided for IHC should be based on whether the service is



able to provide care for additional children within your CCB approval limit, should eligible parents require it.

Enhanced vacancy reporting arrangements were introduced during 2010-2011 to allow services to report vacancies against the standard definition of a vacancy for their service type and to report other types of vacancies that will be displayed on the MyChild website for the service.

In addition to ongoing full day or full session vacancies that satisfy the standard definition, services are able to show casual vacancies, half day or other care period vacancies as well as a full range of age groups. Combinations of vacancy details to suit the service's situation which include age range, type of care and care period can be reported.

Services are required to separately report vacancies against the standard definition for their service type. This is so that aggregated vacancy reporting can be undertaken by the Department of Education. Services may submit combinations of vacancy details to suit their situation which include type of care and care period; however, services must separately identify for each day of the week the number of vacancies that align with the standard vacancy definition.

The standard vacancy definition is:

- an ongoing full day vacancy for Long Day Care, Family Day Care and In Home care
- a full day vacancy for Occasional Care and Vacation Care and
- an ongoing full session vacancy for before school care and after school care.

The age groups are:

- 0 to 24 months
- 25 to 35 months
- 36 months to school age (but not at school)
- school child.

The table below shows allowable age groups by service type.

Table 1: Allowable ages by service type

| Service type | 0-24 months | 25-35 months | 36 months to school age | School Child |
|--------------|----------------|----------------|-------------------------|--------------|
| LDC | Yes | Yes | Yes | Yes |
| FDC | Yes | Yes | Yes | Yes |
| OCC | Yes | Yes | Yes | Yes |
| OSHC | Not applicable | Not applicable | Not applicable | Yes |

Note: IHC do not report by age range.

Type of care is whether the vacancy is:

- Permanent, and/or
- Casual.

The table below shows which service types have permanent and casual places.



Table 2: Type of available care by service type

| Service type | Permanent | Casual |
|--------------|----------------|--------|
| LDC | Yes | Yes |
| FDC | Yes | Yes |
| OCC | Not applicable | Yes |
| OSHC | Yes | Yes |

Note: IHC do not report by age range.

The care period is whether the vacancy is:

- Full day,
- Half day, or
- Other session.

The table below shows which service types provide full day, half day and other session places.

Table 3: Type of session available by service type

| Service Type | Full Day | Half Day | Other |
|--------------|----------------|----------------|-------|
| LDC | Yes | Yes | Yes |
| FDC | Yes | Yes | Yes |
| OCC | Yes | Yes | Yes |
| OSHC | Yes | Yes | Yes |
| BSC | Not applicable | Not applicable | Yes |
| ASC | Not applicable | Not applicable | Yes |
| VAC | Yes | Yes | Yes |

Note: IHC do not report by care period.



Examples of reporting by service type are detailed below.

Example for Long Day Care and Family Day Care:

If a LDC service or FDC service has four anticipated ongoing full day vacancies for the 0 to 24 month age group on Monday that can also be filled casually and on a half day basis, this is reported as:

| Date | Age 0-24 Months | Age 25 to 35 Months | Age 36 months to School age | Age School child | Care Type Permanent | Care Type Casual | Full Day Care Period | Half Day Care Period | Other Care Period | Vacancy Count |
|------|-----------------|---------------------|-----------------------------|------------------|---------------------|------------------|----------------------|----------------------|-------------------|---------------|
| Mon | Yes | No | No | No | Yes | Yes | Yes | Yes | No | 4 |

Note: The vacancy count equals four ongoing full day vacancies.

If the service also has an anticipated casual vacancy in the 0-24 month age group on a Monday due to a child going on holidays, this must be reported separately so that it can be distinguished from the vacancies that meet the standard definition of an ongoing full day vacancy, for example:

| Date | Age 0-24 Months | Age 25 to 35 Months | Age 36 months to School age | Age School child | Care type Permanent | Care type Casual | Care Period Full Day | Care Period Half Day | Care Period Other | Vacancy Count |
|------|-----------------|---------------------|-----------------------------|------------------|---------------------|------------------|----------------------|----------------------|-------------------|-----------------------|
| Mon | Yes | No | No | No | Yes | Yes | Yes | Yes | No | Standard definition 4 |
| Mon | Yes | No | No | No | No | Yes | Yes | No | No | Other vacancy 1 |

Notes: 1. The first line shows the four ongoing full day vacancies and the second line separately identifies the casual full day vacancy.

2. The shaded row indicates reporting according to the standard definition.

By reporting this vacancy separately the Department of Education is able to distinguish between vacancies that meet the standard definition and those that do not for reporting purposes. The casual vacancy must not be included in the same line as the four ongoing full day vacancies.

When reporting by care period services must separately report those vacancies that are only half day or 'other' care period.

Example for Before School Care and After School Care:

If a BSC or ASC service has four anticipated ongoing full session vacancies on a Monday that can be filled casually, this can be reported as:

| Date | Age School child | Care Type Permanent | Care Type Casual | Vacancy Count |
|------|------------------|---------------------|------------------|---------------|
| Mon | Yes | Yes | Yes | 4 |

Note: The vacancy count equals four ongoing session vacancies.



If the service also has an anticipated casual vacancy on a Monday that is not available on an ongoing basis, this vacancy must be reported separately so that it can be distinguished from the vacancies that meet the standard definition of an ongoing full day vacancy, for example:

| Date | Age School child | Care Type Permanent | Care Type Casual | Vacancy Count |
|------|------------------|---------------------|------------------|--------------------------|
| Mon | Yes | Yes | Yes | Standard Definition 4 |
| Mon | Yes | No | Yes | Other vacancy 1 |

Notes:

1. The first line shows the four ongoing full session vacancies and the second line identifies the casual full session vacancy.
2. The shaded row indicates reporting according to the standard definition.

By reporting this vacancy separately the Department of Education is able to distinguish between vacancies that meet the standard definition and those that do not for reporting purposes. The casual vacancy must not be added into the same line as the 4 ongoing full session vacancies.

Example for Vacation Care:

If a Vacation Care service has 4 anticipated full day vacancies on a Monday that can also be filled on a casual basis and a half day basis, this is reported as:

| Date | Age School child | Care Type Permanent | Care Type Casual | Care Period Full Day | Care Period Half Day | Care Period Other | Vacancy Count |
|------|------------------|---------------------|------------------|----------------------|----------------------|-------------------|---------------|
| Mon | No | Yes | Yes | Yes | Yes | No | 4 |

Note: The vacancy count equals four full day vacancies.

If the service also has an anticipated full day casual vacancy on a Monday, this must be reported separately so that it can be distinguished from the vacancies that meet the standard definition of a full day vacancy, for example:

| Date | Age School child | Care Type Permanent | Care Type Casual | Care Period Full Day | Care Period Half Day | Care Period Other | Vacancy Count |
|------|------------------|---------------------|------------------|----------------------|----------------------|-------------------|--------------------------|
| Mon | Yes | Yes | Yes | Yes | Yes | No | Standard Definition 4 |
| Mon | Yes | No | Yes | Yes | No | No | Other vacancy 1 |

Notes:

1. The first line shows the four full day vacancies and the second line separately identifies the casual full day vacancy.
2. The shaded row indicates reporting according to the standard definition.



By reporting this vacancy separately the Department of Education is able to distinguish between vacancies that meet the standard definition and those that do not for reporting purposes. The casual vacancy must not be included in the same line as the four full day vacancies.

When reporting by care period, services must separately report those vacancies that are only half day or 'other' care period.

Example for Occasional Care:

If an Occasional Care service has four anticipated full day vacancies for the 0 to 24 month age group on a Monday that can also be filled on a half day basis, this is reported as:

| Date | Age 0-24 Months | Age 25 to 35 Months | Age 36 months to School age | Age School child | Care Period Full Day | Care Period Half Day | Care Period Other | Vacancy Count |
|------|-----------------|---------------------|-----------------------------|------------------|----------------------|----------------------|-------------------|---------------|
| Mon | Yes | No | No | No | Yes | Yes | No | 4 |

Note: The vacancy count equals four full day vacancies.

If the service also has a half day care period vacancy in the 0-24 month age group on a Monday that is available, this must be reported separately so that it can be distinguished from the vacancies that meet the standard definition of a full day vacancy, for example:

| Date | Age 0-24 Months | Age 25 to 35 Months | Age 36 months to School age | Age School child | Care Period Full Day | Care Period Half Day | Care Period Other | Vacancy Count |
|------|-----------------|---------------------|-----------------------------|------------------|----------------------|----------------------|-------------------|--------------------------|
| Mon | Yes | No | No | No | Yes | Yes | No | Standard definition 4 |
| Mon | Yes | No | No | No | No | Yes | No | Other vacancy 1 |

Notes:

1. The first line shows the four full day vacancies and the second line separately identifies the half day vacancy.
2. The shaded row indicates reporting according to the standard definition.

By reporting this vacancy separately the Department of Education is able to distinguish between vacancies that meet the standard definition and those that do not for reporting purposes. The half day vacancy must not be included in the same line as the four ongoing full day vacancies.

If you would like more information on the mandatory reporting requirements or information displayed for your service on the [MyChild](#) website is incorrect, contact the CCMS Helpdesk on **1300 667 276**.



7 National Quality Framework Overview

This section provides an overview of the National Quality Framework for child care and early learning (National Quality Framework), which began on 1 January 2012. It also outlines the regulatory framework and the assessment and rating of services against the National Quality Standard.

7.1 What is the National Quality Framework?

7.2 The Legislative Framework

7.3 The National Quality Standard

7.4 The National Assessment and Rating System

7.5 Monitoring and Compliance

7.6 Assistance and support for services



7.1 What is the National Quality Framework?

On 7 December 2009, the Council of Australian Governments agreed to a new National Quality Framework for child care and early learning. This means that all Australian children, regardless of their location, will get the best possible start in life through high quality child care and early learning and school age care services. The National Quality Framework applies to most Long Day Care (LDC), Family Day Care (FDC), Outside School Hours Care (OSHC) services and Preschools (referred to as Kindergartens and pre-prep in some jurisdictions).

The National Quality Framework aims to raise quality and drive continuous improvement and consistency in child care and early learning services and school age care through:

- the *Education and Care Services National Law* and the *Education and Care Services National Regulations* (National Law and National Regulations)
- the National Quality Standard for early childhood education and care, and School Age Care (National Quality Standard)
- a national quality assessment and rating process
- streamlined regulatory arrangements
- a national body - the Australian Children's Education and Care Quality Authority (ACECQA)—to oversee the new system and ensure national consistency.

The National Quality Framework creates a jointly governed uniform national approach to the regulation and quality assessment of education and care services. It replaces the previously separate state and territory licensing and quality assurance processes.

The objectives of the National Quality Framework are to:

- ensure the safety, health and wellbeing of children attending child care and early learning services
- improve the educational and developmental outcomes for children attending education and care services
- promote continuous improvement in the provision of quality child care and early learning services
- establish a system of national integration and shared responsibility between participating jurisdictions and the Commonwealth in the administration of the National Quality Framework
- improve public knowledge, and access to information, about the quality of child care and early learning services
- reduce the regulatory and administrative burden for child care and early learning services by enabling information to be shared between participating jurisdictions and the Commonwealth.



7.2 The Legislative Framework

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The National Quality Framework includes a national legislative framework that consists of the National Law and National Regulations.

The National Law and National Regulations include:

- processes for obtaining provider approvals, service approvals and supervisor certificates
- minimum operating requirements for child care and early learning services, relating to matters such as staffing, physical environment and educational programmes
- a National Quality Standard, against which services will be quality assessed and rated
- the function and powers of ACECQA and the Regulatory Authorities in each jurisdiction.

Services should familiarise themselves with the National Law and National Regulations, and other relevant state or territory laws.

7.3 The National Quality Standard

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The National Quality Standard sets a national benchmark for the quality of child care and early learning services. It gives services and families a better understanding of a quality service. This enables families to make informed decisions about the services providing education and care to their child. The National Quality Standard is a key aspect of the National Quality Framework.

The National Quality Standard was informed by research about best practice and the way in which high quality child care and early learning contributes to positive outcomes for children. It comprises quality areas, standards and elements.

The seven quality areas in the National Quality Standard are:

QA1. Educational programme and practice

QA2. Children's health and safety

QA3. Physical environment

QA4. Staffing arrangements

QA5. Relationships with children

QA6. Collaborative partnerships with families and communities

QA7. Leadership and service management



Approved Learning Frameworks

The National Quality Standard is linked to national learning frameworks that recognise children learn from birth. All child care and early learning services must provide a programme that is based on an approved learning framework, which considers the developmental needs, interests and experiences of each child, and takes into account the individual differences of each child.

The following national learning frameworks have been developed to guide educators in developing quality programmes that support children's learning:

- *Belonging, Being and Becoming: The Early Years Learning Framework for Australia* (Early Years Learning Framework)
- *My Time, Our Place: Framework for School Age Care in Australia* (Framework for School Age Care).

Changes to Staffing and Qualification Requirements

New educator-to-child ratios and educational qualification requirements are being phased in gradually over a number of years. The first of the new requirements took effect in January 2012, with further changes in 2014.

Further reforms will be implemented progressively between 2016 and 2020 to allow additional time for the sector to adjust to the changes.

Some states and territories have made provisions that affect requirements. These provisions are set out in chapter 7 of the National Regulations.

7.4 The National Assessment and Rating System

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The National Quality Standard is accompanied by a national quality assessment and rating process that provides clear and accurate information for families and services on the quality of child care and early learning services. Each service will receive a rating for each quality area and an overall rating. These ratings are published on the ACECQA website and the MyChild website.

There are five rating levels within the national quality assessment and rating process:

- Excellent
- Exceeding National Quality Standard
- Meeting National Quality Standard
- Working Towards National Quality Standard
- Significant Improvement Required

The relevant Regulatory Authority in each state and territory undertakes the assessment and rating process, and is the point of contact for any questions services may have about the assessment and rating process.



The determination of the Excellent rating is a separate process managed by ACECQA. Services that receive a rating of Exceeding National Quality Standard may apply to ACECQA to be considered for the highest rating, Excellent.

It is vital that services are aware of the steps in the assessment and rating process to ensure that they meet their requirements under the National Law and National Regulations. *A Guide to Assessment and Rating for Services* can be found at acecqa.gov.au.

Quality Improvement Plan

An integral part of the National Quality Framework is the Quality Improvement Plan. The Quality Improvement Plan documents the outcome of a service's self-assessment and quality improvement planning process. Services are required to evaluate their current practice against the National Quality Standard, and identify their strengths and areas for improvement.

Review of ratings

The National Law and National Regulations provide for an approved provider to request a review of a rating determined for a service. The request must be made in writing to the Regulatory Authority within 14 days after the approved provider receives the rating notice.

Following a review by the Regulatory Authority, an approved provider can apply to ACECQA for a further review of a rating. This can only be made on the grounds that the Regulatory Authority did not appropriately conduct the assessment processes for determining a rating level, or failed to take into account or give sufficient weight to special circumstances or facts existing at the time of the rating assessment.

7.5 Monitoring and Compliance

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State and territory Regulatory Authorities are responsible for the administration of the National Quality Framework, including monitoring and enforcing compliance with the National Law and National Regulations. Consistent with the objectives of the National Quality Framework, the approach to enforcement and compliance is to:

- ensure the safety, health and wellbeing of children
- improve children's educational and developmental outcomes
- promote continuous quality improvement in education and care services.

A schedule of visits (announced, unannounced and assessment and rating) will ensure that child care and early learning services are regularly monitored by Regulatory Authorities.

Regulatory Authorities will use a risk-based methodology to target monitoring and compliance activities effectively. The National Law gives the Regulatory Authority a range of tools to enable appropriate and proportionate responses to non-compliance.

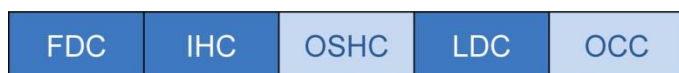


A Regulatory Authority may report to the Department of Education any service that fails to comply with the National Quality Framework.

It is a condition of continued approval that services meet the requirements of all relevant Commonwealth and state or territory legislation, which includes the National Law. Failure to do so may result in the service's CCB approval being suspended or cancelled, which means the service would not be able to pass on Child Care Benefit fee reductions to families.

In addition, if a service does not comply with its legal obligations, it may have breached the requirements of its Operational Support funding agreement. This may mean that a service's Operational Support payments will be withheld until such time that the Department of Education is satisfied that the service is taking appropriate steps to address its non-compliance with the family assistance law.

7.6 Assistance and support for services



A range of guides and resource materials have been developed to support the National Quality Framework, and these are available on the ACECQA website acecqa.gov.au.

To support services to participate in the National Quality Framework, the Department of Education funds Professional Support Coordinators (PSCs) and Indigenous Professional Support Units (IPSUs) in each state and territory.

PSCs provide support to eligible child care and early learning services requiring professional development and training. PSCs also administer Bicultural Support, specialist equipment and general resources library.

IPSUs provide culturally appropriate advice and support to Indigenous run child care and early learning services identified as eligible to receive professional support.



Part 2 Payments to families

This part contains the practical information CCB approved child care services refer to most often in their day-to-day work.

- 8 Overview**
- 9 Reporting enrolment information**
- 10 Reporting attendance information**
- 11 Calculation of fee reductions and payments to services**
- 12 Management of debts and amounts to be recovered from services**
- 13 Absences from child care**
- 14 Special Child Care Benefit**
- 15 Child Care Rebate**



8 Overview

This section sets out eligibility criteria for Child Care Benefit (CCB) and the Child Care Rebate (CCR). It maps the pathways for reduced fee and lump sum families and points to more detailed sections about steps in the pathways. The forms services need to use are also included in this section.

8.1 Overview for families

8.2 Overview for services

8.3 Who is eligible?

8.4 Online reporting

8.5 Summary of forms

8.6 Who to contact for child care payments administration



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Australian Government payments made to families to assist with the cost of care include Child Care Benefit (CCB), Special Child Care Benefit (SCCB), Grandparent Child Care Benefit (GCCB), Jobs, Education and Training Child Care Fee Assistance (JETCCFA) and the Child Care Rebate (CCR).

High quality child care and early learning plays an important role in improving children's educational and developmental outcomes. Child care and early learning also enables parents to participate in the workforce and the broader community.

Through CCB, more families are able to afford child care and early learning. This contributes to a higher level of utilisation of education and care services. Families using CCB approved child care can choose to receive CCB through fee reductions or as a lump sum payment.

CCB payments must be claimed as fee reductions if a family wants:

- more than 50 hours CCB in a week or
- more than 24 hours CCB in a week because of exceptional circumstances or
- SCCB or
- GCCB or
- JETCCFA or
- a 24-hour period of care or
- CCR as a fortnightly or quarterly payment.

For families choosing to receive CCB as a fee reduction, the level of fee reduction is based on their estimated adjusted taxable income for the year in which the care was received. Their actual entitlement is calculated once actual incomes are known, after the Australian Taxation Office processes their tax returns. The difference between entitlement and fee reductions received is paid or recovered from families by the Department of Human Services (DHS).

Eligible families using CCB approved child care can access the CCR. Families have the option to receive their CCR payments fortnightly either directly to their bank account, or through their child care service provider as a fee reduction. Families still have the option to receive their CCR quarterly or annually as a lump sum directly to their bank account. Timing of the fortnightly CCR payment depends on when a family's child care service submits attendance data to the Department of Education through the Child Care Management System (CCMS).

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The Department of Education pays fee reductions to CCB approved child care services following the submission of online weekly Attendance Record Reports.

The DHS calculates fee reductions using family eligibility information and the information provided by services on Attendance Record Reports.

[See Section 10](#)



Registered Care

Families receiving care through registered care providers can access CCB from the DHS by presenting child care fee receipts together with a *Claim for Child Care Benefit for registered care (FA018)* form within 12 months from when the care was provided.

Families using registered care cannot access the CCR.

For more information about claiming CCB for registered care, families should phone the DHS on 13 61 50.

[See quick contacts](#)

8.1 Overview for families

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Claiming and payment process for CCB—for fee reduction families

All families must meet eligibility criteria.

[See 8.3](#)

1. Family contacts the DHS to claim CCB, and includes an estimate of their income.
2. The DHS provides the family with a CCB assessment notice, which includes Customer Reference Numbers (CRNs) that should be provided to the services they use. The parent who claims CCB must be the same parent whose name is against the child care attendance details.
3. Children attend child care. For each child in care, the service creates an enrolment and submits online weekly Attendance Record Reports to the Department of Education. Where CRNs are provided, select eligibility information is made available to services when an enrolment is created.
4. The Department of Education sends Attendance Record Reports to the DHS, which then calculates fee reductions based on family eligibility details and attendance information as reported by services.
5. Fee reductions are paid to services by the Department of Education and services pass on to families.
6. The DHS will withhold 15 per cent of CCR payments made to families who receive a higher than zero rate of CCB who choose to receive a fortnightly CCR payment. Families who are entitled to a higher than zero rate of CCB but who choose a payment option that adjusts their entitlement to the zero rate of CCB to reduce the chance of overpayment will also have 15 per cent of CCR payments withheld.
7. Families can view details about their child care attendance and total fees charged (as reported by the service) and the fee reductions calculated by the DHS on the online statement. This is available by visiting humanservices.gov.au/customer/subjects/self-service.

After the end of the financial year the DHS conducts a reconciliation of CCB for each family.

Claiming and payment process for CCB—reconciliation for fee reduction families

Fee reductions provided to families by CCB approved child care services are subject to a reconciliation process conducted by the DHS after the end of the financial year. The purpose of the reconciliation is to ensure families receive the correct amount of CCB. Reconciliation involves:



- using income details, including adjusted taxable income data from the Australian Tax Office, to re-determine the family's CCB percentage for the year, based on the family's adjusted taxable income for the year
- calculating CCB entitlement, using the CCB percentage and information provided on Attendance Record Reports
- comparing the amount of entitlement with the fee reductions provided throughout the year, to determine if a family has been underpaid or overpaid
- issuing a credit or recovery notice to families, as necessary.

Reconciliation processing starts from 1 July each year, subject to income and attendance information being available.

Claiming and payment process for CCB—for lump sum families

1. Families can request CRNs and notify the DHS they may be claiming CCB as a lump sum by completing a *Registration for Formal Enrolment for families claiming Child Care Benefit as a Lump Sum (FA022.1309)* or by contacting the DHS on 13 61 50.
2. Children attend child care. Families inform child care services they may be claiming CCB as a lump sum and provide CRNs if available. For each child in care, the service creates an enrolment and submits an online weekly Attendance Record Report to the Department of Education.
3. Families pay full child care fees throughout the year.
4. Families that have provided CRNs can view details about their child care attendance and total fees charged as reported by the service via the online statement. This is available by visiting humanservices.gov.au/customer/subjects/self-service.
5. Families apply to the DHS for CCB as a lump-sum payment by completing a *Claim for Approved Child Care payments as an annual lump sum payment (FA011 or FA052)* form after the end of the financial year. From 1 July 2013, families now have one year instead of two years to lodge lump sum claims for Child Care Benefit. To lodge a claim for the 2011–2012 financial year, families have two years to lodge a lump sum claim. This means families have until 30 June 2014 to lodge a claim. From 2012–2013 onwards, families have one year to lodge a lump sum claim. This means families have until 30 June 2014 to lodge a claim for 2012–2013. Extensions to the one year period may be provided in special circumstances. More information about the changes is available by visiting humanservices.gov.au/taxtime.
6. The parent under whose name attendance details were reported must claim CCB as a lump sum for the claim to be effective. If they have not already been provided, the DHS issues CRNs to the family.
7. Families provide CRNs to the service if they have not already done so.
8. The DHS works out each family's entitlement based on actual income and information on the Attendance Record Reports.
9. The DHS pays the family their lump-sum amount into a nominated bank account.

Payment process for the CCR—for CCB fee reduction families

1. Family successfully claims and receives CCB by fee reduction.
2. Family meets the work, training, study test for the purposes of the CCR during the financial year.



3. Attendance records provided by services and DHS calculate CCR which is paid fortnightly either directly to a nominated bank account or through the service, or as a quarterly payment into a nominated bank account.
4. Families choosing the fortnightly payment option and who are in receipt of CCB at a rate greater than zero will have 15 per cent of their CCR withheld to reduce their chances of a reconciliation debt. Families who are entitled to a higher than zero rate of CCB but who choose a payment option that adjusts their entitlement to the zero rate of CCB to reduce the chance of overpayment will also have 15 per cent of CCR payments withheld.
5. At the end of the financial year when CCB entitlement is checked, CCR annual entitlement is calculated. Any CCR paid during the year will be deducted from that annual entitlement and any CCR amounts owing will be paid to the family.

Payment process for the CCR—for CCB lump sum families

1. Family uses and pays for CCB approved child care throughout the year.
2. Family meets the work, training, study test for the purposes of the CCR during the financial year.
3. Family submits their tax return.
4. Family applies to the DHS for CCB as a lump sum payment after the end of the financial year.
5. DHS reconciles CCB for the family.
6. DHS works out each family's CCB entitlement and subsequently their CCR entitlement.
7. DHS pays the family their CCB lump sum amount into a nominated bank account.
8. DHS pays the family their CCR entitlement into a nominated bank account.

8.2 Overview for services

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Claiming and payment process for CCB—for fee reduction families

1. Services obtain parent and child CRNs and dates of birth from families.
2. Services provide an enrolment record online to the Department of Education for each child in care. Services provide an online weekly Attendance Record Report to the Department of Education for each week for each child in care.
3. The DHS calculates weekly fee reductions using family eligibility information and the information provided by services on Attendance Record Reports.
4. The Department of Education pays fee reductions to services.
5. Services reduce fees for families.

Note: Services have no obligation to estimate or reduce customer fees in advance. The main reporting obligations for services are:

- to electronically enrol new children entering care via the CCMS within 7 days of care commencing
- to accurately report attendance information for all children in care within 14 days of the week care is provided
- to pass on the actual amount of CCB, CCR and/ or JETCCFA fee reductions notified via the CCMS within 14 days of processing results being complete and available.



Claiming and payment process for CCB—for lump sum families

1. Services obtain parent and child CRNs and dates of birth from families where available.
2. Services provide an enrolment record online to the Department of Education for each child in care. Services provide an online weekly Attendance Record Report to the Department of Education for each week for each child in care.
3. Families claim CCB after the end of the financial year. Families provide CRNs to services if they have not already done so.
4. The DHS works out families' entitlement based on actual income and information on Attendance Record Reports.
5. The DHS pays CCB lump sum amounts into families' nominated bank accounts.

Payment process for CCR

1. Services provide child care for families.
2. Services provide details of weekly attendance information on Attendance Record Reports.
3. For families who have chosen the fortnightly option either directly to their bank account or through their service as a fee reduction, the DHS calculates fortnightly fee reductions using family eligibility information and the information provided by services on Attendance Record Reports.
4. DHS pays CCR fortnightly amounts into families' nominated bank accounts for families who have chosen this option.
5. The Department of Education pays fee reductions to services for families who have chosen this option.
6. Services reduce fees for families.
7. Families choosing the fortnightly payment option and in receipt of CCB at a rate greater than zero will have 15 per cent of their CCR withheld to reduce their chances of a reconciliation debt. Families who are entitled to a higher than zero rate of CCB but who choose a payment option that adjusts their entitlement to the zero rate of CCB to reduce the chance of overpayment will also have 15 per cent of CCR payments withheld.
8. At reconciliation, the DHS works out families' CCR entitlements based on actual income, gap fees and child care attendance information.
9. DHS pays families any outstanding CCR directly to their nominated bank account or raises a debt (for those families who may have received too much as fortnightly or quarterly payments).

8.3 Who is eligible?

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Child Care Benefit

To be eligible for Child Care Benefit (CCB) for CCB approved child care the claimant (for example, parent, relationship parent or guardian) **must**:

- meet (or their partner meets) Australian residency requirements **and**



- have a Family Tax Benefit (FTB) child (including a relationship child) or regular care child (or a child deemed to be a regular care child) attending an Australian Government CCB approved child care service **and**
- be liable (or their partner must be liable) to pay for this child care **and**
- have the child care provided in Australia **and**
- ensure the child complies with immunisation requirements.

From 1 July 2009, the Department of Human Services (DHS) recognises all couples, opposite-sex and same-sex.

Foster families who meet the eligibility criteria are also able to claim CCB.

Families are not eligible for CCB for care provided as part of the compulsory education programme in the state or territory in which the care is provided.

Australian residency

To be eligible to receive CCB, one or both parents must be Australian residents as defined under the Social Security Act 1991, or be eligible non-residents.

For information about the residency requirements for CCB, phone the DHS on 13 61 50 or access the humanservices.gov.au/childcarebenefit website

[See quick contacts](#)

Immunisation

Children who are younger than seven must meet the Australian Government's immunisation requirements or have an approved exemption from the requirements for the family to be eligible for CCB. Families can ask the DHS for information about immunisation requirements and exemptions.

The DHS regularly monitors whether children meet the immunisation requirements. If they do not, the DHS sends their family a reminder advising that the family has 63 days to meet the immunisation requirements. If the family ignores the reminder, the child's CCB will be cancelled.

In this case, the DHS will send the family a CCB cancellation notice for the child, or a revised CCB assessment if the family has another child in care who meets the requirements or who does not need to meet them. CCB is payable up to the start of the week following the date of issue listed on the cancellation notice.

[See 9.4](#)

Child care payments made by a third party

If a service receives child care payments from a third party, the parent may not be eligible for CCB as they may not be liable to pay for the care provided. Details of common third party arrangements and their impact on CCB are provided below.

Employer contributions and salary sacrificing arrangements

The *A New Tax System (Family Assistance) Act 1999* requires that for parents to be eligible for CCB, 'the individual, or the individual's partner, has incurred a liability to pay for the session of care (whether or not



the liability has been discharged)¹. In a salary sacrificing arrangement, the liability to pay for the care may lie with the parent's employer or the parent. Neither the DHS nor child care services can make a determination of liability. Parents should only apply for CCB if they are satisfied they are liable for the cost of child care. If a parent asks a service about who has the liability for the cost of the child care in their particular circumstances, the service should advise them to discuss the matter with their employer.

Parents should seek their own, independent financial advice as to whether they should salary sacrifice their child care fees. The impact of any salary sacrifice arrangement on their eligibility for CCB should be considered.

Adult Migrant English Program

The Australian Government Department of Immigration and Border Protection provides free child care for non-school children if their parents are required to attend classes while participating in the Adult Migrant English Program (AMEP). The cost of AMEP-related child care is the responsibility of AMEP service providers. The participant is not eligible for CCB, CCR or JETCCFA because the AMEP is paying for the child care.

Note: Parents with school aged children who require out-of-school hours care while participating in the AMEP can access JETCCFA.

AMEP participants may be entitled to CCB, CCR and JETCCFA when they use care for other purposes or for their school children.

Role of the service

If the AMEP participant chooses to use care for non-AMEP related reasons, they need to apply to the DHS for an assessment of their CCB eligibility.

All AMEP-related care should be billed directly to the AMEP service provider.

Services must submit separate enrolments and online weekly Attendance Record Reports for AMEP-related care.

[See 9.2](#)

Child Care Rebate

To be eligible for the Child Care Rebate (CCR) families **must**:

- have used CCB approved care **and**
- have been eligible for CCB* (entitled at the zero rate or more) **and**
- have met the work, training, study test—for the purposes of the CCR.**

Foster, shared care, kinship and grandparent families who meet the eligibility criteria are also able to receive CCR.

* There is no income test for the CCR. If families are eligible for CCB but their CCB entitlement is zero due to income, they may still be eligible for the CCR.

** Families can meet the work test for CCR if they participate in work related commitment at some time during the week or have an exemption. No minimum number of hours is required. See 15.2



Grandparent Child Care Benefit

Grandparent Child Care Benefit (GCCB) is available to grandparents who:

- meet the existing CCB eligibility requirements **and**
- are receiving an income support payment from DHS or the Department of Veterans' Affairs **and**
- are the sole or major provider of the ongoing daily care for the grandchild and have the responsibility for the day-to-day decisions about the grandchild's care, welfare and development.

GCCB covers the full cost of the total fee charged for CCB eligible hours up to 50 hours for each child in CCB approved care each week.

This payment is only available to grandparents who claim CCB as reduced fees and cannot be claimed as a lump sum. Grandparents claiming GCCB need to apply directly to the DHS. Grandparents must notify the DHS before the grandchild/ren leave their care or of any other change in their circumstances. The payment of GCCB will cease from the date grandparents no longer meet the GCCB eligibility requirements.

Services should be aware that claims for GCCB can only be approved by the DHS if grandparents continue to meet the GCCB eligibility requirements.

Jobs, Education and Training Child Care Fee Assistance

Jobs, Education and Training Child Care Fee Assistance (JETCCFA) is available to parents receiving the following income support payments:

- Parenting Payment
- Newstart Allowance
- Youth Allowance (for job seekers, not full-time students)
- Widow B Pension
- Widow Allowance
- Partner Allowance
- Carer Payment
- Special Benefit (who would otherwise be eligible for Parenting Payment or Newstart Allowance but who do not meet residency requirements)
- Community Development Employment Projects Participant Supplement (only when the parent had immediate previous entitlement to a JETCCFA eligible income support payment but it is no longer payable due to the supplement income)
- Means-tested ABSTUDY payments.

JETCCFA provides extra help with the cost of CCB approved child care for eligible parents undertaking activities such as job search, work, study or rehabilitation as part of an Employment Pathway Plan, to help parents enter or re-enter the workforce.

JETCCFA can help meet the cost of care in CCB approved services by paying most of the 'gap fee'—that is, the difference between the full fee and CCB, for sessions of care used by parents to participate in JETCCFA-approved activities. All parents receiving JETCCFA will be liable to pay a small contribution to the cost of the care they attend.



Families wishing to request additional assistance through JETCCFA must apply directly to the DHS. If approved, the DHS will apply JETCCFA eligibility in calculating weekly fee reductions. The Department of Education will pay JETCCFA amounts to services.

8.4 Online reporting

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Under family assistance law, CCB approved child care services are required to submit certain records such as enrolments and Attendance Record Reports to the Department of Education electronically, using child care software registered by the Department of Social Services (DSS) for use with the CCMS.

What is registered software?

Registered software is software registered by DSS for use under CCMS.

The registration process involves DSS checking that the software meets the minimum requirement to connect to the CCMS and enables the online submission of enrolment, attendance and vacancy information.

Registration ensures the software meets the technical requirements; it does not verify that the software meets all obligations and requirements of CCB approved child care services under family assistance law. It remains the responsibility of services to meet all the conditions for continued CCB approval.

Registration is not an endorsement by DSS of other software features, such as accounting, staffing or resource management.

How to find a registered software provider

When a child care software provider has successfully registered its software product with DSS, their details are added to the Department of Education website.

You can access a listing of all registered software on the Department of Education website at:

education.gov.au/child-care-management-system-new-child-care-services

All CCB approved child care services operating under CCMS must use a registered software product.

What you should do if you cannot report information electronically

If an unforeseen event, such as an ongoing power outage or damage to telephone/broadband cables, means your service is not able to submit enrolments or Attendance Record Reports to the Department of Education in the required timeframes, please contact the CCMS Helpdesk immediately.

[See quick contacts](#)

The Department of Education can authorise other methods of reporting only for exceptional unforeseen circumstances, and only for limited periods of time.

Sanctions can be imposed on your service if it fails to submit records in the required timeframes, so it is important to contact the CCMS Helpdesk to notify the Department of Education that your service is not able to submit records in the usual way.



You cannot use an alternative method of reporting unless the Department of Education authorises it.

8.5 Summary of forms

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Forms used by services

These forms are available from the DHS website at:

- humanservices.gov.au/forms or call 1800 067 307

FA023.1307

Claim for Special Child Care Benefit and/or increased weekly limit of hours

[See 14.7](#)

FA022.1309

Registration for Formal Enrolment for families claiming Child Care Benefit as a Lump Sum payment

[See 9.2](#)

These CCB forms are available from the Department of Education website at education.gov.au/information-becoming-approved-child-care-service



08-229 - Application for Child Care Benefit for 24-hour care beyond 14 periods per financial year

[See 6.4](#)

08-229 (1/13) Page 1 of 2

Application for Child Care Benefit for 24 hour care beyond 14 periods per financial year

A family may receive 24 hour care in a Child Care Benefit approved child care service (including extended care services) when the care is an essential component of managed care services for a person with a mental health condition or a person with a physical disability.

Child Care Benefit approved 24 hour care services are subject to the following conditions:

- The care must be provided for a period of up to 14 periods of 24 hour care for a child in a financial year.
- The care must be provided for a child who is under 14 years of age.
- The care must be provided for a child who is a resident of Australia.
- The care must be provided for a child who is a resident of Australia.
- The care must be provided for a child who is a resident of Australia.

1 Customer details

Family name: _____
 Given name: _____
 Home address: _____
 Home telephone number: () _____
 Work telephone number: () _____
 Customer Reference Number (CRM): _____

2 Child details

Child 1: Family name: _____ Given name: _____ Date of birth: _____
 Child 2: Family name: _____ Given name: _____ Date of birth: _____

3 Care request

I am requesting 24 hour care for my child(ren) in a Child Care Benefit approved child care service (including extended care services) when the care is an essential component of managed care services for a person with a mental health condition or a person with a physical disability.

Please check if you are a resident of Australia.

08-230 - Approval for 24-hour child care for up to 14 periods in a financial year

[See 6.4](#)

08-230 (1/13) Page 1 of 2

Approval for 24 hour child care for up to 14 periods in a financial year

A family may receive 24 hour care in a Child Care Benefit approved child care service (including extended care services) when the care is an essential component of managed care services for a person with a mental health condition or a person with a physical disability.

Child Care Benefit approved 24 hour care services are subject to the following conditions:

- The care must be provided for a period of up to 14 periods of 24 hour care for a child in a financial year.
- The care must be provided for a child who is under 14 years of age.
- The care must be provided for a child who is a resident of Australia.
- The care must be provided for a child who is a resident of Australia.
- The care must be provided for a child who is a resident of Australia.

1 Customer details

Family name: _____
 Given name: _____
 Home address: _____
 Home telephone number: () _____
 Work telephone number: () _____
 Customer Reference Number (CRM): _____

2 Child details

Child 1: Family name: _____ Given name: _____ Date of birth: _____
 Child 2: Family name: _____ Given name: _____ Date of birth: _____

08-308 - Notification of fee reductions that cannot be passed to a family

[See 11.9](#)

08-308 (1/13) Page 1 of 1

Notification of fee reductions that cannot be passed to a family

This form must be completed by a Child Care Benefit approved child care service operating under the Child Care Management System (CCMS) that is unable to pass on Child Care Benefit (CCB) to a family where the child care service is unable to pass on the fee reductions to the family.

Child details

Family name: _____
 Given name: _____
 Date of birth: _____

Amount of CCB fee reductions for this financial year: \$ _____
 Amount of CCB fee reductions that could not be passed on for this financial year: \$ _____

Service details

Service name: _____
 Service CCB Approval ID: _____
 Contact for inquiries: _____
 Phone number: () _____

Signature

I declare that the information I have provided on this form is correct to the best of my knowledge. I have attempted to pass on the amount of fee reductions as notified by CCMS, but have been unable to do so.

Signature: _____ Date: _____



08-312 - Nomination of eligible hours where a child is attending more than one service

[See 11.3](#)

Forms used by families

Phone the DHS on 1800 067 307 to ask for these forms and the information booklets, which are referred to in this handbook. Families may ask your service for help to fill in the forms.

These forms are also available on the DHS website at:

- humanservices.gov.au/forms

FA002

Notes booklet and Claim for Approved Child Care payments throughout the 2013-2014 financial year

FA052

Claim for Approved Child Care payments as an annual lump sum payment for the 2011-2012 financial year

FA018

Notes and Claim for Child Care Benefit for registered care

FA011

Claim for Approved Child Care payments as an annual lump sum payment for the 2012-2013 financial year

CI011

Information Booklet about your claim for Family Assistance (note: for lump sum Child Care payments)

SC320

Request for Jobs, Education and Training Child Care Fee Assistance

SS351

Review of a Centrelink decision



8.6 Who to contact for child care payments administration

Contact your local state and territory office of the Department of Education if you:

- believe your service is affected by a period of local emergency
- think your service may meet the criteria for a service exemption from the 24-hour limit because it is in a rural or remote area.

[See quick contacts](#)

Before you contact the CCMS Helpdesk for assistance it is recommended you refer to the [Help Using the Child Care Management System](#) information on the Department of Education website.

Contact the CCMS Helpdesk if you:

- have a query relating to an amount paid to your service
- are unable to submit information to the Department of Education online because of circumstances such as a power outage or damage to phone/broadband cables
- have a query relating to the 18 per cent limit for SCCB
- have a query relating to SCCB where the service is making itself eligible for SCCB for a child at risk
- are unable to pass on an amount of fee reductions because a family has left your service
- have a query regarding a debt or a repayment arrangement.

[See quick contacts](#)

Contact the Special Child Care Assessment Team in DHS if you have a query relating to:

- SCCB-other than for occasions when the service is making itself eligible for SCCB for a child at risk
- 24-hour care periods.

[See quick contacts](#)

Contact your child care software provider or internet provider if you are:

- unsure how to report or retrieve enrolment or attendance information using your child care software
- unable to send information to the Department of Education online because of a problem with your software or internet connection. You should do this before you call the CCMS Helpdesk.



9 Reporting Enrolment Information

This section describes what services need to do to report enrolment information to the Department of Education. It covers types of enrolments, when they should be used and the reporting requirements.

9.1 What is an enrolment?

9.2 Enrolment types

9.3 Reporting enrolment information

9.4 Updating enrolment information

9.5 Enrolment Advances



9.1 What is an enrolment?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

You are required, under family assistance law, to create enrolments for all children in your care, regardless of whether Child Care Benefit (CCB) is being claimed by the family. An enrolment indicates to the Department of Education that your service has an arrangement to provide education and care to that child.

Enrolments are the mechanism that enables services to submit online weekly attendance information to the Department of Education for all children in their care.

You may need to create multiple enrolments for a child if there is more than one arrangement to provide care to that child - for example:

- where a child is considered a dependent child of two families, such as when separated parents share the care of a child or
- where the fees for some sessions of care provided to a child are paid for by a third party and for other sessions by the parent(s).

9.2 Enrolment types

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Four types of enrolments are used, depending on whether CCB is being claimed, or whether it is possible for CCB to be claimed for the care provided:

1. Formal enrolments
2. Informal enrolments
3. AMEP/Other enrolments.
4. Service Special CCB



Enrolment types

| Formal enrolments | Informal enrolments | AMEP/Other enrolments | Service Special CCB enrolments |
|--|--|--|---|
| <ul style="list-style-type: none"> for families claiming CCB parent and child CRNs and dates of birth required family must have claimed CCB as reduced fees or notified the DHS that they will claim CCB as a lump sum enrolment details must match eligibility information supplied by the DHS to the Department of Education attendance information is passed from the Department of Education to the DHS most enrolments will be Formal enrolments Up to date, current CCB eligibility information is available via the CCMS Formal Enrolment update query in your software. | <ul style="list-style-type: none"> for families not currently claiming CCB though they may in the future only parent and child dates of birth required, not CRNs. Can be used for families waiting for CRNs can be upgraded to a formal enrolment by the addition of CRNs attendance information is held by the Department of Education and only passed to the DHS if the enrolment is upgraded to Formal. | <ul style="list-style-type: none"> for families not eligible for CCB because someone else is liable for their child care fees only parent and child dates of birth required, not CRNs attendance information is held by the Department of Education and never passed to the DHS examples of when these enrolments are used: <ul style="list-style-type: none"> - sessions of care provided for AMEP participation - parent is not liable for child care fees because a third party has assumed that liability (e.g. employer-sponsored child care). | <ul style="list-style-type: none"> used when a service is making itself eligible to claim for a child at risk of serious abuse or neglect may only be claimed when the family are not eligible to receive CCB CRNs are not required. |

If the family's CRNs are not available, you should ask the family to contact the DHS to arrange a claim for CCB by fee reduction, or to let the DHS know they intend to claim CCB in the future through a lump sum claim. Families need to claim CCB, even if they are entitled to a zero rate, before they can receive CCR.

Important things you need to know about enrolments

- When a family commences education and care at your service and advises they wish to receive CCB and/or CCR by fee reduction or a lump sum, you should ask for their CRNs and dates of birth so you can create a Formal enrolment. CRNs and dates of birth are required by the Department of Education to match an enrolment record to a family's CCB eligibility details held by the DHS. Make sure the family clearly indicates on your enrolment form which parent has been assessed for CCB and has the liability for paying the child care fees. This will protect the service in the event of later disputes about liability.



- If a family provides their CRNs but you receive an error message when trying to create the enrolment, you should confirm that the CRN and date of birth details are correct and check that the family has notified the DHS they have children in CCB approved care, have tested their eligibility for CCB and received a letter from the DHS to confirm their CCB eligibility and rate, before calling the CCMS Helpdesk. You should also ask the family to contact the DHS to check their CCB eligibility. CRNs are used across all Income Support payments - just because a family has a CRN does not mean they have been assessed and are eligible for CCB.
- An Informal enrolment can be created while you are waiting for the family to provide their CRNs, or test their eligibility for CCB with the DHS.
- An Informal enrolment can be updated and changed to a Formal enrolment by the addition of CRNs for the parent and child. Once a family has provided CRNs and dates of birth for both parent and child to the service, CCB and/or CCR payments can be made. Payments are backdated to the family's first date of child care attendance, providing the family were CCB eligible from that time. For newly assessed CCB customers, fee reductions can only be backdated for 28 days.

[See 9.4](#)

- Informal enrolments do not require any link to CCB eligibility. Reducing fees for families that do not have confirmed Formal Enrolments in the CCMS may result in a financial loss for a service. CCB and/or CCR will not be paid to a service on behalf of family without a confirmed Formal Enrolment in the CCMS.
- AMEP/Other enrolments must be used when the family does not have liability for child care fees.
- Service Special CCB enrolments must be used if your service is making itself eligible for SCCB for a child at risk where there is no one eligible to claim CCB for the child.

[See 14.4](#)

- Where a family with an AMEP/Other enrolment also uses care for sessions when they are liable for the fees, they may be eligible for CCB and/or CCR for that care. In such cases, services must create two enrolment records for the family—one an AMEP/Other enrolment and the other a Formal or Informal enrolment.

Enrolments for Lump Sum

If a parent or guardian chooses not to claim CCB as a fee reduction but as a lump sum, they should apply for CRNs for the parent or guardian who will be claiming CCB, and CRNs for any children who will attend education and care at your service.

Your child care service should give the parent or guardian a *Registration for Formal Enrolment for families claiming Child Care Benefit as a Lump Sum payment (FA022)* form. The parent or guardian will complete the form and return it to the DHS. The parent or guardian may also contact the DHS on 13 61 50 to provide the information required.

When the form is processed by the DHS the parent or guardian will be sent a letter. The parent or guardian will be advised to inform their child care service they are claiming CCB as a lump sum payment and provide their and their child's CRNs and dates of birth for your child care service to formalise their child care enrolment. Your child care service can then submit Attendance Record Reports each week for the Department of Education to pass to the DHS instead of submitting all the attendance details at the



end of the year. The Attendance Record Reports are then available with the DHS when the parent or guardian claims CCB as a lump sum.

The parent or guardian can claim CCB as a lump sum by lodging a *Claim for Approved Child Care payments as an annual lump sum payment* (FA011 or FA052). From 1 July 2013, families now have one year instead of two years to lodge lump sum claims for Child Care Benefit. To lodge a claim for the 2011–2012 financial year, families have two years to lodge a lump sum claim. This means families have until 30 June 2014 to lodge a claim. From 2012–2013 onwards, families have one year to lodge a lump sum claim. This means families have until 30 June 2014 to lodge a claim for 2012–2013. Extensions to the one year period may be provided in special circumstances. More information about the changes is available by visiting humanservices.gov.au/taxtime.

If a parent or guardian chooses to claim CCB as a lump sum, then CCR will also be paid as a lump sum after CCB reconciliation at the end of the year.

Circumstances when a parent or guardian must receive CCB as reduced fees are listed at the beginning of [Section 8](#).

Changes to payment choice

Families claiming CCB by lump sum will not receive automatic payments of CCR paid fortnightly or at the end of the quarter either directly to their bank account or through their service as a fee reduction from the DHS. In some cases, a family may choose to change from a lump sum method to claiming CCB as a fee reduction or from fee reduction to lump sum if their income estimate changes.

Providing you have created a Formal enrolment and submitted Attendance Record Reports against the enrolment, the CCB will be paid according to the method the family have notified the DHS as their preference. You can query your CCMS Registered software to determine if a family have changed their preferred CCB method. The family will only receive CCR for the periods they are claiming CCB as fee reduction. Any amounts claimed with a CCB method of lump sum will be paid after reconciliation at the end of the financial year.

Families whose income is above the CCB eligibility cut off and families that have difficulty in estimating their annual income can still test their eligibility for CCB and elect to receive a zero rate of CCB so that CCR can be paid fortnightly either directly to their bank account or through their service as a fee reduction or quarterly directly to their bank account. Once the family's adjusted taxable income is known for the year, the DHS reconciliation process will adjust any CCB entitlement automatically.

Enrolments for children in shared care situations

In shared care situations, where the service has an arrangement with both parents or guardians to provide care to the child, and where both will be charged for sessions under that arrangement, two enrolments must be created.

You should report attendances against the enrolment for whichever parent or guardian is liable for child care fees for the session of care.



If a child in a shared care situation is cared for by both parents or guardians in the same week, you should check with the family to see which parent or guardian is liable for the child care fees for each day of the week.

It is possible in shared care cases that one parent or guardian is eligible for CCB and the other is not. You should confirm this with each parent or guardian and create the appropriate type of enrolment for each.

Services should ask families to advise them as soon as possible of changes to their family unit or care arrangements to ensure all members of the family receive their correct CCB and/or CCR entitlement.

9.3 Reporting enrolment information

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Creating enrolments and submitting attendances for ALL children in care

Services must submit an enrolment record for each child in their care. Enrolment records are created through services' child care software and submitted online to the Department of Education. Once the Department of Education confirms the enrolment, services must provide online weekly Attendance Record Reports for the enrolment.

Upon receipt of a Formal enrolment record, the Department of Education will check the details against the parent/child eligibility information provided by the DHS. Where a match is found the Department of Education will electronically confirm the enrolment was successfully created and provide the service with the Department of Education Enrolment Id, to uniquely identify the enrolment on the Department of Education system. The family's current CCB eligibility information is also available to the service. It is important for services to regularly check for updates and changes from the CCMS relating to families' CCB eligibility.

This matching to eligibility information will not occur for Informal and AMEP/Other enrolments, but the Department of Education will check that the mandatory information has been provided before confirming the enrolment and providing the Department of Education Enrolment Id.

These arrangements ensure that attendance information can be collected for all children using CCB approved child care.

Services must create an enrolment for a child before the end of the week following the week in which care begins.

Where a service's CCB approval is granted retrospectively, the enrolment must be created within seven days from the application day for the service.

The information required to create an enrolment depends on the type of enrolment. Your child care software will collect all the information the Department of Education requires to create an enrolment. Details of the authorised person taking responsibility for the accuracy of data must be provided through your software when sending enrolment records.



You may need to provide the following types of information when creating an enrolment:

Type

An enrolment must be one of the following four enrolment types:

1. Formal
2. Informal
3. AMEP/Other
4. Service Special CCB.

Service Client Ids

Client identifier codes (IDs) prevent many of the problems services experience around formalising Informal enrolments. The purpose of this Client ID is to prevent duplication and/or overlapping of enrolment records, for the same parent/guardian and child combinations.

When updating or formalising an enrolment your software will prevent your service from creating a duplicate or overlapping enrolment record. It should never be necessary for a service to submit multiple enrolments for the same child and the same, or overlapping dates, to the CCMS unless the family's circumstances require one of the enrolments to be an AMEP/Other enrolment.

Child CRN

CRNs are issued by the DHS for the child and must be provided for Formal enrolments.

They should not be provided for Informal enrolments or AMEP/Other enrolments and Service Special CCB enrolments.

Example of a child CRN: 987654321X

Child date of birth

The child's date of birth is required for all enrolment types.

Parent or guardian CRN

CRNs are issued by the DHS for the parent or guardian and must be provided for Formal enrolments.

Check with the parent or guardian that they are the parent claiming CCB.

They should not be provided for Informal enrolments or AMEP/Other enrolments and Service Special CCB enrolments.

Example of a parent or guardian CRN: 987654321X

Parent or guardian date of birth

The parent's or guardian's date of birth is required for all enrolment types.



Start date

The start date is required for all enrolment types.

This date is generally the first day you expect to be providing education and care to the child. However, it must not be before your service's CCB approval start date.

End date

The end date of the enrolment is the last day you expect to provide education and care to the child. This can be left blank if care is ongoing. If you do not include an end date when creating the enrolment, you can add it later by updating the enrolment.

CCB Approval Id

The CCB Approval Id is required for all enrolment types.

The unique identifier of your service's CCB approval is issued by the Department of Education. The start date of an enrolment cannot be before the date of the service's CCB approval.

Services will have separate CCB Approval Ids for each type of care they provide. For example, if a service operates both a LDC and an OCC service, they will have separate CCB Approval Ids for each.

Example of a CCB Approval Id: 3-4J1YG

Service type

The service type is required for all valid enrolment types (as per your CCB approval) and in most cases should be automatically entered by your software.

The valid enrolment types are:

- Family Day Care (FDC)
- In Home Care (IHC)
- Long Day Care (LDC)
- Occasional Care (OCC)
- Before School Care (BSC)
- After School Care (ASC)
- Vacation Care (VAC)

Inclusion Indicators**Indigenous indicator**

Choose one of the following when creating a child's enrolment record:

- Aboriginal Origin
- Torres Strait Islander Origin
- Both Aboriginal and Torres Strait Islander Origin
- Neither Aboriginal nor Torres Strait Islander Origin



- Not stated or inadequately described.

This information is based on the family's self-identification. The commonly accepted definition of an Aboriginal or Torres Strait Islander person is that the person:

- is of Aboriginal or Torres Strait Islander descent,
- identifies as an Aboriginal or Torres Strait Islander, and
- is accepted as such by the community in which they live.

You might use the below question and answer format on their enrolment form to collect Indigenous details:

'Is your child of Aboriginal or Torres Strait Islander origin?'

- No
- Yes, Aboriginal
- Yes, Torres Strait Islander.

Disability indicator

This is a Yes/No flag to collect statistics about children with disability and the date that you became aware of the disability. Your software may collect the information in the form of a drop-down list or a check box to indicate Yes or No. You do not need to record information about the nature of the disability.

Also record the date that your service first became aware of the child's disability. This date cannot be earlier than the child's date of birth and it cannot be in the future.

Definition of a Child with Disability

Does this child have a need for additional assistance in any of the following areas, compared to children of a similar age, that is related to an underlying long-term (lasting for more than 6 months) health condition or disability? The categories include:

- Learning and applying knowledge, education
- Communication
- Mobility
- Self-Care
- Interpersonal interactions and relationships
- Other - including general tasks, domestic life, community and social life.

This category should only be chosen if the child's parents/guardians have identified and/or confirmed that the child has a need for assistance in one or more of these areas.

The definition of a child with disability does not include children with a medical condition that is short term (lasts for 6 months or less) or episodic. For example:

- asthma
- allergies
- eczema
- infectious diseases.



Special Needs Indicator

This is a Yes/No indicator to collect statistics about children with special needs and the date that the service became aware of the special needs. The reason for collecting this information is to help the Department of Education assess the effectiveness of its programmes, without having to ask you to provide this information separately.

Your software may collect the information in the form of a drop-down list or a check box to indicate Yes or No. You do not need to record information about the exact nature of the child's special needs. The information will be collected with the enrolment details and sent to CCMS for reporting purposes only.

Record the date that you first became aware that the child had special needs. This date cannot be earlier than the child's date of birth and it cannot be in the future.

Definition of a Child with Special Needs

Children with special needs are those from the priority groups listed below.

- Children from culturally and linguistically diverse backgrounds
- Children with a refugee background who have been subjected to trauma
- Indigenous children
- The child's place has been sought by a state or territory child protection worker
- The child is in the care of the state, or other forms of out of home care.

Request Enrolment Advance

If the enrolment you are creating is a Formal enrolment you must indicate, by entering a Y (for yes) or N (for no), whether you wish to receive an Enrolment Advance.

[See 9.5](#)

This information is not required for Informal, AMEP/ Other or Service Special CCB enrolments, but you must indicate whether they want to receive an Enrolment Advance when you formalise an Informal enrolment.

Request JFA Eligibility

After sighting the customer's JETCCFA approval letter mark the customer's CCMS Formal Enrolment as a JETCCFA Enrolment. Refer to your software provider for instructions. The customer's current entitlement information returned from CCMS will include:

- confirmation of JETCCFA eligibility
- number of days per week the customer is eligible for JETCCFA
- start date of the eligibility
- end date of the eligibility
- service type of eligibility.

If the customer's JETCCFA eligibility is cancelled or changed for any reason, retrieve updates through your software. It is important to regularly check customer eligibility information to ensure that services are not providing JETCCFA to a family whose eligibility has been cancelled by the DHS.



Enrolment confirmation

When services create and submit an enrolment, the Department of Education will check that it contains all the information required.

If it does, the Department of Education will confirm the enrolment and provide a Department of Education Enrolment Id. The Department of Education Enrolment Ids are issued for all types of enrolments.

You need to provide the Department of Education Enrolment Id with each online weekly Attendance Record Report, and should also give it to the family for future reference.

You can refer to the Department of Education Enrolment Id when you contact the CCMS Helpdesk.

Example of a Department of Education Enrolment Id: 1-2H0XF

Child Care Benefit and Child Care Rebate eligibility information provided against Formal enrolments

When an enrolment is successfully created, the Department of Education will confirm the enrolment and provide a Department of Education Enrolment Id.

Since Formal enrolments are used for families receiving CCB and/or CCR, the Department of Education will also make available some information about families' CCB eligibility. This information is updated if the DHS advises the Department of Education of changes to families' eligibility details.

Eligibility information may be useful if you intend to reduce families' fees in advance of fee reductions being calculated, or to help your discussion with families when estimating their likely fee liability.

Some Child Care Benefit eligibility information provided against Formal enrolments:

CCB eligible hours

Indicates the number of hours for which a child may receive CCB in a week.

CCB method

Indicates whether the family is receiving CCB by fee reduction or by lump sum.

CCB type

Indicates whether the family is receiving regular CCB or GCCB. If the family is claiming CCB as a lump sum, this field will be blank.

CCB percentage

Indicates the most recent CCB percentage for one child only.

Multiple child percentages are listed on the family's CCB assessment issued by the DHS.



CCB parent child status

Indicates whether the family's CCB status is current (meaning they can receive CCB fee reductions) or is cancelled. If the status is cancelled, the Department of Education will continue to pass Attendance Record Reports to the DHS because the family's CCB may be restored, or they may later claim a lump sum, but your service will not receive fee reductions for that child.

A family may have their CCB cancelled for a number of reasons, including if:

- they do not satisfy Australian residency requirements when this information is requested by the DHS
- the child does not satisfy the immunisation requirements within a specified time
- the child is no longer in their care or they are no longer liable to pay for the child's fees
- they fail to reply to a request for information notice from the DHS about their nominated bank account details.

CCB details updated

Indicates when the eligibility details for the parent and child were last updated. It is important for services to query enrolments regularly to ensure they have the most up-to-date eligibility information.

CCR method

Indicates whether the family is receiving CCR by fee reduction or by 'other' method.

Year to date absences

Indicates the number of absences the child has used, across all CCB approved services, for the year to date. This helps services to know when an additional absence needs to be reported. Services need to seek proof that the absence meets the additional absence criteria.

[See Section 13](#)

Querying for enrolment information

Once an enrolment has been created, services can query the Department of Education for information on enrolments through their child care software.

Services should query Formal enrolments regularly to obtain the most up-to-date eligibility information for families. Eligibility information will be updated by the DHS as soon as details are changed. For example, if you are not sure of the absence count for a child, query the child's Formal enrolment and obtain the latest absence count and when details were last updated.

If an enrolment query shows a family's CCB eligibility is cancelled, and the family believes the cancellation is incorrect, encourage them to talk to the DHS.



Because software packages vary, services should check with their child care software provider how to conduct queries.

9.4 Updating enrolment information

Cancelling an enrolment

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

If an enrolment has been created in error, it can be cancelled at any time, as long as there are no active attendance records submitted against that enrolment. If an attendance record has been submitted, it must be cancelled before the enrolment can then be cancelled.

Ending an enrolment

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

When an arrangement to provide care to a child attending your service ends, you must end the enrolment.

You can do this by adding an end date. The end date should be the last day that you provide education and care to the child. Once the end date is reached, the enrolment cannot be restarted. A new enrolment needs to be created if the child starts using education and care at the service again.

You can still submit online weekly Attendance Record Reports against an enrolment that has ended, provided the attendance relates to a period between the enrolment start and end dates.

Once a Formal enrolment reaches its end date, the Department of Education will initiate recovery of the Enrolment Advance from the service.

For more information on recovery of Enrolment Advances by offsetting:

[See 12.1](#)

The deemed exit process for ending enrolments

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The Department of Education will deem an enrolment to be ended after a certain period where no online weekly Attendance Record Reports have been submitted.

If you do not end an enrolment when a child ceases education and care, the deemed exit provisions will allow the Department of Education to end it instead.

This will enable Enrolment Advances to be recovered soon after the child has stopped attending education and care and will provide a more accurate indication of the number of children using education and care at any time.



When considering whether to deem the exit of an enrolment, the Department of Education looks at the number of days since the last Attendance Record Report was received for that enrolment. The Department of Education will notify services if an enrolment is to be ended through the deemed exit process.

You will receive an online message 14 days before the proposed end date of the enrolment. Services should regularly query for messages from the Department of Education through your child care software.

If your service receives a message advising that an enrolment will be ended on a particular date, the enrolment can be reactivated by submitting an Attendance Record Report for the child before that date.

Because of the different patterns of education and care provided across service types there are different periods applied to the deemed exit process.

Different periods also apply to the type of enrolment and whether an Enrolment Advance was paid to your service. Deeming periods are generally longer where a service elects not to receive an Enrolment Advance against an enrolment.

This table sets out the deemed exit provisions for Formal enrolments where an Enrolment Advance was paid:

| Rules | LDC | FDC | IHC | BSC/ ASC | VAC |
|--|-----|-----|-----|-------------|-----|
| Number of days nil attendance (from the end of the week of last known attendance) before the enrolment will be ended | 42 | 42 | 42 | 70 | 182 |
| Number of days prior to the deemed exit that a service will be sent an online message warning of an impending enrolment exit | 14 | 14 | 14 | 14 | 14 |

Where there is no record of attendance at all submitted against a Formal enrolment where an Enrolment Advance was paid, then for all service types the enrolment will be exited after 42 days.

This table sets out the deemed exit provisions for Informal enrolments, AMEP/Other enrolments, Service Special CCB enrolments and Formal enrolments where no Enrolment Advance was paid:

| Rules | LDC | FDC | IHC | BSC/ ASC | VAC | OCC |
|--|-----|-----|-----|-------------|-----|-----|
| Number of days nil attendance (from the end of the week of last known attendance) before enrolment is exited | 182 | 182 | 182 | 182 | 182 | 182 |
| Number of days prior to the deemed exit that a service will be sent an online message warning of an impending enrolment exit | 14 | 14 | 14 | 14 | 14 | 14 |



Formalising an Informal enrolment

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

If a service creates an Informal enrolment for a family, they will be required to formalise the enrolment when provided with CRNs.

This could occur, for example, if a family decides after starting care that they want to claim CCB as fee reductions, or will claim CCB as a lump sum after the end of the financial year.

If a family with an Informal enrolment lodges a lump sum claim, they will need to provide their CRNs to your service, so they can formalise their enrolment. This will enable you to send the relevant Attendance Record Reports through CCMS for calculation of CCB and/or CCR entitlements.

These attendances may generate a fee reduction payment to your service if the family was already eligible for CCB and/or CCR before they provided their CRNs. In such cases, services must ensure the family receives the correct amount of fee reductions as advised by the Department of Education.

Example: A family begins using a service and does not provide their CRNs. You submit Attendance Record Reports for the family under an Informal enrolment. The family later provides CRNs and were eligible for CCB from when the child commenced care. You must formalise the enrolment by adding CRNs. This will allow the Department of Education to pass all Attendance Record Reports to the DHS and enable them to calculate CCB/CCR since the child commenced care.

Only Informal enrolments can be formalised by adding CRNs. AMEP/Other enrolments and Service Special CCB cannot be formalised.

It is a condition of a service's continued CCB approval that they formalise an enrolment when CRNs are provided. This must be done within seven days of CRNs being provided.

Duplicate enrolments

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Services should apply these rules to ensure there are no duplicate enrolments or duplicate online weekly Attendance Record Reports:

- There can only be one current enrolment of each type at a service for the same parent/guardian and child combination. The Department of Education will check dates of birth and CRNs to ensure that duplicate enrolments have not been created.
- An Informal enrolment cannot be formalised if there is already a Formal enrolment for the same parent/guardian and child combination for any period of the Informal enrolment.
- The Department of Education will also check the Service Client Ids for the parent/guardian and child combination to ensure there are no duplicate enrolments. A Formal, Informal or Service Special CCB



enrolment cannot be created where one of these enrolment types already exist for the same period or any part of the same period.

9.5 Enrolment Advances

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Enrolment Advances are payments made under family assistance law and, as such, do not attract GST.

Enrolment Advances are available for eligible enrolments to support services' cash flow, before the payment of the first week's fee reduction amounts.

Services must elect whether or not they are paid an Enrolment Advance at the point of creating a Formal enrolment or when formalising an Informal enrolment.

Enrolment advances will be paid up to seven days prior to the enrolment start date the service nominates.

Enrolment Advances are not payable for Informal, AMEP/Other and Service Special CCB enrolments.

Enrolment Advances are indexed in the same manner as CCB—in accordance with the Consumer Price Index (CPI) at the start of each financial year.

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

OCC services currently cannot claim Enrolment Advances.

OCC services will be notified about alternative arrangements when they are developed.

When are Enrolment Advances paid?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Enrolment Advances are paid to services on the start date of the enrolment or, if the enrolment was created far enough in advance, the Enrolment Advance will be paid up to seven days before the enrolment start date.

Example 1: If an enrolment is created 14 days before the start date, the Enrolment Advance will be paid seven days before the start date.

Example 2: If the enrolment is created five days before the start date, the Enrolment Advance will be paid immediately (subject to normal processing timeframes).



When and how are Enrolment Advances recovered?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

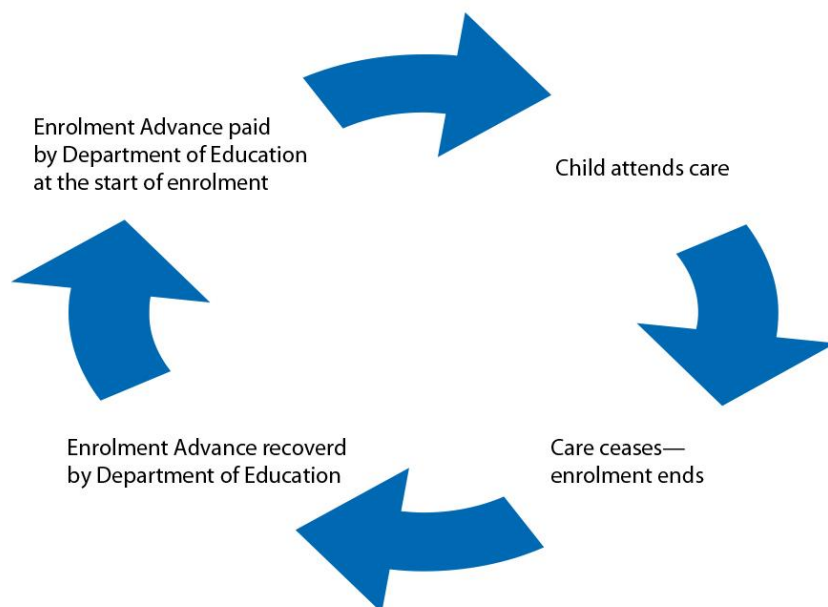
An Enrolment Advance remains with the service for the duration of the enrolment for which the advance was paid. Once the enrolment has ended, the Enrolment Advance will be automatically recovered by offsetting from the next payment due to the service. [See 12.1](#)

If you do not end the enrolment, but it exits through the deeming process, you will receive an online message advising you that the Enrolment Advance is scheduled for recovery.

The amount of Enrolment Advance recovered will always be the same amount as originally paid to your service, regardless of indexation.

If your service ceases to operate, all outstanding Enrolment Advance amounts will become debts.

Lifecycle of an Enrolment Advance



| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Enrolment Advances will be paid to eligible services at the following rates throughout the 2013-14 financial year.

| Service type | Enrolment Advance (per child) |
|--------------|-------------------------------|
| LDC | \$147.51 |
| FDC | \$147.51 |
| IHC | \$147.51 |
| BSC | \$40.12 |
| ASC | \$40.12 |
| VAC | \$147.51 |



10 Reporting Attendance Information

This section outlines when and how services must report child care attendance information to the Department of Education. It also provides details on the types of information that must be reported using your child care software.

10.1 What is an Attendance Record Report?

10.2 Information to be included on Attendance Record Reports

10.3 Reporting attended hours and in/out times

10.4 Information received back against an Attendance Record Report

10.5 Correcting or updating information on an Attendance Record Report



10.1 What is an Attendance Record Report?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

An Attendance Record Report is an electronic record of the details of education and care provided for an enrolment for a specific CCB week. It contains details of the sessions of care used, the fees charged for the sessions, and other details such as whether a child was absent.

Attendance Record Reports are made up of a weekly header and individual session details. The weekly header summarises the details in individual session records. Your child care software will generally use the information you report against sessions of education and care to create this summary. This information is then used by the DHS to calculate weekly CCB/CCR fee reductions or to calculate a lump sum entitlement after the end of the financial year.

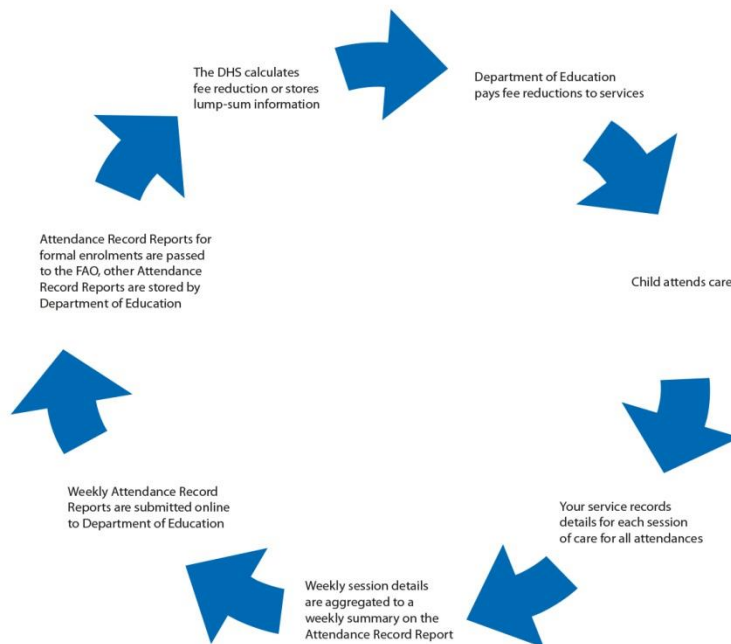
You must submit online weekly Attendance Record Reports for ALL enrolments against which there was an attendance or absence used during a week.

[See Section 9](#)

Under family assistance law you must provide Attendance Record Reports for all enrolments confirmed by the Department of Education. This means you must provide online weekly Attendance Record Reports for all children using your service.

Attendance Record Reports must be submitted to the Department of Education by the end of the second week following the week the attendance relates to.

The attendance and payment process for CCB/CCR fee reductions:



Child Care Benefit approved services have no obligation to calculate or estimate CCB and/or CCR Fee Reductions, or to reduce child care fees before being notified of the actual Fee Reduction amount calculated by the DHS.

10.2 Information to be included on Attendance Record Reports

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Overview

An Attendance Record Report must have at least one session record. You must provide the required attendance details for each session of education and care provided to a child.

For information about sessions of care:

[See 5.8](#)

You can submit Attendance Record Reports individually for each enrolment throughout the week as each child's education and care finishes for that week, or submit all Attendance Record Reports in one batch after the end of the week.

Attendance record reports must be submitted to CCMS up to 14 days after the end of the week the education and care occurred. They cannot be submitted in the future any further than Sunday of the current child care week. Attendance record reports should not be submitted until the child's last day in care for the week.

The information you need to complete for each attendance will vary based on the family's circumstances and the type of education and care and sessions provided.

The way this information is displayed, and the titles used, will depend on the type of child care software your service uses. Check with your child care software provider if you are unsure about how to enter the information required in an Attendance Record Report.

Information at the weekly level

You must provide the following weekly information to the Department of Education when submitting an Attendance Record Report. Your child care software may populate some of this information based on the details you report against individual sessions of care.

CCB Approval Id

The unique identifier of your service's CCB approval-issued by the Department of Education.

Department of Education Enrolment Id

The unique identifier of the enrolment on the Department of Education system-issued by the Department of Education.



Authorised Contact Person Details

Details of the person at your service who takes responsibility for accuracy of the data submitted to CCMS. This includes First Name, Last Name and Authorised Person ID number.

Service Provider Attendance Reference and Service Provider Attendance Batch Number

The unique identifiers for an Attendance Record Report on your child care software.

Your child care software should automatically assign reference numbers for each Attendance Record Report.

Week ending

The end date of the CCB week the attendance relates to. This date must always be a Sunday.

Charged standard hours

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The total number of standard hours of education and care the family was charged for in the week.

All hours charged are considered to be standard hours except non-standard hours in FDC or IHC.

For more information about standard and non-standard hours:

[See 5.2](#)

Fee for charged standard hours

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The fee charged to the family for the standard hours of education and care. The sum of all session fees for the week for standard hours.

Charged non-standard hours

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The total number of non-standard hours the family is charged for in the week. Non-standard hours apply only to sessions of care at FDC and IHC.

For more information about standard and non-standard hours:

[See 5.2](#)



Fee for charged non-standard hours

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The fee charged to the family for care provided outside of standard hours. The sum of all the session fees for the week for non-standard hours sessions.

Non-standard hours apply only to sessions of education and care at FDC and IHC.

Fee for all charged hours

The fee charged to the family for all of the hours in the sessions of education and care attended by the child in the week. This is the sum of the fees for standard and non-standard hours.

Total fee

The total fee collected for CCR purposes.

Increase entitlement reason

The Increase entitlement reason field is used to report the approval of Special Child Care Benefit (SCCB). If your service or the DHS approves SCCB for a family, the reason must be reported on the Attendance Record Report.

If the Department of Education approves SCCB where no one is eligible to receive fee reductions for a child and the service considers the child to be at risk, the reason must also be included on the Attendance Record Report.

SCCB will not be paid unless a reason is provided.

The valid reasons for an entitlement increase are:

- CRK - Child at Risk
- TFH - Temporary Financial Hardship.

For more information on approving and reporting SCCB:

[See Section 14](#)

Increase eligible hours reason

The Increase eligible hours reason field is used to report the approval of an increase in a family's eligible hours limit. If a service or the DHS approves an increase in eligible hours for a family, the reason must be recorded on the Attendance Record Report.

Increased eligible hours will not be paid unless a reason is provided.

The valid reasons for an increase in eligible hours are:

- EXC - Exceptional Circumstances
- CRK - Child at Risk.



For more information on approving and reporting increased eligible hours:

[See Section 11](#)

Number of absences

The number of absence days for the week for which fees have been charged must be recorded.

The number of absences is the count of all sessions where an absence session type has been recorded. If the family was charged for more than one session against which an absence has been recorded for a particular day, only one absence is counted.

For more information on absences:

[See Section 13](#)

Claimed periods of 24-hour care

The number of 24-hour care periods claimed for the week.

You must identify each session included in a 24-hour care period and indicate the session that is the first session of the 24-hour care period.

Your child care software will derive the number of claimed periods of 24-hour care from the number of sessions that have been marked as the start of a 24-hour care period.

For more information on 24-hour care:

[See 6.4](#)

Charged JFA standard hours

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The total number of standard hours the family was charged for in the week relating to education and care provided for the purposes of JETCCFA (referred to as JFA on Attendance Record Reports).

All hours charged are considered to be standard hours except non-standard hours in FDC or IHC.

If you hold evidence of a parent's JETCCFA assessment for your service type, you must flag a JFA session when completing individual session records.

The total number of hours charged for JETCCFA cannot exceed the number that the parent has been approved for by the DHS. No fee reductions, CCB or JETCCFA will be paid against an Attendance Record Report if approved JETCCFA hours are exceeded.

For more information on JETCCFA:

[See 11.4](#)



Fee for charged JFA standard hours

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The fees charged to the family for the standard hours of education and care provided for JETCCFA purposes. The sum of all session fees for the week for standard hours JETCCFA child care.

For more information on JETCCFA:

[See 11.4](#)

Charged JFA non-standard hours

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The total number of non-standard hours the family was charged for in the week, relating to education and care provided for the purposes of JETCCFA.

If you hold evidence of a parent's JETCCFA assessment for your service type, you must flag that a session is a JFA session when completing individual session records.

Non-standard hours apply only to sessions of education and care at FDC and IHC.

The total number of hours charged for JETCCFA cannot exceed the number that the parent has been approved for by the DHS. No fee reductions, CCB or JETCCFA will be paid against an Attendance Record Report if approved JETCCFA hours are exceeded.

For more information on JETCCFA:

[See 11.4](#)

Fee for charged JFA non-standard hours

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The fees charged to the family for the non-standard hours of care provided for JETCCFA purposes. The sum of all session fees for the week for non-standard hours of JETCCFA child care.

For more information on JETCCFA:

[See 11.4](#)



Fee for all charged JFA hours

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The total fee charged to the family for all of the hours in the JETCCFA sessions of education and care provided to the child in the week. The sum of the fees for standard JETCCFA hours and non-standard JETCCFA hours.

For more information on JETCCFA:

[See 11.4](#)

Total JFA Fee

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The total JFA fee collected for CCR purposes.

Reported multiple child count

For each Attendance Record Report you must indicate how many children in the family are using the same type of education and care in the week. You should collect this information from parents when they first use education and care, and ask them to tell you if the number of children using education and care changes. The number of children reported must be at least one.

For more information on reporting the multiple child count:

[See 11.2](#)

Nominated hours

The maximum number of eligible hours the family have nominated to be paid CCB at your service.

The nominated hours field is not mandatory unless a family completes a *Nomination of eligible hours where a child is attending more than one service* (the Department of Education 08-312) form at your service.

If on the form the family indicates the nomination is ongoing, you must include the nominated hours on the Attendance Record Report from the week that includes the date the form was signed.

If the family indicates the nomination applies for a specific period, you must include the nominated hours on all Attendance Record Reports for that period.

For more information on nominated hours:

[See 11.3](#)



Sessional information

You must provide this information for each session of education and care provided to a child:

Service provider session reference

The unique identifier of the session record on your child care software. Your software should generate this reference.

Session date

The date the session starts.

The session date must:

- fall within the week the Attendance Record Report relates to.

The session date must not:

- be a future date (for example, a Wednesday session cannot be submitted as part of an Attendance Record Report on Tuesday)
- fall before the start of the enrolment
- fall after the end of the enrolment
- fall before the start of the service's CCB approval
- fall after the end of the service's CCB approval.

Session type

The type of session provided to the child.

The type you can select will be limited by the service type the enrolment was created for. The valid session types are:

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Standard hours

Standard hours absence

Standard hours additional absence

Standard hours 24-hour care

Standard hours 24-hour care absence

Standard hours 24-hour care additional absence

Non-standard hours

Non-standard hours absence

Non-standard hours additional absence

Non-standard hours 24-hour care



Non-standard hours 24-hour care absence

Non-standard hours 24-hour care additional absence

Make Up Day

Zero Fee Session

Cessation of Care

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Hours

Hours absence

Hours additional absence

Hours 24-hour care

Hours 24-hour care absence

Hours 24-hour care additional absence

Make Up Day

Zero Fee Session

Cessation of Care

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Before school care/After school care

Hours

Hours absence

Hours additional absence

Make Up Day Zero

Fee Session

Cessation of Care

Pupil Free Day

Additional Hours

Vacation Care

Hours

Hours absence

Hours additional absence



Hours 24-hour care

Hours 24-hour care absence

Hours 24-hour care additional absence

Make Up Day

Zero Fee Session

Cessation of Care

Pupil Free Day

Additional Hours

Session start time

The start time of the session.

Session end time

The end time of the session. This must occur after the start time of the session.

Session hours

The length of the session reported in hours and minutes.

The session length should be no more than 12 hours and the maximum will vary by session type.

Session hours refers to the number of hours and minutes the family was charged for a session.

The length of a session should equal the difference between the session start time and the session end time. Your child care software may derive this for you.

Fee charged

The fee charged to the family for the session of education and care.

Additional absence reason

If you are claiming a session as an Additional absence, you must provide the reason for the absence.

The valid reasons for an Additional absence are:

- illness (with a medical certificate)
- non-immunisation (with written evidence)
- rostered days off/rotating shift work (with written evidence)
- temporary school closure/pupil free day
- shared care arrangements (with copy of documentation)
- attendance at preschool



- period of local emergency
- exceptional circumstances (with written evidence).

Your service must hold evidence of the reason for the Additional absence if required.

If no reason is provided, CCB/CCR will not be paid for that absence.

For more information on Additional absence reasons:

[See 13.2](#)

JFA session

Indicates if the session was provided to the child for JETCCFA purposes.

For more information on JETCCFA assessments:

[See 11.4](#)

Carer Id

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

FDC and IHC services must report the Carer Id of the educator who provided care for the child for every session of care.

The Carer Id must be unique to each educator at your service.

An educator must keep the same Carer Id while at your service.

These Ids allow the Department of Education to examine patterns of care at the educator level. This analysis may be used for policy and compliance purposes and the Department of Education may enquire from time to time about the identity of particular educators.

Your registered child care software may generate these Ids for your service. Check with your software provider for more information.

Time in

The time the child arrives at the service.

This is mandatory only for all sessions during the four-week reporting period specified by the Department of Education, except where an absence is reported.

If a child enters and leaves care several times during a session, up to four in and out times can be recorded. The time in must be before the time out for a session.

For more information on reporting in and out times:

[See 10.3](#)



Time out

The time the child leaves the service.

This is mandatory only for all sessions during the four-week reporting period specified by the Department of Education, except where an absence is reported.

If a child enters and leaves care several times during one session, up to four in and out times can be recorded. The time out must be after the time in for a session.

For more information on reporting in and out times:

[See 10.3](#)

More than four

If the child enters and leaves the service more than four times during one session, this must be identified. After the fourth time out, no further in and out times need to be recorded for that session.

Attended hours

The actual hours and minutes the child attended the session of education and care. Attended hours may be less than the session hours if the child leaves earlier than the session end time or arrives later than the session start time.

You are only required to report the attended hours during the mandatory four-week reporting period specified by the Department of Education. At all other times you can report the value of Attended hours as zero.

Sessions that are not eligible for CCB

Three session types are available for reporting sessions of education and care that are not eligible for payment of CCB for various reasons. Details of these session types are not sent to the DHS for a CCB calculation. The session types are:

- Make-up day
- Zero session fee
- Cessation of care

Make up day

This session type is for when you have charged a fee and claimed an absence for an earlier session and you are now allowing the child to attend a replacement or make up session at no extra charge to the family. Not all services offer make up days. If your service doesn't offer make up days, you will not use this session type.



Zero session fee

This session type is for when a child is attending the session, but you are not charging a fee for some other reason, not covered by the Make-up Day session type. This could be when the parents volunteer in the service and you thank them by providing free care to their children, or you are offering a free trial period for new families.

Cessation of care

This session type is for when a child has left education and care, but you are charging a fee for the session. The family may not have provided sufficient notice that the child would be leaving education and care. The child would not be eligible for CCB in this circumstance.

Preschool Indicator

In-house/Offsite — indicates whether the child attended a preschool programme either in-house or at another location during this session of education and care.

Hours — indicates how many hours were spent in a preschool programme during this session of care.

Defining a preschool session

Preschool is a structured educational programme provided by a qualified teacher in a variety of settings. Preschool is usually, but not always one year prior to the first year of primary school, and is generally sessional in nature. The first year of primary school is known as pre-Year 1 and precedes Year 1.

The terminology and entry ages for preschool vary between the states and territories. The terms most commonly used to describe preschool are:

- Kindergarten in Tasmania, Western Australia and Queensland
- Kindergarten or Preschool in Victoria and South Australia
- Preschool in New South Wales, Australian Capital Territory and Northern Territory.

For example, if a child attends your centre from 7 am to 9 am and attends a government preschool nearby from 9 am to 3 pm and returns to your centre from 3 pm to 5 pm you should report the session of care as 10 hours as per usual practice. However, you also need to flag a preschool session as off site and 6 hours for preschool attendance.



Start of 24-hour care period

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

All claimed periods of 24-hour care, whether approved by your service or approved by the DHS, must be recorded.

To do this, you must choose the appropriate session type that relates to 24-hour care for each session that makes up a 24-hour care period.

Because a 24-hour care period is made up of several sessions, you must identify the session that marks the start of the 24-hour care period. This will be used to count the number of 24-hour care periods claimed in the week.

For more information on claimed periods of 24-hour care:

[See 6.4](#)

10.3 Reporting attended hours and in/out times

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

For a period to be specified by the Department of Education, your service will be required to report the in and out times and attended hours for each child for each session of care.

This reporting will provide the government with comprehensive, accurate and timely data on the child care attendance patterns of families. It is also essential for establishing compliance patterns and service snapshots without the need to physically visit a child care service site.

Initially, the requirement for services to report attended hours and in/out times will be limited to a four-week period each year.

During this period, it will be mandatory for you to include attended hours and in/out times on each Attendance Record Report for sessions of care provided during the period. Attendance Record Reports that do not include this information will not be accepted by the Department of Education. You do not need to report in/out times for sessions when the child does not attend and an absence is reported.

The Department of Education will investigate extending this reporting requirement to a more regular timeframe.

The Department of Education will write to your service to let you know when you must report in/out times.



10.4 Information received back against an Attendance Record Report

Once an Attendance Record Report has been processed by the DHS, and advice of the fee reduction amount passed to the Department of Education; the Department of Education will confirm with you the details of the Attendance Record Report and any resulting CCB, CCR or JETCCFA amounts.

You will also receive information explaining the basis for the CCB calculation, including error messages if the CCB could not be paid or did not fully cover all hours charged.

If the DHS is unable to process an amount against an Attendance Record Report—perhaps because the family is no longer eligible for CCB or because they had reached their limit of eligible hours or absences—an error message will be returned on the Attendance Record Report.

If you are unable to determine why fee reductions were not paid, or the number of hours paid was fewer than you anticipated, you should check the family's eligibility details on both the Attendance Record Report and enrolment record.

If the family's CCB eligibility has been cancelled, or their limit of eligible hours has been reduced and the family is unsure why, you should advise them to contact the DHS.

Department of Education Attendance Id

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

When an Attendance Record Report is submitted to the Department of Education and successfully created, the Department of Education will assign a unique attendance identifier (Attendance Id) to it.

The Attendance Id will identify a specific weekly Attendance Record Report within the Department of Education's system, and can be used by services when querying for information received back against an Attendance Record Report, or if you need to contact the CCMS Helpdesk with a query about that Attendance Record Report.

Example of an Attendance Id: 1-AG47Y

Querying Attendance Record Reports for fee reduction amounts

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Your service should regularly query submitted Attendance Record Reports, through your child care software, for information on the status of the Attendance Record Reports and details of fee reduction amounts.

You will, for example, be able to check whether the Attendance Record Report has been passed to the DHS and whether it has been processed and fee reductions have been issued to your bank



account. You will also be able to see if an Attendance Record Report has been rejected and, if so, why.

Check with your software provider if you are unsure about conducting attendance queries, as the functionality will vary depending on the software package you use.

A range of information is provided on Attendance Record Reports against which fee reductions have been calculated. The type of information returned to your service will depend on the eligibility details of the family as well as the information you submitted on the Attendance Record Reports.

Listed below is an example of the more common information you will receive back. If you have any questions about the information provided back against an Attendance Record Report, contact the CCMS Helpdesk.

[See quick contacts](#)

Information services received back from the Department of Education against Attendance Record Reports

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Attendance information you will be able to access through your child care software includes, but is not limited to:

Information on fee reductions

This includes:

- total fee reduction amounts for CCB, CCR and JETCCFA, broken down into amounts for standard and non-standard hours
- adjustments or recoveries made against previously calculated CCB, CCR and JETCCFA amounts
- total CCB, CCR and JETCCFA paid for that Attendance Record Report.

Information used by the DHS when calculating fee reductions

This includes the:

- eligible hours paid at your service, broken down into standard and non-standard hours for both CCB and JETCCFA hours
- number of 24-hour care periods paid
- number of absences paid for the Attendance Record Report and for the year to date
- CCB type paid—whether regular CCB, GCCB or SCCB
- reasons why the family is not eligible for CCB, CCR or JETCCFA, if applicable
- details explaining how the fee reduction amount was arrived at, including whether eligibility limits have been exceeded



- details of any exemptions applied including local emergency or 24 hour exemption
- information on the CCB rate applied to the attendance.

Information on the CCB rate applied to the attendance

This includes:

- the CCB percentage
- whether the DHS applied the schooling percentage
- the multiple child count used in the calculation
- the part-time percentage for LDC.

Information on the payment status

This includes:

- whether the payment is being processed or has already been created
- the date paid
- the invoice number and clearing number that can be used for future querying of payment amounts
- whether the payment has been offset to recover another amount
- the amount paid to the service for CCB and JETCCFA.

Information on families who have completed End of Year Reconciliation process

A message will be returned on attendance reports for the previous financial year to indicate if the family have completed the end of year reconciliation with the DHS. Once a family's CCB Reconciliation has occurred for a financial year, CCB and/or CCR fee reductions can no longer be paid to their CCB approved service if attendance records relating to a previous financial year are submitted to the CCMS. Similarly, any attendance records relating to a previous financial year that are cancelled after the family's CCB Reconciliation has occurred for a financial year are not recovered from the service, the DHS manages these payments or recoveries directly with the family.

10.5 Correcting or updating information on an Attendance

Record Report

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

To prevent duplicate Attendance Record Reports, there can only be one Attendance Record Report submitted against each enrolment per week.

This means that if your service identifies an error with an Attendance Record Report that you have already submitted to the Department of Education, that attendance needs to be cancelled and a new and correct record submitted in its place.



When your service cancels an Attendance Record Report, the Department of Education will automatically commence the recovery of any CCB and/or CCR fee reductions paid against that attendance unless the DHS has already reconciled the family's entitlement.

If the family have completed the end of year reconciliation process a message will be returned on the Attendance Record Report.



11 Calculation of fee reductions and payments to services

This section provides an overview for services about how the Department of Human Services (DHS) calculates CCB and CCR fee reductions and JETCCFA amounts. It describes the range of issues considered by the DHS when calculating the amount of CCB fee reductions and includes information on the payment of fee reductions to services on behalf of families. CCB approved services have no obligation to calculate or estimate CCB or CCR fee reductions, or to reduce child care fees before being notified of the actual CCB/CCR fee reduction amount by the CCMS.

11.1 How the Department of Human Services calculates Child Care Benefit fee reductions

11.2 Factors used by the Department of Human Services in the calculation of Child Care Benefit

11.3 Eligible hours of care

11.4 How Jobs, Education and Training Child Care Fee Assistance amounts are calculated

11.5 Notifying changes in circumstances

11.6 Recalculation of fee reductions

11.7 Payment of fee reductions to services

11.8 Resolving issues with amounts paid

11.9 Passing fee reductions to families



11.1 How the Department of Human Services calculates Child Care Benefit fee reductions

The DHS calculates fee reductions using family eligibility information and the online weekly attendance information your service provides on Attendance Record Reports. This information is an overview of how the DHS makes fee reduction calculations. It shows you how it is done and helps you understand the process and explain it to families.

You have no obligation to estimate fee reduction amounts in advance and should be aware that any estimation of fee reduction by services is a guide only and may change. Actual fee reductions are provided to your service following submission of online weekly Attendance Record Reports. You must ensure that the fee reduction amounts advised by the Department of Education are passed on to families.

Families can use the Child Care Estimator online to work out their possible entitlement to CCB and CCR for CCB approved child care via humanservices.gov.au/customer/subjects/self-service or mychild.gov.au

The basic formula

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

| | | | | | | |
|---------------------------------------|---|--|---|--|---|--|
| \$3.99 See Appendix 2 | X | Eligible hours of care used by the child in the week | X | Child Care Benefit percentage (CCB%) for the number of children in the family who attend a CCB approved LDC service, FDC service, IHC service or OSHC service, or any combination of these services in the same week | X | Part-time percentage (if applicable for the service) 85% if the child is a school child |
|---------------------------------------|---|--|---|--|---|--|

Note: The standard hourly rate is updated every year.

Then, the CCB fee reduction is the lesser of the amounts given by the above formula and the fee charged.

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

| | | | | | | |
|--------------------------------------|---|--|---|--|---|------------------------------------|
| \$3.99See Appendix 2 | X | Eligible hours of care used by the child in the week | X | CCB% for the number of children in the family who attend an OCC service in the same week | X | 85% if the child is a school child |
|--------------------------------------|---|--|---|--|---|------------------------------------|

Note: The standard hourly rate is updated every year.



Then, the CCB fee reduction is the lesser of the amounts given by the above formula and the fee charged.

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Care in standard hours

For information on what constitutes standard and non-standard hours:

[See 5.3](#)

If a child's eligible hours in standard hours are less than 37.5:

| | | | | |
|---------------------------------------|--------|--|--|------------------------------------|
| \$3.99 See Appendix 2 | 1.3333 | Number of eligible standard hours used | CCB% for the number of children in the family who attend a CCB approved LDC service, FDC service, IHC service, OSHC service, or any combination of these services in the same week | 85% if the child is a school child |
| | X | X | X | X |

If a child's eligible hours in standard hours are between 37.5 and 50 hours inclusive:

| | | | | |
|---|---|--|---|------------------------------------|
| \$199.50 See Appendix 2 | X | CCB% for the number of children in the family who attend a CCB approved LDC service, FDC service, IHC service, OSHC service, or any combination of these services in the same week | X | 85% if the child is a school child |
|---|---|--|---|------------------------------------|

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Care in non-standard hours

For information on what constitutes standard and non-standard hours:

[See 5.3](#)



For a child's eligible hours in non-standard hours:

| | | | | |
|---------------------------------------|--------|---|--|------------------------------------|
| \$3.99 See Appendix 2 | 1.3333 | Number of eligible hours of care in non-standard hours used | CCB% for the number of children in the family who attend a CCB approved LDC service, FDC service, IHC service, OSHC service, or any combination of these services in the same week | 85% if the child is a school child |
| | X | X | X | X |

Note: The standard hourly rate is updated every year.

The CCB fee reduction is calculated in the following order:

1. **first - non-standard hours, and**
2. **second - standard hours, and**
3. **third - all other hours of care provided for example—24 hour care.**

11.2 Factors used by the Department of Human Services in the calculation of Child Care Benefit



- Standard hourly rates
See [Appendix 2](#)
- **CCB%**—this depends on a family's adjusted taxable income and the number of children in care. It can be a whole number or to two decimal places.
See [Appendix 2](#)
- **Schooling percentage**—this is 85 per cent if the child is a school child and 100 per cent if the child is not a school child.
- **Eligible hours of care**—this is usually limited to 24 or 50 hours for each child per week. Some families are eligible for more than 50 hours for each child per week.

See [11.3](#)

The Child Care Benefit income assessment

All families claiming CCB for CCB approved child care must have their income assessed by the DHS, because CCB is a payment based on family income. Families with the lowest incomes receive the highest rate of assistance. The CCB rate is gradually reduced as assessed family income increases, to the point where families receive zero entitlement due to income.

The DHS adds these amounts when assessing family income each year for CCB purposes:

- taxable income for that year **and**



- adjusted fringe benefits exceeding the latest fringe benefits tax reporting exclusion threshold, including salary sacrificing arrangements. (This threshold increased on 1 April 2007 from \$1,000 to \$2,000. Always check with the Australian Tax Office for the latest fringe benefit tax threshold details) **and**
- tax-free pensions or benefits such as a Disability Support Pension under the *Social Security Act 1991* or an Invalidity Service Pension under Part III of the *Veterans' Entitlement Act 1986* **and**
- total net investment loss **and**
- target foreign income **and**
- reportable superannuation contributions.

The DHS then subtracts any child support payments the family makes from the total amount.

Families can update their income estimate and family details at any time during the year by contacting the DHS or accessing online services at humanservices.gov.au/onlineservices/.

[See 11.5](#)

If the DHS updates an assessment about a child who is in ongoing care, they will apply the new information to the relevant online weekly Attendance Record Reports submitted by services.

If a family at your service has questions about their CCB income assessment, advise them to contact the DHS.

[See quick contacts](#)

Child Care Benefit percentage

A fee reduction family's CCB% is listed on their assessment notice and is based on the family's income and the number of children in CCB approved care. The percentage is calculated by the DHS in accordance with family assistance legislation and is used in calculating the family's CCB fee reduction. Families have the choice to round down their CCB% to the nearest whole number.

The DHS applies the relevant CCB% for the number of children in CCB approved care at the time of calculating fee reductions.

CCB percentages applied by the DHS for families with two or more children in care are referred to as multiple child percentages. Families must tell the DHS if they have more than one child who may be using CCB approved care. Services must also report the multiple child count on the online weekly Attendance Record Report.

[See Section 10](#)

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

If a family has children attending another CCB approved service in addition to yours (other than an OCC service) in the same week, your service should provide the multiple child count that is relevant to the number of children accessing the care on the online weekly Attendance Record Report. Your service does not need to have written evidence to verify attendance at the other service/s. You should advise parents that they are responsible for telling you whenever attendance changes.



[See 10.2](#)

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

If you are a CCB approved OCC service, you should provide the multiple child count based on the number of children in the family who attend a CCB approved OCC service in the same week on the online weekly Attendance Record Report.

[See 10.2](#)

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The DHS will use the lesser of the multiple child count advised by services on the online weekly Attendance Record Report or the count of CCB-eligible children on the family's record when calculating each weekly fee reduction.

The DHS will reconcile the multiple child percentage used in fee reduction calculations against actual usage at the end of the financial year.

For example, if your service has advised a multiple child count of two for a particular week, but the family has told the DHS they have three children using CCB approved care, the DHS will apply the two-child percentage. Conversely, if your service advised a multiple child count of three for a particular week, but the family has told the DHS they have two children using CCB approved care, the DHS will apply the two-child percentage.

The Long Day Care part-time percentage

The part-time percentage applies **only** to non-school children in care at a CCB approved LDC services. The value of the part-time percentage depends on the number of hours charged at each approved LDC service a child attends. The DHS applies the part-time percentage based on the number of hours reported by services on Attendance Record Reports.

| Hours | Part-time % |
|---|-------------|
| Less than 34 hours in a week | 110 |
| 34 or more hours but less than 35 hours in a week | 108 |
| 35 or more hours but less than 36 hours in a week | 106 |
| 36 or more hours but less than 37 hours in a week | 104 |
| 37 or more hours but less than 38 hours in a week | 102 |
| 38 or more hours in a week | 100 |



| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Schooling percentage

The schooling percentage is 85 per cent of CCB entitlement for a school child and 100 per cent for a non-school child. A school child is one who:

- attends primary or secondary school or
- is on a break from school (for example, during school holidays) and will return to primary or secondary school after that break.

A **school child** for CCB purposes includes children who attend these classes at primary school:

| State/Territory | Preschool Non-school child | Primary School child | Primary School child | Secondary Recognised |
|------------------------------|-------------------------------|-------------------------|-------------------------|-------------------------|
| New South Wales | Preschool | Kindergarten | Years 1—6 | Years 7—12 |
| Victoria | Kindergarten/Preschool | Preparatory | Years 1—6 | Years 7—12 |
| Queensland | Kindergarten/Preschool | Preparatory | Years 1—7 | Years 8—12 |
| South Australia | Kindergarten | Reception | Years 1—7 | Years 8—12 |
| Western Australia | Kindergarten | Pre-primary | Years 1—7 | Years 8—12 |
| Tasmania | Kindergarten | Preparatory | Years 1—6 | Years 7—12 |
| Northern Territory | Preschool | Transition | Years 1—6 | Years 7—12 |
| Australian Capital Territory | Preschool | Kindergarten | Years 1—6 | Years 7—12 |

A **non-school** child is a child who is not yet a school child.

Families are required to notify the DHS when their child starts school.

In addition to this, the DHS will deem a child to be a school child for CCB purposes, from the date of their sixth birthday.

Exception provisions apply to children aged six or more who are unable to attend school where the child:

- has a disability and is exempt from attending school **or**
- is six years of age but is to start school at a particular date in the future (generally to coincide with the beginning of a new school term).

The DHS applies the schooling percentage when calculating fee reductions based on information provided by the family and the age of the child. You do not need to report this information.

11.3 Eligible hours of care

CCB will only be paid where the child attends education and care for some part of a session for which a fee is charged, unless the child is absent and claiming an absence day or additional absence day. CCB is paid for the number of hours in those sessions of education and care, subject to the individual's weekly limit of eligible hours.



[See Section 13](#)

The DHS determines the number of eligible hours for the child in the week and applies these when calculating fee reductions.

Services can query enrolments to find out the eligible hours of education and care for a particular child. Where the child attends only your child care service, this is the maximum number of hours of CCB that will be paid for the child.

The eligible hours limit applies across all CCB approved child care services. This means that families using more than one CCB approved service to meet their child care needs can only be paid CCB up to their number of CCB eligible hours per child, per week.

How many hours can families claim?

Eligibility requirements for up to 24 hours

Families can get up to 24 hours of CCB per child per week for CCB approved care regardless of the reason for child care.

Eligibility requirements for up to 50 hours (meeting the work test)

Families can get up to 50 hours of CCB per child per week when both parents, or the sole parent, undertake any of these activities, or a combination of these activities, for at least 15 hours per week, or at least 30 hours per fortnight:

- **working**—including paid full-time; part-time or casual work; self-employment; paid leave; unpaid sick leave; paid or unpaid parental leave for up to 12 months; and setting up a business
- **voluntary work**—to improve work skills or employment prospects
- **looking for work**
- **studying or training**—including undertaking a course to increase job prospects; attending a school, university or college; being on a break between semesters.

Other circumstances that satisfy the work test include:

- having a disability
- caring for an adult or child who has a disability
- a parent who is overseas or in prison
- grandparents, or their partner, with primary care of a grandchild
- undertaking voluntary work that does not improve work skills or employment prospects for at least 15 hours in the week, or at least 30 hours in the fortnight (this activity cannot be combined with other activities to reach the minimum hours required).

Parents who meet the work test in a week are not restricted to claiming CCB only for the hours during which they are working, training or studying. Families who meet the work test for a week are eligible for up to 50 hours of CCB per child for that week.



All families claiming CCB by fee reduction have their eligibility for more than 24 hours of CCB determined when they lodge their application with the DHS.

For more information about the work test, contact the DHS:

[See quick contacts](#)

Limits on eligible hours

Eligible hours may be limited by the:

- service's hours of operation (excluding FDC and IHC—see 'Hours of operation of the service' below)
- weekly limit of hours for the child—whether it is 24, 50 or a specified number greater than 50
- maximum length of before and after school sessions of education and care
- number of eligible hours a family nominates to use at your service, where applicable—see 'Number of eligible hours a family advises' below
- 12-hour limit on a session of care.

The eligible hours of education and care are limited by your service's hours of operation, since CCB will only be paid for periods when your service is open (except public holidays and local emergencies).

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Hours of operation of the service

Your service's hours of operation for CCB purposes are the least of the:

- weekly hours advised in your service's promotional material
- weekly hours of operation on public display at your service
- weekly hours that sufficient staff (to meet state or territory requirements) are rostered on for duty, present at your service, and children can attend
- licensed hours of operation.

Where the hours set out above are not consistent, CCB will be paid for the shortest span of hours of any of the above circumstances.

[See 5.3](#)

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Number of eligible hours a family nominates

Families receiving CCB as a fee reduction for a child at more than one CCB approved service can nominate the number of CCB hours per child they wish to receive from each service.



You should ask each family if they are using multiple services, and if so, ask them to nominate how many of their eligible hours they wish to claim at your service. You must ensure the family completes and signs a *Nomination of eligible hours where a child is attending more than one service* (Department of Education 08-312) which you must keep for compliance purposes if needed.

How to complete form DEEWR 08-312

1 Your details

The family should write their name, address and phone details. The family's CCB eligible hours limit is listed on their CCB assessment notice issued by the DHS.

2 Child details

The family should write the name of the child/ren and the number of eligible hours they wish to claim for each child at your service. If the nomination applies for a specific period, the start and end dates need to be completed. The start date should not be before the Monday of the current week.

3 Statement

The family should read the statement, sign and date the form and then give it to you.

4 Service name and CCB Approval Id

Write the name of your service and your service's CCB Approval Id.

5 Enrolment Id

Write the Enrolment Ids for the child/ren identified by the family in the form. This will ensure you report the nominated hours for each child against the correct Attendance Record Reports.

[See 10.2](#)



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Australian Government
 Department of Education, Employment and Workplace Relations
 Office of Early Childhood Education and Child Care

Nomination of eligible hours where a child is attending more than one service

You should complete this form if your child or children attend more than one Child Care Benefit approved child care service in the same week, and where the hours of child care used are likely to exceed your weekly Child Care Benefit (CCB) eligible hours limit. This form will enable you to direct your CCB eligible hours to the service of your choice.

CCB can only be paid up to your weekly limit of eligible hours.

The total number of hours you nominate across all services should not exceed your weekly CCB eligible hours limit. Your weekly CCB eligible hours limit is shown on your CCB assessment notice, issued by the Department of Human Services.

You can change this nomination at any time and should inform your service if your weekly CCB eligible hours limit changes.

The information you include on this form will be used by DHS when calculating your weekly CCB and Child Care Rebate (CCR) fee reductions.

The nomination of CCB eligible hours in these circumstances is voluntary and your child care service cannot insist that you complete this form.

If you choose to nominate how your CCB eligible hours are allocated to your child care services you will need to complete a nomination form at **all services** attended by your child or children in the week.

If you choose not to nominate how your eligible hours are allocated to all the services you attend, CCB will be paid on a first-in first-served basis (that is, firstly to whichever service reports your weekly attendance first, and then to other services if there are still hours in the week for which you are eligible). If you complete a nomination form your service will inform the Department of Education, Employment and Workplace Relations (DEEWR) of how many hours you nominate, along with other information provided about your child's attendance. This will be used to determine the amount of CCB and/or CCR paid to services on your behalf.

Services must keep a copy of this form and may need to provide it to DEEWR to verify that they have reported your nominated hours in accordance with your nomination.

If you have any questions about how to complete this form, please speak to your child care service.

Your details

Family name: _____
 Given name(s): _____
 Home address: _____

 Postcode: _____
 Home phone number: () _____

What is the weekly CCB eligible hours limit on your CCB assessment notice issued by the Department of Human Services? _____ Hours

Child details

| | |
|--|--|
| <p>Child 1</p> <p>Family name: _____ Given name(s): _____ Number of CCB eligible hours you wish to claim for this child at this service? _____ Hours</p> <p>Does this nomination apply for a specific period or is it ongoing? Ongoing <input type="checkbox"/> Specific period <input type="checkbox"/> Start date: / / End date: / /</p> | <p>Child 2</p> <p>Family name: _____ Given name(s): _____ Number of CCB eligible hours you wish to claim for this child at this service? _____ Hours</p> <p>Does this nomination apply for a specific period or is it ongoing? Ongoing <input type="checkbox"/> Specific period <input type="checkbox"/> Start date: / / End date: / /</p> |
|--|--|

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Child details - continued

| | |
|--|--|
| <p>Child 3</p> <p>Family name: _____ Given name(s): _____ Number of CCB eligible hours you wish to claim for this child at this service? _____ Hours</p> <p>Does this nomination apply for a specific period or is it ongoing? Ongoing <input type="checkbox"/> Specific period <input type="checkbox"/> Start date: / / End date: / /</p> | <p>Child 4</p> <p>Family name: _____ Given name(s): _____ Number of CCB eligible hours you wish to claim for this child at this service? _____ Hours</p> <p>Does this nomination apply for a specific period or is it ongoing? Ongoing <input type="checkbox"/> Specific period <input type="checkbox"/> Start date: / / End date: / /</p> |
|--|--|

Statement

- I declare that the information I have provided on this form is complete and correct.
- I understand the Department of Human Services will calculate my weekly CCB and/or CCR fee reductions using the information contained in this form.
- I understand that I can only nominate up to my CCB eligible hours for each child across all services used during the week.

Signature: _____ Date: / /

Families who require translating and/or interpreting assistance should call the Department of Human Services Multilingual Telephone Service on 13 12 02.

Service to complete

Service details

Service name: _____
 Service CCB Approval id: _____
 Enrolment ID - Child 1: _____
 Child 2: _____
 Child 3: _____
 Child 4: _____

What you must do with this form

You must record the nominated hours as specified by the family on this form on each weekly attendance record, for the period nominated by the family.

You must retain a copy of this form for 36 months from the end of the calendar year in which the care was provided.

Once the form is fully completed you must ensure you report details of the family's nomination(s) on the relevant Attendance Record Reports. The form must be retained for record keeping purposes.

You should advise the family to complete a *Nomination of eligible hours where a child is attending more than one service* (DEEWR 08-312) form at each service they are attending.

If, during a week, a family nominates fewer than their eligible hours, fee reductions will only be paid up to the maximum hours nominated. If additional hours were used, and would have been eligible for CCB, they will be considered by the DHS at reconciliation.

If a family uses more than one service but chooses not to nominate their eligible hours across services (or they nominate hours in excess of their eligible hours) the DHS will pay up to the child's eligible hours limit against Attendance Record Reports in the order in which they are received from services.

It is the family's decision whether or not to nominate hours. You cannot demand that families nominate hours at your service and you cannot nominate hours on the family's behalf.



Whether the weekly limit of hours is 24 or 50

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

As outlined above, there is a limit on CCB of 24 hours per child per week, except where both parents (or the sole parent) are working, studying, training or looking for work, or have exemptions from the limit. The DHS administers a 'work test' to determine if a family meets these requirements to be eligible for up to 50 hours CCB per child per week.

Fee reduction families complete the 50-hour limit work test when they apply for CCB, and subsequently, if their circumstances change during the year. Lump sum families complete the 50-hour limit work test when they claim CCB after the end of the financial year.

Parents who do not meet the eligibility criteria of the 50-hour limit work test, but who need more than 24 hours of care in the week for their child or children because the family is in exceptional circumstances, must complete a *Claim for Special Child Care Benefit and/or increased weekly limit of hours* (FA023.1307) form at your service. The completed form and relevant documentation must be sent to the DHS for approval.

[See 14.7](#)

Services who consider a child needs more than 24 hours of care in the week because the child is at risk of serious abuse or neglect may wish to encourage families to use more care by offering them up to 50 hours of CCB. You can approve these extra hours by completing a *Claim for Special Child Care Benefit and/or increased weekly limit of hours* (FA023.1307) form.

[See 14.3](#)

Exemptions from the 24-hour limit

Families will be eligible for more than 24 hours of CCB where:

- they receive Carer Allowance for a child with a disability, paid by the DHS or
- both parents (or a sole parent) have a disability or
- the child is or was at risk of serious abuse or neglect or
- they are or were in exceptional circumstances.

Families who meet the work test

If a family meets the work test or has an exemption, CCB can be claimed for up to 50 hours for each child, each week. There are requirements for families who want more than 50 hours CCB.

[See 11.3](#)



Parents who meet the work test in a week are not restricted to claiming CCB only for the hours during which they are working, training or studying. Families who meet the work test for a week are eligible for up to 50 hours of CCB per child for that week.

Families who do not meet the work test

Families who do not meet the 50-hour limit work test or do not have an exemption can still use more than 24 hours of care. These hours are subject to Priority of Access Guidelines. However, fee reductions will not be calculated for more than 24 hours in the week for these families.

[See 6.3](#)

Child at risk of serious abuse or neglect (and the 24-hour limit)

Where you reasonably consider a child to be at risk of serious abuse or neglect and you consider the risk would be reduced if CCB were available for more than 24 hours in the week, you can decide how many hours are needed and CCB will be payable for these hours.

Since there is a similar exemption to the 50-hour limit, the only limit on the number of hours you can approve is that you cannot approve a 24-hour period of care.

To approve additional hours, you will need to complete and retain a *Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form. On the form you must write an outline of the child's circumstances and why you consider the child is at risk of serious abuse or neglect. You are **not** required to ask parents to support the claim or provide documentation. However, if supporting documentation is available you should attach a copy to the approval form and retain for your records.

The *Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form is valid for a maximum of 13 weeks at your service.

If near the end of 13 weeks of additional hours you consider the child is still at risk of serious abuse or neglect, you can apply to the DHS for an extension of the exemption from the 24-hour limit. Complete another *Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form and send it to the DHS for approval.

A Special Child Care Benefit rate may also be appropriate if a child is at risk of serious abuse or neglect. Section 14 provides full details about increased hours and Special Child Care Benefit rate for children at risk of serious abuse or neglect.

[See 14.3](#)

You are not required to ask parents to support the claim or provide documentation with your application to the DHS.



Exceptional circumstances (and the 24-hour limit)

The exceptional circumstances provision relates to **short-term** family crises that result in the need for more than 24 hours of care in the week. It is designed to ensure that families in **short-term** exceptional circumstances, who are not otherwise eligible for more than 24 hours of CCB, have access to CCB for up to 50 hours per child per week.

The exceptional circumstances provision **cannot** be used to meet ongoing problems, although it may be possible to use it when a problem first arises.

You should note that the exceptional circumstances provision and Special Child Care Benefit rate (for families experiencing hardship) are separate provisions that may in some cases be used together.

Special Child Care Benefit rate for families experiencing hardship is for situations that cause a family financial hardship.

[See 14.6](#)

The exceptional circumstances provision is for situations that generate the need for more hours of care.

It is not possible to list all the circumstances in which a family would meet the criteria for exceptional circumstances. Each application is considered on its merits.

Exceptional circumstances could include situations such as:

- hospitalisation
- short-term physical incapacity
- short-term episodes of psychological or psychiatric illness
- serious illness of a member of the person's family
- intensive medical treatment
- short-term carer responsibilities for other family members
- voluntary work associated with an emergency or disaster (such as bush fires, storms or floods)
- attendance at a funeral or bereavement service requiring long-distance travel
- resolution of a family member's estate that involves long-distance travel
- attendance at court as a party to proceedings, a juror or a witness.

Parents may only be eligible for an exemption from the 50-hour limit where there are exceptional circumstances and neither parent (or the sole parent), due to these exceptional circumstances, is available to care for a child for more than 50 hours per week.

Procedure and period that can be approved

Parents who do not meet the eligibility criteria outlined in the 50-hour limit work test or have an exemption from the work test, but who need more than 24 hours of care in the week for their child or children because the family is in exceptional circumstances, must complete a *Claim for Special Child Care Benefit and/or increased weekly limit of hours* (FA023.1307) form. This form asks the parent to specify the exceptional circumstances and supply documentation to support their claim.



[See 14.6](#)

Parents must complete the form with the service and supply relevant supporting documentation so the service can send the form to the Special Child Care Assessment Team in DHS.

Approval will only be given for the period of time considered necessary. For example, if hospitalisation or illness is only expected to last three weeks, then that is the period the approval will cover.

The initial approval can be for a maximum period of 13 weeks. If the exceptional circumstances continue beyond this period, the family may re-apply for additional periods. The DHS will then determine whether the exceptional circumstances continue to be 'temporary' and whether they still justify an exemption from the 24-hour limit.

Documentation for exceptional circumstances

The documentation required by the DHS differs depending on the nature of the exceptional circumstances. The DHS must be satisfied that the documentation supports access to CCB for more than 24 hours in the week. Supporting documentation can include a medical certificate, court documentation or a signed statement from a social worker, counsellor or other third party. Documentation must include contact details for the person so the information can be verified. The minimum documentation required would be a statutory declaration stating the nature of the exceptional circumstances.

The DHS will ask for additional information if necessary.

In particularly urgent cases, the DHS can accept and approve a phone request from your service. However, if this approach is used, the approval will be for only sufficient time to allow documentation to be provided and processed—for example, two weeks.

Once the form and documentation are provided, a further determination will be made. If the DHS decides not to approve the application, the initial approval holds until completion of the initial approval period—for example, two weeks.

Lump sum families

All families who want to claim more than 24 hours of CCB per child in a week due to exceptional circumstances must receive CCB as a fee reduction through your service for the week concerned. The exceptional circumstances provision for more than 24 hours of CCB does not apply to parents claiming CCB as a lump sum. Families intending to claim CCB as a lump sum at the end of the year can apply for CCB as a fee reduction by contacting the DHS.

[See quick contacts](#)

Service exemptions from the 24-hour limit

The aim of service exemptions from the 24-hour limit is to maintain access to child care for families, particularly in rural and remote areas.



Services can be exempt where they:

- are located in a town in a rural or remote area, or in a township on the fringe of an urban area **and**
- are the sole provider in the town or township of this type of care—that is, the only LDC in town, the only FDC, or the only Vacation Care service **and**
- can demonstrate that not granting an exemption would result in a significant deterioration in viability likely to lead to the closure of the service.

Every child attending an exempt service has a weekly limit of at least 50 eligible hours at the service.

If you think your service may meet these criteria, contact your local Department of Education state or territory office to get more information and ask for an application form.

[See quick contacts](#)

Whether the weekly limit of hours is 50 or more than 50

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

CCB is limited to 50 hours per child per week for work-related child care. However, additional hours can be claimed if the child attends sessions of education and care for more than 50 hours in a week, and if:

- both parents have work-related commitments for more than 50 hours in a week so that neither is available to care for the child for a period exceeding 50 hours in a week **or**
- the sole parent has work-related commitments for more than 50 hours in a week **or**
- both parents work evening or night shifts and their working hours, plus hours required for sleep during the day, total more than 50 hours a week, and the timing of the work and sleep means that there are periods in the week totalling more than 50 hours for which neither parent is available to care for the child **or**
- the sole parent works evening or night shifts and his or her working hours, plus hours required for sleep during the day, total more than 50 hours a week **or**
- one parent has work-related commitments for more than 50 hours a week and the other works evening or night shifts, and the timing of the work and sleep means there are periods in the week totalling more than 50 hours for which neither parent is available to care for the child **or**
- one parent has work-related commitments for more than 50 hours or works evening or night shifts, and the other parent has a disability **or**
- the child is at risk **or**
- the family is experiencing exceptional circumstances.

Where a family requires more than 50 hours care for work-related or disability reasons, you should refer them to the DHS for assessment of additional hours.



All families who want to receive more than 50 hours CCB per child per week must receive CCB as a fee reduction for the weeks concerned. This provision is not available to parents claiming CCB as a lump sum after the end of the year.

Families who may be eligible for more than 50 hours of CCB in a week who were intending to claim CCB as a lump sum should phone the DHS as soon as possible to claim fee reductions.

You are required to report all hours charged for a week, and the DHS will apply the eligible hours limit when calculating fee reductions. Families with an eligible hours limit of more than 50 hours will be paid CCB for all hours charged up to their eligible hours limit.

If the family is entitled to more than 50 eligible hours per week, this will be indicated on the eligible hours information contained on the enrolment record.

[See quick contacts](#)

Child at risk of serious abuse and neglect (and the 50-hour limit)

Where a service reasonably considers a child to be at risk of serious neglect or abuse and considers that the risk would be reduced if CCB were available for more than 50 hours in the week, you can decide how many hours are needed and CCB will be paid for these hours.

To approve additional hours, you need to complete and keep a *Claim for Special Child Care Benefit and/or increased weekly limit of hours* (FA023.1307) form. On the form you must write an outline of the child's circumstances and why you consider the child is at risk of serious abuse or neglect. You are not required to ask parents to support the claim or provide documentation. However if supporting documentation is available you should attach a copy to the approval form and retain for your records.

The *Claim for Special Child Care Benefit and/or increased weekly limit of hours* (FA023.1307) forms is valid for a maximum of 13 weeks at your service.

[See 14.3](#)

If near the end of 13 weeks of additional hours you consider the child is still at risk of serious abuse or neglect, you can apply to the DHS for an extension of the exemption from the 50-hour limit. Complete another *Claim for Special Claim for Special Child Care Benefit and/or increased weekly limit of hours* (FA023.1307) form and send it to the DHS for approval.

A Special Child Care Benefit rate may also be appropriate if a child is at risk of serious abuse or neglect. Section 14 provides full details about increased hours and Special Child Care Benefit rate for children at risk of serious abuse or neglect.

[See 14.3](#)



Exceptional circumstances (and the 50-hour limit)

Parents may be considered by an authorised DHS staff member for an exemption from the 50-hour limit of CCB where there are exceptional circumstances and neither parent (or the sole parent), due to circumstances outside their control, is available to care for the child for a period of more than 50 hours in a week.

This is intended to ensure that families facing exceptional circumstances, not otherwise eligible for more than 50 hours of CCB, have access to the CCB they need. Before a family is eligible for more than 50 hours of CCB, they must satisfy the work test for more than 24 hours of CCB, or have an exemption from the work test or the 24-hour limit. It may be that the exceptional circumstances provide this exemption.

Note that the exceptional circumstances provision and SCCB rate for families experiencing hardship are separate provisions that may in some cases be used together.

The exceptional circumstances provision is for situations that generate the need for more hours of care.

'Exceptional circumstances (and 24 hour limit)' provides details of the types of situations that exceptional circumstances include.

Special Child Care Benefit rate for families experiencing hardship is for situations that cause a family financial hardship.

[See 14.6](#)

Procedure and period that can be approved

Families can apply for an exemption from the 50-hour limit in exceptional circumstances. Parents must complete a *Claim for Special Child Care Benefit and/ or increased weekly limit of hours (FA023.1307)* form. This form asks the parents to specify the exceptional circumstances and supply documentation to support their claim.

Parents must complete the form with the service and supply relevant documentation, so the service can send the form to the Special Child Care Assessment Team in DHS.

Approval will only be given for the period of time considered necessary. For example, if hospitalisation or illness is only expected to last three weeks, then that is the period the approval will cover.

Services should encourage a family to apply for an exemption as soon as they become aware a family is experiencing exceptional circumstances.

The initial approval can be for a maximum period of 13 weeks. If the exceptional circumstances continue beyond this period, the family may re-apply for additional periods. The DHS will then determine whether the exceptional circumstances continue to be 'temporary' and whether it still justifies an exemption from the 50-hour limit.



Services that charge for more than 50 hours per week

Where services charge fees for more than 50 hours per week, families who are not eligible for more than 50 hours of CCB will have to pay the full fee for the hours of care provided that exceed 50 hours.

Shared care and the weekly limit of hours

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Where shared care arrangements apply to a child, both parents can claim CCB up to their own weekly limit of hours and you will need to submit separate enrolment and online weekly Attendance Record Reports for each parent.

[See 9.2](#)

This may result in the child receiving CCB for more than 24 hours a week even if each parent is limited to 24 hours a week of CCB, or for more than 50 hours even if each parent is limited to 50 hours a week of CCB.

Eligible hours for before school and after school care

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

If your service offers before or after school hours care for school children, CCB will only be paid for these children for the before and after school hours care sessions.

CCB is not normally paid for school children for the whole day because they are at school. However, if a school child attends education and care during the time they would normally be at school, on school holidays, or on other days when their school is closed, then CCB is paid for the session attended, which could be the whole day.

If a child attends education and care on a school day or for part of a normal school week, because that is the limit of the **schooling programme** offered, then CCB is paid for care provided in the time outside of the schooling programme.

CCB is also payable for a child who attends a registered home schooling programme and needs education and care outside of the time required for the completion of the programme.

A child must attend some part of a session (or be on a CCB Absence or Additional absence day) for the family to claim CCB for that session.

[See Section 13](#)

Services must report the charged sessional hours according to the information above on the child's Attendance Record Report.

[See Section 10](#)



Hourly and sessional charging for children attending school*

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

For school children, CCB is not generally paid for the period while a child is attending school. See below for the exception to this.

When a child is taken to school or collected by the family day care educator or In Home Care educator, CCB can be paid for the session when the educator is:

- taking the child from the child's or educator's home to school - in this case CCB can be paid from the beginning of the session where the child enters care, to the end of the session where the educator drops the child off immediately before school.
- this may include travel time from the educator's home if that time is within the session that the child attends.
- picking the child up from school to return to the child's home or a family day care educator's home—in this case CCB can be paid from the time the after school session of care commences which is immediately after school finishes.
- collecting a child early from school, for example because they are sick—where there are additional sessions immediately before the after school session of care, which include travel time for the educator, CCB may be paid if the child also attends part or all of those sessions. These sessions can only be charged in half hour increments.

There is an exception to this when a child is being cared for as part of an approved period of 24-hour care. In this case, CCB is paid if:

- a child has been approved for a period of 24-hour care **and**
- a child attends school for part of the 24-hour care period **and**
- the child's family is charged a fee for care during this period **and**
- no one other than the service is available to care for the child if the child has to leave school.

Your service must report the charged sessional hours according to the information above on the child's online weekly Attendance Record Report.

[See Section 10](#)

Hourly and sessional charging for children attending preschool

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

For children attending pre-school, CCB may be paid for the period the child is attending pre-school if fees are charged for this period by either the FDC or IHC or LDC service and/or a CCB approved service providing a pre-school programme.

If not charging for the time the child is attending preschool

* Attending school does not include children at boarding school. These children are the responsibility of the boarding school



When a child is taken to preschool or collected by the Family Day Care educator or In Home Care educator or LDC service provider, CCB can be paid for the session when the educator is:

- taking the child from the child's or educator's home or LDC service provider to preschool - in this case CCB can be paid from the beginning of the session where the child enters care, to the end of the session where the educator drops the child off immediately before pre-school. This may include travel time from the educator's home or LDC service provider if that time is within the session that the child attends
- picking the child up from preschool to return to the child's home or a Family Day Care educator's home or LDC service provider—in this case CCB can be paid from the beginning of the session if the child attends part or all of the session. This may include travel time from the educator's home or LDC service provider if that time is within the session that the child attends
- collecting a child early from preschool for example, because they are sick—CCB can be paid from the beginning of the session if the child attends part or all of the session. This may include travel time from the educator's home or LDC service provider if that time is within the session that the child attends.

If charging for the time the child is attending preschool

CCB can be paid for the session when the child is in attendance at a pre-school programme at either a CCB approved service or non CCB approved service, if fees are charged by the FDC or IHC service or LDC service for the time the child is in the pre-school programme.

CCB can also be paid for the preschool programme session at the CCB approved service. The payment of CCB will depend on the sessions for which the family is charged by both approved services up to the child's weekly limit of hours—24, up to 50 or more than 50 hours. Families receiving CCB as a fee reduction for a child at more than one approved service should nominate the number of CCB hours per child they wish to receive from each service. [See Section 11.3](#)

CCB may also be payable for initial absences and in some circumstances if the child is eligible, additional absences.

[See Section 13](#)

CCB is also payable for preschool children for initial absences and additional absences due to attendance at a non-CCB approved preschool programme if fees are charged by the FDC or IHC service or LDC service for the time the child is in the preschool programme.

[See Section 13](#)

Your service must report the charged sessional hours according to the information above on the child's online weekly Attendance Record Report.

[See Section 10](#)



Eligible hours in extended hours long day care services

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

An extended hours LDC is a service open for more than 12 hours a day. With these services, CCB is paid separately for weekday care, evening care and weekend care. Therefore, the service must charge separate fees for weekday care, evening care and weekend care.

A session of care cannot be longer than 12 hours per day.

The hours of CCB paid for evening and weekend sessions are counted towards the 24-hour and 50-hour limits.

The hours of care are also limited to the number of hours of care a child may attend a service under state or territory government legislation or regulations.

Services must report the separate sessions according to the information above on the child's online weekly Attendance Record Report.

[See Section 10](#)

24-hour care and the 24, 50 and more than 50 eligible hour limits

If a child is approved for a period of 24-hour care in a given week, there is no limit on the child's eligible CCB hours for that week.

[See 6.4](#)

24-hour care and Jobs, Education and Training Child Care Fee Assistance

If a family is eligible for JETCCFA, JETCCFA can be paid to cover some or all of a period of 24-hour care up to the limit of their JETCCFA hours.

Unlike CCB, during periods of 24-hour care, JETCCFA hour limits remain. If a family eligible for JETCCFA requires more assistance to attend a work-related commitment (such as a live-in conference or a training course), they should contact the DHS to have their JETCCFA hours reassessed.

[See 6.4](#)

11.4 How Jobs, Education and Training Child Care Fee Assistance amounts are calculated

As with CCB fee reductions, the Department of Human Services (DHS) calculates JETCCFA amounts using family eligibility information together with the weekly attendance information you provide on online weekly Attendance Record Reports. The following information is an overview of how DHS calculates JETCCFA to show you how it is done and help you to explain the process to families.



Jobs, Education and Training Child Care Fee Assistance assessments

JETCCFA assessments are made at the service type level, meaning that families can only claim JETCCFA for sessions of care at the same service type as listed on their JETCCFA assessment letter.

Families must provide their services with a copy of their JETCCFA assessment. Families can claim their JETCCFA from whichever service they choose, as long as the service type matches the service type on their assessment.

For example, if you are a LDC service and the parent/ guardian's JETCCFA approval letter shows an approval for a number of hours of FDC, you should not record any JETCCFA sessions as DHS will not pay JETCCFA for sessions of care you provide.

You should only report a session of JFA* on the online weekly Attendance Record Report if you have seen a copy of the parent or guardian's JFA assessment letter, showing that the approval is for the same service type as your service. You should retain a copy of this letter.

After you have seen the JFA assessment letter, flag the enrolment record to indicate the client is a JFA customer. JFA eligibility details will be updated and displayed by your service's software.

JFA eligibility is shown in hours and is always a multiple of 12. A customer will be approved for up to 12 hours a day, but the amount of JFA claimed can only be for the hours charged for the session(s) of care on that day. Any remaining hours cannot be used or transferred to another day of care. For example, 24 hours of JFA can be used for up to 12 hours of care on any two days of the week. JETCCFA can be applied to any day of the week, providing sufficient hours have been approved to cover the days required by the family.

Note: Unless indicated to DHS, as part of a parent's Employment Pathway Plan, JETCCFA hours for weekend care should be an exceptional rather than an ongoing circumstance.

[See Section 10](#)

The formula for Jobs, Education and Training Child Care Fee Assistance

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The formula for JETCCFA is:

- the total fee for JFA hours, **minus**
- the family's CCB fee reduction for the child's JFA hours claimed in a week (add the family's CCB fee reductions for both the JFA in standard and non-standard hours), **minus**
- the total JFA hours claimed (in standard and non-standard hours), **multiplied** by the parental contribution per hour.

* The three letter abbreviation for JETCCFA used on Attendance Record Reports is JFA



Key terms in the Jobs, Education and Training Child Care Fee Assistance formula

For JFA hours (sometimes referred to as JETCCFA hours), JETCCFA will only be paid where the child attends care for some part of a session for which a fee is charged, unless the child is absent on an absence day or an additional absence day. It is paid for the number of hours in those sessions of care.

Limits on Jobs, Education and Training Child Care Fee Assistance hours

JETCCFA hours are limited by the:

- family's weekly limit of CCB hours (this means that JETCCFA fee reduction will not apply to any hours used by the parent over their CCB eligible hour limit)
- service's hours of operation (excluding FDC and IHC)
- family's weekly limit of JETCCFA hours for the child at a particular service type
- maximum length of before and after school sessions of care
- 12-hour limit on a session of education and care.

The JETCCFA hours of education and care are limited by the service's hours of operation, since JETCCFA will only be paid for periods when the service is open (except for public holidays and local emergencies).

JETCCFA hours for FDC and IHC must be based on the contract for care between the family and the educator, which should clearly reflect the agreed care arrangements. The contract should include the days and hours (i.e. sessions of care), required by the family. The contract should also include the agreed fee for each hour per day or sessions of care required by the family. The fee to be charged will depend on how it has been agreed in the contract. In many cases, the agreed hours per day will be less than 12 hours each day. The hours of education and care a family requires in non-standard hours should also be included in the contract.

Hours of operation of the service

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The service's hours of operation for JETCCFA purposes are the same as those that apply to CCB eligible hours.

[See 11.3](#)

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Child Care Benefit fee reduction for the child's JETCCFA hours claimed

CCB is calculated as though the JETCCFA hours claimed were the same as the number of hours of CCB being claimed.

Total Jobs, Education and Training Child Care Fee Assistance hours claimed

Where a parent uses care in standard and non-standard hours in a week, the total hours are used.



Jobs, Education and Training Child Care Fee Assistance parental contribution per hour

The JETCCFA parental contribution per hour:

- is a flat rate per child
- applies to the JETCCFA hours of each child of a family using care
- does not have to be collected by a child care service prior to making a claim for JETCCFA.

See [Appendix 2](#)

Which hours in the week count as Jobs, Education and Training Child Care Fee Assistance hours?

JETCCFA fee reductions can generally be applied as though the first hours of education and care used in a week supported JETCCFA approved activities.

You are not required to know when education and care is used by a parent to undertake their JETCCFA approved activities such as study, work or looking for work. As a general rule, when reporting JETCCFA sessions on an Attendance Record Report, you can apply the JETCCFA hours for a child as though the first hours of education and care used in a week supported JETCCFA approved activities or the most beneficial JETCCFA for customer. A customer can choose which days or sessions their JFA is to be allocated to, particularly where they use more hours of education and care each week than their JETCCFA eligible hours. If there is no preference for using JFA on particular days, then they will be allocated from the beginning of the week.

Depending on the child care services' sessions of education and care families may or may not require 12 hours of JETCCFA per day. Where a parent uses less than 12 hours in total, the hours allocated but not charged for that day cannot be used or transferred to another day.

Note: Unless indicated to DHS, as part of a parent's Employment Pathway Plan, JETCCFA hours for weekend care should be an exceptional rather than an ongoing circumstance.

The DHS will only calculate JETCCFA amounts for JETCCFA hours claimed within the limit of the JETCCFA approval and only for the service type indicated in the approval.

Jobs, Education and Training Child Care Fee Assistance reassessments

Parents can change their Employment Pathway Plan with DHS or employment service providers at any time. Sometimes this will result in their JETCCFA being reassessed and a new JETCCFA approval letter being issued.

Parents should provide you with copies of reassessment letters so you can ensure you are claiming the correct JETCCFA hours on the child's online weekly Attendance Record Report.

Flag the enrolment record to indicate it is a JETCCFA client; and eligibility details will be updated and displayed by your software.



11.5 Notifying changes in circumstances

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Notifiable changes in circumstances for families receiving Child Care Benefit

All families receiving CCB by fee reduction must notify the DHS either before, or as soon as possible after, any of these circumstances:

- changes to eligibility for more than 24 hours or more than 50 hours of CCB **or**
- changes to parents' partnering arrangements, by starting or ending a marriage, registered or marriage-like relationship (opposite or same-sex) **or**
- a death of the person who was claiming CCB or their partner **or**
- a child attending care becomes a school child **or**
- a child enters or leaves their care **or**
- changes in family income, unless the previous and current family income are both:
 - below the lower-income thresholds **or**
 - above the income cut offs for one or more children in CCB approved child care.

For information about the current lower-income thresholds and income cut-offs for one or more children in care:

See [Appendix 2](#)

Where the amount of fee reductions provided to a family for a financial year differs from their CCB entitlement, the DHS will repay to the family, or recover from it, the difference after reconciliation.

Families who choose to receive fee reductions should check their income estimates regularly against their family income and contact the DHS if it looks like their income will be different to their estimate. For families required to submit a tax return, their actual entitlement is calculated by the DHS after the tax return(s) are processed by the Australian Tax Office.

By notifying the DHS either before, or as soon as possible after an event, a revised assessment can be issued to reflect the family's current circumstances. Families can notify the DHS by phone or by visiting one of their offices or by accessing Online Services at humanservices.gov.au/onlineservices

If your service becomes aware of a family being affected by these changes, you should remind the family of this requirement.

Additional notifiable changes for Jobs, Education and Training Child Care Fee Assistance

Parents must tell the DHS if they:

- change address
- stop or change their approved activities



- change the times any of their children use child care
- need an extension of JETCCFA or
- one of their children leaves Australia permanently.

11.6 Recalculation of fee reductions

There are a number of situations where the DHS may need to recalculate a fee reduction amount against an Attendance Record Report. If the Department of Education informs you of a recalculated amount of fee reduction, you must pass this on to the family involved.

Changes to attendance details—before a family's Child Care Benefit reconciliation

If you need to change attendance details already submitted to the Department of Education, you should cancel the original Attendance Record Report and replace it with a new one.

[See 10.5](#)

Where you cancel an Attendance Record Report before a family's end of financial year reconciliation, the original fee reduction amount will be recovered from the service (as an offset against future payments) and a new amount calculated. The Department of Education will advise you of the fee reduction amount against the new Attendance Record Report and you must pass this amount on to the family.

Errors in the calculation of fee reductions—before a family's Child Care Benefit reconciliation

If the DHS makes an error in the amount of fee reductions that should have been calculated against an Attendance Record Report, a new calculation will be undertaken.

If the original fee reduction should have been higher, you will be paid the additional amount and must pass this on to the family.

If the original fee reduction should have been lower, you are not obligated to recover fee reductions you have already passed on to families. No adjustments to amounts already paid to services will be made. Rather, the DHS will consider the new, lower amount in the family's end of financial year reconciliation.

Recalculation of fee reductions that occur after reconciliation

Where a service cancels an Attendance Record Report and replaces it with a new one, or where the DHS finds an error in the fee reduction calculation after a family's CCB reconciliation has occurred, any adjustment will be managed directly with the family.

No adjustment to payments already made to your service will be made, because once reconciliation has occurred, the family's entitlement to CCB has already been determined and fee reductions are no longer relevant.

If a situation arises where:

- you cancel an Attendance Record Report for a child, **and**



- no recovery of fee reduction amounts is made against that Attendance Record Report by the Department of Education, **and**
- you have no intention of submitting a replacement Attendance Record Report (that is, the care was never provided), **then**

You must complete a *Notification of Child Care Benefit fee reductions that cannot be passed to a family (Department of Education 08-308)* form to enable recovery of the outstanding amount.

[See 11.9](#)

In this situation, no care was provided and your service is not eligible to be paid fee reductions on behalf of the family.

Recalculation of Child Care Rebate fee reductions

CCR is calculated after the CCB calculations (and after JETCCFA calculations if applicable). Where there are changes to CCB entitlements, this will also affect CCR entitlements. Any adjustments to CCR will be paid or recovered in the same way as the relevant adjustments to CCB.

[See Section 15](#)

11.7 Payment of fee reductions to services

Your service is required to submit online weekly Attendance Record Reports to the Department of Education detailing weekly attendance information for all children using education and care.

[See Section 10](#)

Calculation (by the DHS) and payment (by the Department of Education) of fee reductions will generally occur within the week following the week in which you have submitted the Attendance Record Report. The exact date of payment will vary depending on your banking arrangements.

How will services be paid?

The DHS will calculate fee reduction amounts against each individual Attendance Record Report submitted and advise the Department of Education of these amounts.

CCB, CCR and JETCCFA fee reduction amounts will be paid directly to your nominated bank account.

You must notify the Department of Education immediately of any changes to bank account details or your financial email address to ensure payments are made to the correct account.

Details of amounts paid to services

Each day, the Department of Education will identify all amounts you are owed (such as fee reductions, Enrolment Advances) and any amounts due to be recovered from you. These will be totalled and paid to you as a single amount.

[See 12.1](#)



To reconcile all payments and recoveries you should (through your child care software) query the remittance interface. The interface will detail all types of payments made to the service and any amounts offset.

You should (through your child care software) query Attendance Record Reports regularly to determine the exact amount of fee reductions to pass on to a family for a particular week.

[See Section 10](#)

Example:

Service A provides education and care to John for 30 charged hours for the week. At the end of John's week of education and care, Service A prepares an Attendance Report for John providing details, at both the sessional and weekly level, of his pattern of attendance and fees charged. This information is submitted to the Department of Education online. The Department of Education verifies the record and transmits it to the DHS.

The DHS calculates the amount of fee reduction applicable to John's week of education and care, based on the information provided on his Attendance Record Report and the family eligibility details.

The DHS returns the Attendance Record Report and advises the Department of Education that the fee reduction amount is \$60. Service A queries the Attendance Record Report through its child care software to find out the calculation result.

The Department of Education pays \$500 to Service A for all attendances submitted for the week which includes the \$60 paid on behalf of John.

Service A passes \$60 to John's parents as fee reductions and advises this amount on receipts provided.

11.8 Resolving issues with amounts paid

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| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Issues regarding total amounts paid

If, after querying the remittance interface for details of amounts paid, you think there may be a problem with the amount paid into your service's bank account, contact the CCMS Helpdesk.

[See quick contacts](#)

The CCMS Helpdesk will explain the different payment types and recoveries offset against payments.



Issues with fee reduction amounts

When calculating fee reductions, the DHS uses eligibility information provided by families together with attendance information you provide on Attendance Record Reports. If you or the family is concerned about the amount of a fee reduction calculated against an Attendance Record Report, you should confirm that all the details you provided on the Attendance Record Report were correct.

To amend an Attendance Record Report, cancel the record and submit a new one.

[See 10.5](#)

If the details you provided are correct, advise the family to contact the DHS regarding their CCB and/or CCR eligibility details.

Decisions made by officers of the DHS or the Department of Education regarding CCB and CCR are subject to review and appeal by families.

Families can ask for a review of an assessment or decision by completing a *Review of a Centrelink decision* (SS351) form, or by writing to, phoning or visiting a DHS Service Centre located in Centrelink Service Centres.

[See quick contacts](#)

The quickest and easiest way to have an assessment or a decision reviewed is for the parent or guardian to talk with the DHS officer who made the decision. If a parent wishes to talk to the officer, they should call the DHS on **13 61 50** to arrange for the officer to call them back at a convenient time. The officer will tell the parent the reasons for the decision, explain any issues and help clear up any problems. Parents can also give officers new information that may be helpful. If the officer thinks the first decision is incorrect, they can change it straight away.

If the officer does not change the assessment or decision, the parent can have it reviewed by an Authorised Review Officer. If this review is successful, the assessment or decision is backdated to the date of the original assessment or decision.

If such a decision affects CCB and/or CCR amounts already paid, this will be taken into consideration by the DHS in determining the parent's CCB/CCR entitlement for the financial year.

If the family disagrees with the assessment or decision made by the Authorised Review Officer, the Authorised Review Officer will inform the family of further avenues of appeal to the Social Security Appeals Tribunal and the Administrative Appeals Tribunal.

If a family's appeal is successful, the family will be paid a revised entitlement. A successful appeal will also result in a new assessment being issued by the DHS to the child care services involved so they can apply the outcome of the appeal to future entitlements.

Decisions made by services regarding claims for CCB are not subject to appeal. These include:

- approving or not approving SCCB
- the period of SCCB up to 13 weeks of a financial year



- the amount of SCCB approved
- approving more than 24 or more than 50 hours CCB a week for a child at risk of serious abuse or neglect
- approving up to 14 periods of 24-hour care in a financial year (not applicable to OCC services).

11.9 Passing fee reductions to families

Services' obligation to pass fee reductions to families

Child Care Benefit approved services are required under family assistance law to pass fee reductions to families. Services must pass on all amounts as advised by the Department of Education against an Attendance Record Report within 14 days of being advised of the amount.

[See 5.4](#)

This includes amounts as originally calculated as well as any recalculated amounts advised by the Department of Education.

[See 11.6](#)

This obligation applies regardless of whether your service has undertaken an estimation of fee reduction amounts. Fee reductions already provided to a family as part of a service's estimation can be counted towards the amount (advised by the Department of Education) that must be passed on to the family.

Where your service is not paid the full value of a particular fee reduction amount because of a recovery or offset, you must still pass on to the family the amount as advised by the Department of Education.

Your service must regularly query Attendance Record Reports to find out the advised fee reduction amounts.

Families paying fees by cash

Where families pay by cash, you should round the gap fee to the nearest five cents. When rounding to the nearest five cents:

- one and two cents are rounded down
- three and four cents are rounded up
- six and seven cents are rounded down
- eight and nine cents are rounded up.

The gap fee is the amount remaining after a family's CCB and/or CCR fee reduction has been deducted, or the combined amount of a family's CCB/CCR **and** JETCCFA fee reduction has been deducted from the fee charged.

Where a service cannot pass on a fee reduction amount

You must use all practicable means to pass to families the fee reduction amounts advised by the Department of Education.



If your service charges fees in advance—whether full fees or with an estimated fee reduction—and the family leaves care before you have been advised of the actual fee reductions for the final week of education and care, you may subsequently be paid an amount of fee reductions you cannot pass on.

In cases where you are unable to pass on a fee reduction amount (for example because the child has left care and your service is no longer in contact with the family) you must remit the amount back to the Department of Education.

[See 5.4](#)

Should this situation occur, you must complete a *Notification of fee reductions that cannot be passed to a family* (Department of Education 08-308) form and contact the CCMS Helpdesk.

How to complete the Notification of fee reductions that cannot be passed to a family form

1 Child details

Write the name of the child. Identify the child's Enrolment Id and the Attendance Id against which you could not pass on the fee reduction amounts. If there is more than one Enrolment or Attendance Id for the child, complete a separate form for each one.

2 Amount of fee reductions that could not be passed on

Write the amount of CCB and/or CCR fee reductions that could not be passed on to the family and the reason why they could not be passed on.

3 Service details

Write the name of your service and the service's CCB Approval Id.

4 Contact for enquiries

Write the contact name and number of a person the Department of Education can speak to about the information provided on this form.

5 Service statement

Read the statement. The director or operator of your service must sign and date the form.

Once the form is fully completed you must submit it to the CCMS Helpdesk. The CCMS Helpdesk will arrange for the amount advised to be recovered from subsequent payments to your service.

The fee reduction amounts recovered will then be advised to the DHS, which will consider the amount in the end of financial year reconciliation to ensure families receive their correct entitlement.

If you are unable to pass on fee reduction within 14 days of being notified of the amount you must remit the amount to the Department of Education.





Australian Government
 Department of Education, Employment and Workplace Relations
 Office of Early Childhood Education and Child Care

Notification of fee reductions
that cannot be passed to a family

This form must be completed by a Child Care Benefit approved child care service operating under the Child Care Management System (CCMS) that is unable to pass Child Care Benefit (CCB) or Child Care Rebate (CCR) fee reduction amounts to a family.

Child Care Benefit approved child care services are required to pass on fee reductions within 14 days of being notified of the amounts by the Department of Education, Employment and Workplace Relations (DEEWR). If it is not reasonably practicable for you to pass on the fee reduction within the timeframe, you must complete this form immediately and forward it to the DEEWR CCMS Helpdesk.

If you advise DEEWR that an amount of fee reductions could not be passed to a family, DEEWR will recover that amount from your service and advise the Department of Human Services to make that amount available to the family when their CCB and CCR entitlements are reconciled.

Child details

Family name

Given name

Enrolment ID

Attendance ID

Amount of CCB fee reductions that could not be passed on for this Attendance ID. \$

Amount of CCR fee reductions that could not be passed on for this Attendance ID. \$

(Note: You must complete a separate form for each Attendance ID)

Reason why the CCB/CCR fee reductions could not be passed on
(for example because the family no longer uses care and has no forwarding address)

| |
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| |

Service details

Service name

Service CCB Approval Id

Contact for enquiries

Phone number ()

Service statement

I declare that the information I have provided on this form is correct to the best of my knowledge. I have attempted to pass on the amount of fee reductions as notified by DEEWR, but have been unable to do so.
 I understand that DEEWR will recover the amount specified above from my service, and that this amount will be included in the family's end of year reconciliation.

Signature 

Date

What to do next?

When the form is fully completed and signed, you should submit it to the DEEWR CCMS Helpdesk:
 Fax number: 1300 663 429 Mail Address: CCMS Helpdesk
 DEEWR
 PO Box 9880
 Canberra City ACT 2610



12 Management of debts and amounts to be recovered from services

This section provides an overview of the way in which amounts can be recovered from services under the CCMS. It outlines the system of offsetting and provides information on debts.

12.1 Offsetting

12.2 Contact for further information regarding offsetting and debts



12.1 Offsetting

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| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Offsetting is the process whereby amounts owed by a Child Care Benefit approved service to the Australian Government are recovered, either partially or in full, by reducing future payments to a service. Offsetting is the usual way outstanding amounts are recovered from services.

Offsetting may include recovering debt amounts and other amounts recoverable under family assistance law. The schedule of deduction from your payments depends on the type of recovery and any special circumstances of your service.

What amounts will be recovered automatically through offsetting?

These payments will be recovered automatically through offsetting:

- amounts due to be recovered as a result of a service cancelling a previously submitted Attendance Record Report
- enrolment advance payments for enrolments that have ended or as a result of a sanction imposed on your service
- fee reduction amounts that you have advised you are unable to pass on to a family
- other amounts you owe.

If your service has ceased to operate or had its Child Care Benefit approval suspended or cancelled, amounts that would normally be offset will be raised as a debt due to the Australian Government and must be repaid by cheque or direct credit.

Cancelling a previously submitted Attendance Record Report

When you identify an error or omission with an Attendance Record Report, cancel the original and submit a replacement.

A message will be returned on Attendance Record Reports for the previous financial year to indicate if the family has completed the end of year reconciliation with the Department of Human Services.

[See Section 11](#)

If you cancel an incorrect Attendance Record Report and submit a new one prior to a family's entitlement determination (before reconciliation), you must pass the recalculated (new) amount to the family.

The Department of Education will recover from services all amounts paid for cancelled Attendance Record Reports if the families' entitlement has not yet been reconciled. These amounts will be offset against subsequent payments to your service.



Section 12: Management of debts and amounts to be recovered from services

Child Care Service Handbook 2013-14

If the fee reduction amount is changed because of a cancellation and submission of a new Attendance Record Report by a service, the Department of Education will pay the new amount to the service. This will become the amount which the service must reduce the family's fees.

Even though the processes operate separately, following the cancellation of an Attendance Record Report and the submission of a new attendance record, effectively the difference between the fee reduction amounts on each Attendance Record Report will be either paid or recovered from the service.

Enrolment Advances

Enrolment Advances will be payable to services - other than OCC services - once a Formal enrolment has been confirmed. They will be automatically recovered through offsetting when the enrolment has ended.

[See 9.5](#)

Enrolment Advances can also be recovered through offsetting as a result of a sanction imposed on your service.

[See 5.2](#)

Fee reduction amounts that a service has advised it is unable to pass on to a family

If you are unable to pass on a fee reduction within 14 days of being notified of the amount, you must immediately remit those amounts to the Department of Education.

[See 11.9](#)

These amounts will be recovered from services through offsetting.

How will I know how much money has been recovered from my service?

To reconcile all payments and recoveries, you can (through your registered child care software package) query the remittance interface.

Automatic offsetting means the amount you are paid for a week will not always equal the total fee reduction amounts advised against all Attendance Record Reports for that week.

If the offsetting process results in your service not receiving any payment for a given week, the remittance interface will provide a breakdown of all recovered amounts.

You must always pass on to families the total fee reduction amount as advised by the Department of Education against an Attendance Record Report, regardless of whether you were paid the full amount.

12.2 Contact for further information regarding offsetting and debts

If you have queries about debts or offsetting arrangements, contact the CCMS Helpdesk on 1300 667 276.



13 Absences from child care

This section sets out rules about absences that qualify for CCB, CCR and JETCCFA. The rules cover a wide range of situations experienced by families. The section also describes the information and documents that services and families need to provide to each other and the documentation that services must retain.

13.1 Initial 42 absence days

13.2 Additional absence days

13.3 Absences for Occasional Care

13.4 Payment of Child Care Benefit for absences

13.5 Recording absences

13.6 Supporting documentation for additional absence days



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| FDC | IHC | OSHC | LDC | OCC |
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CCB is paid in certain circumstances when a family is charged for care that their child does not attend. Absences are categorised into two groups—absence days and additional absence days.

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| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

CCB claims for absences from CCB approved occasional care services are treated differently.

[See 13.3](#)

Note: These absence rules also apply to the payment of CCR and JETCCFA. CCR and JETCCFA are only payable for absences from child care that is eligible for CCB.

13.1 Initial 42 absence days

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

CCB is paid for up to 42 absence days for each child per financial year across all CCB approved LDC services, FDC services, IHC services and OSHC services.

Absence days are referred to as 'Initial 42 days absence' in the family assistance law.

- Each child receives a new set of initial 42 absence days at the beginning of the financial year.
- These absence days can be taken for any reason (provided the day being reported as an absence is a day on which care would have otherwise been provided).
- These absence days cannot be reported before a child has begun care or after a child has left care.

For important explanation [see 5.8](#)

If a child is absent for one session or more than one session on the same day, it is counted as one absence day. For example, one absence day is counted where a child is absent from one or both sessions of before and after school care in a day.

- Absences are counted only if the session of care would have attracted CCB. If, for example, the hours charged have used all of a child's eligible hours, then CCB will not be payable for the absence, and the absence will not be counted.

Absences on a Public Holiday

- In most circumstances a service must be open and available to provide care to report children as absent from a session of care. If your service is closed on a public holiday you may report children as absent from care under the following conditions:



Public holidays will be counted as an absence day if:

- the child would normally have attended the service or individual educator on that day if it were not a public holiday; **and**
- fees have been charged in respect of the absent child for the day.

CCB is payable for public holidays at the usual rate.

Under no circumstances should you report children as attending your service on a public holiday if your service is closed. You may report children as absent from education and care if the above conditions apply.

Reporting Absences when your Service is closed

If your service is closed for any reason other than a public holiday or a local emergency determined by the Department of Education state or territory office, you cannot report children as absent from care. If your service is not open and available to provide education and care you cannot report children as attending or absent for CCB purposes. Fees charged when your service is closed are the business decision of your legal operator. For example, if you close your service due to renovations on the premises and advise families that education and care is unavailable on that day you cannot report children as absent because your service was not open and you were not available to provide education and care.

Absence counts will be available to fee reduction and lump sum families via their online statements. This is available by visiting humanservices.gov.au/onlineservices.

[See quick contacts](#)

Absence counts will also be made available to services together with calculated fee reductions on returned Attendance Record Reports and, for the most up-to-date information, by querying an enrolment.

[See Section 9](#)

Informing families about absence days

You must keep families regularly informed about the number of absence days each of their children has taken from education and care at your service. The total number of absence days taken in the period must be included on each statement.

[See 5.4](#)

A child who has not yet received care or who has ceased receiving care

CCB will not be paid for absences where fees are charged to reserve a place for a child who has not yet started education and care. CCB will not be paid for absences once a child has ceased education and care.



However, if a child is booked in to start at your service on a particular date, and does not start on that day the family may only receive CCB for the days the child was expected to attend if the child's 42 days absences have been exhausted and the absence is an additional absence. Initial 42 days absences may not be claimed for these days.

[See 13.2](#)

Similarly, if the family has advised that their child will leave your service on a particular day, but that child does not attend their last session(s) of care, the family may only receive CCB for the days the child was expected to attend if the child's 42 days absences have been exhausted and the absence is an additional absence. Initial 42 days absences may not be claimed for these days.

Supporting documentation is required for most additional absence types.

For more information on supporting documentation:

[See 13.6](#)

Once a new financial year starts and the family has a new allocation of initial 42 absence days, additional absences may not be claimed until the initial 42 days have been used.

Services that charge fees after a child ceases to be in care

Some services continue to charge fees for sessions on days after a child has left the service because the family did not give the agreed period of notice. This is a business decision for the individual service. However, it is not possible under family assistance law for CCB to be paid for sessions in these circumstances. Services cannot report absences in these cases.

Shared care for children

Where a child is considered a dependent child of two families, such as when separated parents share the care of a child, the Department of Human Services (DHS) will issue each family with a CCB assessment. In these situations, each family will be provided with 42 absence days per child per financial year.

If both families use your service, you must create separate enrolment records to reflect the two separate arrangements for providing care.

[See Section 9](#)

The DHS will calculate CCB fee reductions according to each family's assessment. Check with the families to determine which one is responsible for paying the child care fees for each session of care provided.

13.2 Additional absence days

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|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Once all the first 42 absence days have been used CCB will also be payable for absences taken for these reasons:

- illness (with a medical certificate)
- non-immunisation (with written evidence)



- rostered days off/rotating shift work (with written evidence)
- temporary closure of a school or pupil-free days
- periods of local emergency
- shared care arrangements due to a court order, parenting plan or parenting order (with copy of documentation)
- attendance at preschool
- exceptional circumstances.

Absence days taken for the above reasons, after the first 42 absence days have been used, are called 'additional absence days'. There is no limit on the number of these days for which CCB may be paid, as long as:

- they are taken for the reasons specified above, **and**
- supporting documentation (where required) is provided, **and**
- they are days on which care would otherwise have been provided.

Reasons for additional absences

Illness

CCB is payable for additional absence days where a child, parent, sibling or another individual with whom the child lives is ill. A medical certificate is required to support the payment of CCB in these cases.

However, a parent on workers' compensation, or a parent or child with a medical certificate specifying that he/she has a long-term illness, does not need a separate medical certificate for each absence day.

Once the initial 42 absence days are used, CCB can only be paid for absences due to illness where supporting documentation is provided.

You must ensure you keep copies of this documentation.

Non-immunisation

CCB is payable for additional absence days where a child is excluded from care because of an outbreak of an infectious disease against which the child has not been immunised. The child may be kept away from care by the parent or due to your service's policy. A medical certificate or written statement from the parent or service explaining the child's absence is required to support the claim for CCB.

You must ensure you keep copies of this documentation.

Rotating shifts* or rostered days off

CCB is payable for additional absence days where a parent is not at work because he/she is working a rotating shift or is obliged to take a rostered day off from full or part-time employment, provided that:

- care is available for the child if required; **and**
- the service holds a written statement from the claimant's employer confirming that the claimant works rotating shifts or has rostered days off.



***What is a rotating shift?**

For CCB purposes, a rotating shift requires a worker to work, in rotation, either different periods of the day over a specified period of time, or different days of the week over a period of time. Rotating shifts follow regular patterns.

For example, a worker could be required to work a morning shift at regular hours of one week. At the end of that period they could transfer to the afternoon shift for a period, and then the evening shift. The rotation of shifts follows a regular pattern.

Another type of rotating shift is a shift system that rotates to cover the seven days of the week, rather than a specified number of days each week. So during one week, a worker may work Monday to Friday, while the next week the worker may work Tuesday to Saturday, and so on. This may happen in combination with the first example of a rotating shift.

Where travel away from home is involved, for example fly in/fly out arrangements with remote mines, regular patterns including weeks rather than days can also be considered rotating shifts. Rotating shifts or rostered days off do not cover:

- school holidays for teachers as they are on annual leave; or
- breaks from study (even for individuals receiving JETCCFA) as this provision specifically relates to work arrangements with written evidence from an employer; or
- periods which include casual or 'on call' types of employment.

Absences when the school is closed or not accepting students

If a child is absent from education and care because the school the child or the child's sibling(s) attends is closed for the day (except school holidays), then the absence may be an additional absence. This would not include a situation where children cannot attend their normal care session because they are at a school camp.

Period of local emergency

CCB is payable for child care fees paid when a child does not attend a service, or a service is closed, because of a period of local emergency. CCB is paid for that part of the period for which the child would normally be in care at the service.

A local emergency is an event that:

- affects a widespread area and has a severe impact on the lives of a significant number of the inhabitants of the area (for example, major damage to homes and businesses, or personal injury to local residents), **or**
- disrupts the normal operation of a substantial number of child care services in the area (for example, state health authorities order closure of all child care services because of a disease outbreak).

If you consider that your service, or a child who normally attends your service, has been affected by a local emergency, you should contact your Department of Education state or territory office to find out whether a period of local emergency has been declared.



If a period of local emergency is declared that affects your service, you need to talk to their relevant Department of Education state or territory office about how and when to submit your Attendance Record Reports for that period.

[See quick contacts](#)

A period of local emergency is determined by the relevant Department of Education state or territory office.

If your service is affected by a period of local emergency you need to ensure all absences during the relevant period are recorded on the Attendance Record Report as a session type of 'absence' (as opposed to 'additional absence'). You should do this regardless of the child's absence count.

[See 10.2](#)

Absences for which CCB is paid during a period of local emergency will not be added to a child's absence count.

Court order, parenting plan or parenting order

CCB is payable for additional absence days where the child is absent due to a court order, parenting plan or parenting order that may, for example, require that the child has an access visit with the child's other parent. The service must retain a copy of the court order, parenting plan or parenting order to support the claim for CCB.

The parenting plan can be an arrangement agreed between the parents, without any involvement by the courts or lawyers, but there must be an informal agreement that is signed by both parents, outlining the details of the agreed arrangements for care.

A parenting plan can take any form, but to be a parenting plan under the Family Law Act 1975 it must be in writing, signed and dated by both parents. It must be made free from any threat, duress or coercion. It is not sufficient to have a verbal agreement or a statutory declaration signed by just one parent, describing the arrangement.

Parenting plans are developed by both parents, sometimes with the help of the Family Relationship Centre. For examples and more information about parenting plans parents can go to the Family Relationships website at familyrelationships.gov.au or call 1800 050 321.

Attendance at preschool

CCB is payable for additional absences for attendance at a 'specialised' preschool (not a preschool session at another CCB approved service) where:

- your service is available to attend to the child should you be contacted while the child is at preschool **and**
- the child is absent from the whole session of child care **and**
- the child is in care at your service immediately before or after attending preschool (meaning from one day to the next e.g. the child is in child care the day before or the day after attending preschool) **and**



- your service charges the family a fee for the time the child is at preschool **and**
- the child would be in care at your service, if he/she were not attending preschool.

Attendance at a specialised preschool is intended to cover attendance at an educational programme that:

- is part-time (refers to part-time across the week rather than just part of a day e.g. three days one week and two days the next week) **and**
- is not provided by another CCB approved child care service **and**
- receives some funding from the Australian Government or from a state or territory government **and**
- is staffed by a professional teacher **and**
- is attended by children before their first year of primary school.

Note: An initial absence or additional absence cannot be claimed if the child attends part of a session at the CCB approved child care service and part of that same session at the 'specialised' preschool. Child Care Services should report an attendance on the online weekly Attendance Record Report and not an absence or additional absence, in these circumstances.

In Victoria, Queensland, Western Australia, South Australia and Tasmania, attendance at a kindergarten is included, for CCB purposes, as attendance at preschool.

Exceptional circumstances

Once a child's first 42 absence days have all been used, CCB may be payable for additional absences due to exceptional circumstances.

This is in recognition that some families need to use high proportion of their initial 42 absences for specific reasons, leaving the family with a reduced number of days that can be taken for a break from care.

Services can only approve additional absences due to exceptional circumstances where a child has used more than 30 days of their first 42 absence days for one or more of the following specific reasons:

- the child's illness or illnesses covered by a Medical Certificate
- rotating shifts or rostered days off
- court order, parenting plan or parenting order.

The family must provide supporting documentation to show that more than 30 days of the initial 42 absences were used for these specific reasons.

For more information on supporting documentation:

[See 13.6](#)

Your service can approve a maximum of 20 additional absence days due to exceptional circumstances, but the number of absence days approved in these cases should be the number of days required by the family, up to a maximum of 20 days.



For example, if a family requires only five additional absence days you should only approve five additional absence days.

These absence days are provided to allow the family a break from education and care. This can cover a range of situations including time off when a child is sick but does not have a medical certificate or a family holiday.

You should ask families whether they have been approved for additional absence days due to exceptional circumstances at any other service, and consider this when approving new days. The total number of exceptional circumstance additional absence days approved across all services should not exceed 20 days.

You should inform the family of the number due to additional absence days approved for exceptional circumstances and keep copies of the approval and supporting documentation.

13.3 Absences for Occasional Care

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An absence from an OCC service can be reported where the session of education and care from which a child was absent had been booked and paid for by the parent. There is no limit to the number of absences that may be reported in these circumstances.

13.4 Payment of Child Care Benefit for absences

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CCB will be paid for absence days if:

- no more than 42 absence days have been used or
- if more than 42 absence days have been used, but the absence occurs for an additional absence reason and supporting documentation is held by your service (where required).

[See 13.2](#)

CCB is paid at the family's CCB entitlement for each eligible hour of care for the first 42 absence days, or for additional absence days. The CCB entitlement rules such as the 24, 50 and more than 50-hour limits still apply.

[See 11.3](#)

Once the child has reached 42 absence days, CCB is not paid for further absences, unless they are taken for an additional absence reason. A family may still take absences that exceed 42 absence days that are not for an additional absence day reason, but CCB will not be paid.

You must record **all** absences on online weekly Attendance Record Reports.



[See 13.5](#)

CCB can only be paid for an absence day if the child would normally have been in education and care on that day. The hours of CCB paid for an absence day are the usual number of hours a child's family would have been eligible for on that day, up to the 24, 50 and more than 50-hour limits.

Reporting Absences when your Service is Closed

If your service is closed for any reason other than a public holiday or a local emergency determined by the Department of Education state or territory office, you cannot report children as absent from care. If your service is not open and available to provide education and care you cannot report children as attending or absent for CCB purposes. Fees charged when your service is closed are the business decision of your legal operator. For example, if you close your service due to renovations on the premises and advise families that education and care is unavailable on that day you cannot report children as absent because your service was not open and you were not available to provide education and care

Managing a child's absence count

The DHS will calculate CCB payable for absences as part of its calculation of weekly fee reductions. In doing this, the DHS will consider the number of absence days that have already been paid for a particular child.

If an absence is reported on an Attendance Record Report but the DHS does not pay CCB for that absence, because the child has exceeded their eligible hours for example, that absence will not be counted towards the child's absence count.

You should regularly query each child's enrolment record, through your child care software, to obtain the most up-to-date absence count for each child.

[See 9.3](#)

Families will also have access to each child's absence count via the online statement. This is available by visiting humanservices.gov.au/onlineservices.

[See quick contacts](#)

13.5 Recording absences

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Recording absence days is also discussed in 4.8.

[See 4.8](#)

To ensure CCB is paid only for the first 42 absence days used or after this for an additional absence day, you must keep a record of and report all absence days for each child.



As is the case for in and out times for care provided, it is best practice to ask parents to sign or initial your service's records of attendance where absences are noted (subject to the requirements of state or territory law). This achieves maximum transparency for families and child care service staff, ensures parents take responsibility for recording attendances and absences and can help keep compliance visits, involving the inspection of records under the Act as brief as possible.

Services must report each session of care for which a parent was charged and the child was absent as part of the online weekly Attendance Record Report submitted online to the Department of Education and used by the DHS to calculate fee reductions.

Each session for which an absence is being reported must be clearly identified.

If you are reporting a session as an additional absence, the reason for the absence must also be provided on the Attendance Record Report. If no reason is provided, CCB will not be paid.

Absences may be reported before they occur, but dated less than or equal to Sunday of the current week. This enables reporting of public holiday absences before the service closure at the end of the week. This is particularly beneficial when the public holiday falls on a Friday.

[See 10.2](#)

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For absence purposes, OCC services must keep records of absences from sessions or days of care that were booked and paid for.

13.6 Supporting documentation for additional absence days

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| FDC | IHC | OSHC | LDC | OCC |
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Additional absence days, where your service **is required** to retain documentation are for:

- illness
- non-immunisation
- rotating shifts or rostered days off
- court orders, parenting plans or parenting orders
- exceptional circumstances.

Additional absence days, where your service **is not required** to retain documentation, are for:

- absences when the school is closed or not accepting students
- period of local emergency
- attendance at preschool.

As with all accountability documents relating to claiming CCB, your service must keep medical certificates and written statements for 36 months from the end of the calendar year in which the absence occurred.



14 Special Child Care Benefit

This section covers the rules for accessing special funds - that is, SCCB - for children at risk or families experiencing hardship.

- 14.1 Purpose - What is it and who is it for?**
- 14.2 Special Child Care Benefit - for children at risk of serious abuse or neglect**
- 14.3 Approval of SCCB for a child at risk of serious abuse or neglect**
- 14.4 Documenting service approvals for SCCB for a child at risk of serious abuse or neglect**
- 14.5 Applying for a further period of SCCB**
- 14.6 Special Child Care Benefit for families experiencing hardship**
- 14.7 Approval of SCCB for hardship**
- 14.8 Documenting service approvals for SCCB for hardship**
- 14.9 Applying to the DHS and documenting a further period of SCCB for hardship**
- 14.10 The 18 per cent service approval limit for SCCB**
- 14.11 Absences while receiving SCCB**
- 14.12 Approving SCCB and Jobs, Education and Training Child Care fee assistance**



14.1 Purpose - What is it and who is it for?

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Child Care Benefit (CCB) is designed to assist eligible families with the cost of child care. The Special Child Care Benefit (SCCB) rate covers up to the full cost of care and is available to assist:

- **children at risk of serious abuse or neglect**
- **families experiencing hardship — exceptional cases where a family's income does not truly reflect their capacity to pay the normally charged fee.**

Circumstances where SCCB should not be offered

You should only approve SCCB:

- when the cost of the child care is a barrier to the child's participation in CCB approved child care
- when the child's situation has been assessed against the SCCB eligibility criteria detailed in sections 14.2 and 14.6
- when you have appropriate documentation to support your approval and for use if you have to apply to the DHS for further periods and
- for the number of weeks required to improve the child's situation, and only up to 13 weeks.

You should not approve SCCB:

- to cover periods when a family is not eligible for CCB because they have failed to lodge an application form
- when a family has used all of their initial 42 absence days and CCB is not payable for additional absence reasons
- to cover periods when a family has ceased care without giving the agreed period of notice
- to cover bad debts resulting from non-payment of child care fees by families
- to give additional assistance to a parent whose ongoing income is very low or
- to compensate for unsupervised care by a parent or carer.

Where a child is at risk

The SCCB rate is a higher rate of CCB and is designed to support access to CCB approved child care for children who are at risk of serious abuse or neglect, if the cost of care is a barrier. The SCCB rate can be used to help a child at risk enter CCB approved child care or to maintain or increase attendance. Where a child is at risk, SCCB also allows for approval of an increased weekly limit of CCB hours. These hours can also be covered by the SCCB rate.

Improving access to child care for children at risk is a measure under the *National Framework for Protecting Australia's Children 2009-2020*. The Framework is a coordinated long term national approach to ensure the safety and wellbeing of Australia's children. It recognises that protecting children is a shared responsibility - within families, across communities, professions, services, and governments.



Where a family is in hardship

For families experiencing hardship, the SCCB rate is designed to assist the family while they adapt to their circumstances by helping them maintain access to child care. Applying the SCCB rate for families experiencing an event that causes financial hardship may also help prevent their situation from deteriorating further. Where a hardship event also creates a need for increased hours of child care, the family may also be eligible for an increase in their weekly limit of CCB hours due to exceptional circumstances. These additional hours of care can also be covered by the SCCB rate.

General approvals information

To receive the SCCB rate the individual who is conditionally eligible for CCB must have been assessed as eligible to receive CCB as a fee reduction (this includes eligibility for a zero percentage fee reduction) and not as a lump sum.

Family assistance law provides for services to approve up to 13 weeks of SCCB in a financial year. This is subject to limits and conditions that vary according to SCCB type. There is no limit on the total number of weeks of SCCB which can be provided where a child remains at risk of serious abuse or neglect. There is a 52 week limit for SCCB provided to assist a family in relation to a single hardship event. Services should be satisfied that all individuals being approved for SCCB meet the criteria for a child at risk of serious abuse or neglect, or hardship.

The DHS can approve further periods of SCCB. These further periods can generally be approved by the DHS for up to 13 weeks on each application. Where a service makes itself eligible for CCB by fee reduction for a child at risk when no one else is conditionally eligible, the Department of Education is able to approve further periods of SCCB. This is also generally for periods of up to 13 weeks for each application.

The total amount of SCCB a service can approve in one quarter is limited to 18 per cent of the CCB paid to the service in the quarter before last.

As SCCB is a component of CCB, the rules that apply to CCB also apply to SCCB. For example, SCCB is not payable to cover:

- absences if 42 of a child's absence days have been used and CCB is not payable for any additional absences; or
- periods when a family has ceased care without giving the agreed period of notice.

Relevant contacts

The contact details for the Special Child Care Assessment Team in DHS are:

Phone: 1800 050 021

Fax: 1800 700 533

PO BOX 7802

Canberra ACT 2601



The contact details for the CCMS Helpdesk are:

Phone: 1300 667 276

Fax: 1300 663 429

Relevant forms

The Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307) form can be accessed at:

- humanservices.gov.au/forms

The Application for Special Child Care Benefit for a child at risk when no one is receiving Child Care Benefit (Department of Education 08-311) form is available at:

- education.gov.au/child-care-service-handbook

The Approving Special Child Care Benefit -Application for a higher approval limit where 18% has been reached (Department of Education 08-310) form is available at:

- education.gov.au/child-care-service-handbook

The Approving Special Child Care Benefit - Will my service exceed the 18% limit? (Department of Education 08-309) form is available at:

- education.gov.au/child-care-service-handbook

14.2 Special Child Care Benefit - for children at risk of serious abuse or neglect

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Eligibility Criteria for SCCB for a child at risk

Family assistance law provides for the approval of the SCCB rate to support the participation of children who are identified as being at risk of serious abuse or neglect in CCB approved child care. Services are also able to approve additional CCB hours for eligible children. These additional hours can also be covered by the SCCB rate.

When a child is at risk, their situation can sometimes be improved by their enrolment in CCB approved child care, or by maintaining or increasing their participation in CCB approved care. The use of the SCCB rate is not appropriate unless the cost of care is a barrier to participation in CCB approved child care.

General reasons for approving SCCB for a child at risk

- A state or territory child protection authority or other relevant agency seeks a placement at your service for a child at risk of serious abuse or neglect



- You as service provider, have reason to believe that a child is at risk and that subsidising the cost of the child care fees will increase the probability that a child at risk will continue to attend child care or attend for extra hours or days
- You as service provider, have reason to believe that a child is at risk and that continued use or increased use of child care could improve developmental outcomes and improve the safety and wellbeing of the child identified as being at risk.

Priority of Access guidelines apply to services when filling vacancies. Priority 1 is a child at risk of serious abuse or neglect.

[See 6.3](#)

Please note that the individual who is conditionally eligible for CCB is not required to complete or sign any forms or supply any documentation when you are approving SCCB for a **child at risk**.

Circumstances where approval of SCCB for a child at risk can be considered

Your service can approve SCCB if you believe that a child is at risk of serious abuse or neglect.

To be satisfied that a child is at risk and to determine whether SCCB is an appropriate response, it can be helpful to consider the following kinds of questions as the basis for your answers:

- Do you have serious concerns for the physical, social, emotional and developmental well-being of a child? Are these concerns based on a sound understanding of child development and children's needs?
- Will the provision of the SCCB rate for child care or increased hours of child care improve the child's situation?
- Is the family likely to continue to use child care or increased hours of child care if SCCB is provided?

Your considerations may be based on information or advice from relevant child protection agencies in your state or territory. These agencies can assist you to identify children at risk and provide advice on possible signs of abuse or neglect and on the most appropriate way to work with vulnerable families.

In other circumstances, your considerations might also be informed by your knowledge of:

- the indicators of possible abuse or neglect and the risks of cumulative harm
- particular events, circumstances, observations or disclosures, (from the child, parent or third party), most likely arising from your relationship and interactions with the family and child
- some of the risk factors that might be associated with abuse or neglect and whether they apply to the family.

You do not need to have direct knowledge that abuse or neglect has occurred in order to approve SCCB, but you do need to have a reasonable belief that the child is at risk.



What is abuse and neglect?

A commonly accepted definition of abuse and neglect is contained in the National Child Protection Clearinghouse (NCPC) resource sheet 'What is child abuse and neglect?' (updated June 2012) found at aifs.gov.au

Each state and territory has their own definitions, terminology and underpinning legislation in relation to abuse and neglect. You should be familiar with the definitions appropriate to your state or territory and use these definitions to consider the approval of SCCB and referral of children to other appropriate child protection and family support agencies.

Circumstances/Observations/Disclosures

The information you can use to be satisfied that a child is at risk of serious abuse or neglect might come from a range of sources including: disclosure by the child; observation of the child's behaviour and developmental progress; self-reporting or disclosure by the family or knowledge of and interactions with the family; and information from third parties, including other professionals, relevant agencies and community members.

Risk Factors

It is also important to consider any concerns about the wellbeing of a child against recognised risk factors that can be associated with an increased risk of abuse or neglect. Risk factors may be related to the child, the parent or the family and their circumstances. Risk factors can include: social isolation, lack of family or community support; parental stress; level of parenting skills and/or unrealistic expectations of child development and behaviour; parental intellectual disability; drug and alcohol misuse; mental health issues; and homelessness and domestic violence.

It is important to note that the presence of one or more risk factors is **not** necessarily associated with abuse or neglect. Protective factors can also act to mitigate risk factors. Awareness of risk factors can, however, help services to build a picture of a situation in conjunction with known circumstances, observations or disclosures.

SCCB for a child at risk and mandatory reporting requirements

The approval or provision of SCCB does **not** satisfy the mandatory reporting requirements in your state or territory. Mandatory reporting requirements and obligations of child care services to report vary from state to state. The child protection agency in your state or territory will be able to assist you in making a judgement about whether reporting is required.

SCCB for a child at risk and additional support/referrals

While providing SCCB can be an appropriate means of improving the situation of a child or providing support to a family, your service should also consider if other means of support may be needed. For example, referrals to other agencies, (where you are authorised by relevant privacy and confidentiality laws relevant to disclosure of personal and/or protected information),



providing families with information or encouraging self-referral. This can be particularly appropriate if child protection or family support agencies are not already involved with the family, or if the situation is ongoing without resolution. The child protection agency in your state or territory will be able to assist with referral information.

Links to relevant state and territory agencies:

NSW Department of Community Services (DoCS)

- community.nsw.gov.au

Victorian Department of Human Services (DHS)

- cyf.vic.gov.au

Queensland Department of Communities, Child Safety Services

- childsafety.qld.gov.au

WA Department for Communities

- communities.wa.gov.au

Department for Child Protection

- dcp.wa.gov.au

Families SA

- families.sa.gov.au/pages/protectingchildren/ReportingChildAbuse

Tasmanian Department of Health and Human Services (DHHS)

- dhhs.tas.gov.au/children/child_protection_services

ACT Office for Children, Youth and Family Support

- dhcs.act.gov.au/ocyfs

NT Department of Children and Families

- childrenandfamilies.nt.gov.au/Agency/index.aspx14



3 Approval of SCCB for a child at risk of serious abuse or neglect

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SCCB for a child at risk when the individual is conditionally eligible for CCB by fee reduction

To receive the SCCB rate for a child at risk of serious abuse or neglect an individual must have been assessed as conditionally eligible for CCB by fee reduction by the DHS (this includes eligibility for a zero percentage fee reduction).

If you have concerns for a child, and the individual has not lodged an application form or is not otherwise determined by the DHS as conditionally eligible for CCB by fee reduction at the time of considering SCCB, it is possible to make the service eligible to receive SCCB to cover the cost of providing care for the child at risk.

When no one is conditionally eligible for CCB by fee reduction

Where no one is currently determined by the DHS as being conditionally eligible for CCB by fee reduction for a child at risk of serious abuse or neglect, your service can make itself eligible for SCCB for that child for an initial period of up to 13 weeks. This will allow your service to respond immediately to a child at risk, where cost and eligibility for CCB fee reductions may otherwise prevent them from attending child care.

Circumstances which might apply include:

- Where a claim has been made for CCB by fee reduction, but the individual was determined as not conditionally eligible. For example, where a child is at risk and no-one qualifies for CCB eligibility due to non-resident status or
- Where no one has made a claim for CCB by fee reduction.

The service will need to make a claim for CCB by fee reduction in order to be paid fee reductions in respect of the child at risk. Services cannot be paid SCCB for a child at risk if someone is already conditionally eligible for CCB by fee reduction in respect of that child.

[See 14.4](#)

SCCB for a child at risk - service approvals and the 13 week limit

Your service can approve the SCCB rate for a child at risk of serious abuse or neglect for an initial period of up to 13 weeks each financial year. Services should only approve the SCCB rate for the number of weeks required to improve the child's situation.

Your decision to approve the SCCB rate for up to the first 13 weeks for a child at risk **cannot be reversed** by the DHS or by the Department of Education. Appropriate documentation is required to support your approval and for use as the basis for any SCCB applications for further periods.



[See 14.4](#)

In **any financial year**, 13 weeks is the maximum period of the SCCB rate your service can approve for an individual who is conditionally eligible for CCB in respect of a child. Services **cannot** approve SCCB for more than a total of 13 weeks in a financial year, even if the 13 weeks are not continuous. The 13 weeks a service can approve begins again with a new financial year.

When determining the number of weeks of the SCCB rate your service can approve for a child at risk, you need to consider the number of weeks of SCCB your service has previously approved in the current financial year for the individual who is conditionally eligible for CCB in respect of that child. This includes the SCCB rate approvals for hardship **and** for at risk. For SCCB at risk approvals you **do not** need to consider any weeks of SCCB already approved by **other** services in the current financial year for that child.

After the initial period of 13 weeks SCCB approved by the service provider, further periods of SCCB can be approved by the DHS on application. These further periods can generally be approved for periods of up to 13 weeks (this is where an individual is conditionally eligible for CCB by fee reduction).

The Department of Education can approve further periods of SCCB, which are generally up to 13 weeks for each application (this is where no-one is currently determined by the DHS as conditionally eligible for CCB by fee reduction and the service has made itself eligible).

There is no limit on the total number of weeks of SCCB that can be approved for a child at risk.

[See 14.5](#)

Approvals at the end of financial year

The DHS can only approve SCCB after a service has already approved 13 weeks in the same financial year. The DHS's determination will not carry over into a new financial year, but will end at the end of the CCB financial year - this is the first Sunday after 30th June each year. If a further period of SCCB is required in the new financial year, then your service can make a new decision, which will require completion and retention of new certification and any supporting documentation.

When your service approves a period of SCCB in the last quarter of the financial year, you should end the approval period no later than the last Sunday of the CCB year. If a further period of SCCB is required in the new financial year, then you can make a new decision. If, after that period, you consider the child to still be eligible for SCCB, you should apply to the DHS for further periods of SCCB.

Approval of the first 13 weeks of SCCB in any financial year can only be made by the service, unless the service has reached its 18 per cent service approval limit and does not have a higher limit approved by the Department of Education. In these circumstances the Special Child Care Assessment Team in DHS can approve an initial 13 week period in a financial year.

[See 14.10](#)

SCCB for a child at risk - increasing limits

Your service can approve an increase to the weekly limit of CCB hours if you consider that a child is at risk of serious abuse or neglect and would benefit from increased hours of child care. The SCCB rate can be applied to these increased hours. This means that a child can be approved to attend more than their current approved limit of 24 or 50 CCB eligible hours per week and can also receive the CCB or the SCCB rate for those additional hours.

Your service can also determine the weekly limit of hours of education and care for a child at risk where no-one is conditionally eligible for CCB by fee reduction, and your service has made itself eligible in order to approve the SCCB rate for a child at risk.

[See 11.3](#)

Approval of an increase to the weekly limit of hours is also subject to the 13 week service approval limit.

SCCB can be paid for a period of 24-hour care if either work related reasons or exceptional circumstances that warrant 24 hour care apply and eligibility for SCCB for a child at risk also applies. SCCB cannot be paid for a period of 24-hour care for reasons of a child being at risk of abuse or neglect only. A child who is approved for SCCB for an 'at risk of abuse and neglect' reason is not considered to meet the criteria for exceptional circumstances.

[See 6.4](#)

[See 11.3](#)

Amount of the SCCB rate payable for a child at risk

Your service can provide the SCCB rate for a child at risk of serious abuse or neglect up to the full amount of the **usual** fee charged by your service, i.e. higher fee cannot be charged because a SCCB rate is applicable. The family's contribution to the cost of care is then reduced accordingly for all of the CCB eligible hours.

Charging more than the usual fee is an offence. It may also result in a service being sanctioned under the family assistance law. Civil penalties may also apply.

The 18 per cent approval limit for services

The total amount of the SCCB rate (for both child at risk of serious abuse or neglect and hardship) that your service can approve in one quarter is limited to 18 per cent of the total CCB, SCCB, GCCB and JETCCFA paid to your service in the quarter before last. When approving the SCCB rate you must also consider whether the approval will result in your service reaching or exceeding the 18 per cent SCCB approval limit. If your service reaches its 18 per cent SCCB approval limit, SCCB can still be granted, either by your service if you apply successfully to the Department of Education for a higher approval limit, or by forwarding individual applications to the Special Child Care Assessment Team in the DHS.

[See 14.10](#)



Backdating SCCB for a child at risk

As SCCB is given to facilitate the inclusion of a child at risk of serious abuse or neglect in care, your service should give careful consideration to the appropriateness of any backdating of SCCB approvals.

It may be appropriate to backdate SCCB at risk in the following circumstances:

- you provided care to a child at risk at the SCCB rate prior to having completed the certification section of the Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307) form
- you provided care to a child at risk at the SCCB rate prior to the DHS advising of approval of a further period of SCCB
- you provided care to a child at risk at the SCCB rate before completing the Application for Special Child Care Benefit for a child at risk when no one is receiving Child Care Benefit (Department of Education 08-311) form or
- you provided care to a child at risk at the SCCB rate prior to receiving approval from the Department of Education to make your service eligible to receive fee reductions on behalf of a child.

You should outline the reasons for any backdating of an approval in the approvals documentation and retain it in accordance with requirements.

[See 14.4](#)

14.4 Documenting service approvals for SCCB for a child at risk of serious abuse or neglect

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When the individual is conditionally eligible for CCB by fee reduction

To approve the SCCB rate **and/or** additional CCB weekly limit of hours for a child at risk of serious abuse or neglect, the director/operator of a service must complete the *Claim for Special Child Care Benefit and/or increased weekly limit of hours* (FA023.1307) form. The family is **not** required to complete or sign the form or supply any documentation. The form should be completed to certify that the approval for SCCB is granted.

Use the FA023.1307 form to approve SCCB for an initial period of up to 13 weeks

If your service is approving an initial period of the SCCB rate and/or additional weekly limit of hours for a child at risk, you must document the approval using the form, attach any supporting documentation and retain the form for your records. If you as service provider have approved SCCB you are **not** required to submit the form to the Special Child Care Assessment Team in DHS.

Contact the Special Child Care Assessment Team if you have questions about completing the FA023.1307 form.



[See quick contacts](#)

Once the FA023.1307 form has been completed, you need to complete online weekly Attendance Record Reports in CCMS for the child in the same way as for any other enrolment, making sure to include the code for child at risk (CRK) as the Increased Entitlement Reason.

The *Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form can be accessed at:

humanservices.gov.au/customer/forms *Note: This form is also used to apply to the Special Child Care Assessment Team in DHS for a further period, beyond the initial 13 week period.*

[See 14.5](#)

When no one is conditionally eligible for CCB by fee reduction

The following process is required to make your service eligible for CCB by fee reduction in order to claim for fee reduction and approve SCCB for a child at risk of serious abuse or neglect.

You need to first create a Service Special CCB enrolment in CCMS for the child you consider to be at risk and for whom you wish to claim the SCCB rate.

Once the Department of Education has confirmed the enrolment and you have received the Department of Education CCMS enrolment identification, the director or operator of your service must complete an *Application for Special Child Care Benefit for a child at risk when no one is receiving Child Care Benefit* (Department of Education 08-311) form and retain a copy. Submit this form to the Department of Education through the CCMS Helpdesk.

The Department of Education will advise if someone is already conditionally eligible for CCB by fee reduction in respect of that child in which case your claim is not taken to be effective.

Contact the CCMS Help Desk in the Department of Education if you have questions about completing the Department of Education 08-311 form.

[See quick contacts](#)

You should complete online weekly Attendance Record Reports in CCMS for the child in the same way as for any other enrolment.

The *Application for Special Child Care Benefit for a child at risk when no one is receiving Child Care Benefit (Department of Education 08-311)* form is available at:

education.gov.au/child-care-service-handbook *Note: This form is also used to apply to the Department of Education for further periods of SCCB beyond the initial 13 week period when no one is conditionally eligible for CCB by fee reduction.*

[See 14.5](#)

Retaining the SCCB approval form and independent documentation

The documentation required to support a service approval of SCCB for a child at risk of serious abuse or neglect when the individual is conditionally eligible for CCB by fee reduction is a



completed *SCCB Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form, signed only by the director or operator of your service (and **not** by the individual who is conditionally eligible for CCB).

For SCCB for a child at risk where no-one is conditionally eligible for CCB by fee reduction and a service makes itself eligible, the documentation required to support a service approval is a completed *Application for Special Child Care Benefit for a child at risk when no one is receiving Child Care Benefit (Department of Education 08-311)* form, signed by the director or operator of your service.

Your service does **not** need independent documentation in order to approve SCCB for a child at risk, although it can help demonstrate reasonable grounds for approval. If such documentation is available, a copy should be attached to the approval form. Independent documentation can include letters of support from a range of agencies and professionals.

It is good practice to complete the form and attach supporting documentation where available, as close as possible to the granting of the approval. If your decision to approve SCCB for a child at risk relies on independent documentation, you do not need to get the documentation **before** you approve SCCB, but should attach a copy of these documents to your copy of the approval form as soon as they become available.

Your service must retain the SCCB approval form and any supporting documentation for 36 months from the end of the calendar year in which care was provided. If requested, you must produce this documentation to authorised officers exercising monitoring powers under the family assistance law. These documents are highly sensitive and must be stored securely.

[See 5.4](#)

14.5 Applying for a further period of SCCB

Applying to the DHS where the individual is conditionally eligible for CCB by fee reduction

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When your service has reached its 13 week service approval limit, the Special Child Care Assessment Team in DHS is able to approve further periods of SCCB for a child at risk of serious abuse or neglect during the same financial year. Approval of further periods of SCCB are generally considered for periods of up to 13 weeks on each application.

If at any time you as a service provider become aware that circumstances have or will change that may affect eligibility for SCCB rate and/or increased hours for a child at risk, you are obligated under family assistance law to advise the DHS in writing or by phone of this change.

Applications for a further period beyond the initial 13 week period are considered by the DHS on a case by case basis. The more information and documentary evidence that you are able to provide about the child's circumstances in support of the application, the easier it will be for the



DHS to assess their eligibility for further periods of SCCB for a child at risk. This includes the provision of independent documentation in support of the application, such as letters of support from a range of professionals. The DHS approvals are based on individual circumstances for each child/family and service providers need to provide the DHS with clear information and documentary evidence to support the application and assist the DHS in their assessment of the application for SCCB.

To apply to the DHS for a further period of SCCB past 13 weeks, you must complete the *Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form. You should not complete the certification section 'Service provider approval for Special Child Care Benefit'. Sign and date the form, attach the supporting documentation, retain a copy for your records and submit by fax to the Special Child Care Assessment Team in DHS for approval. The DHS will advise you in writing of their decision. This process is required for each additional approval period.

Contact the Special Child Care Assessment Team in DHS if you have questions about completing the *FA023.1307* form.

[See quick contacts](#)

If an application for a further period of SCCB is approved by the DHS you need to continue to complete online weekly Attendance Record Reports in CCMS for the child in the same way as for any other enrolment. Make sure to include the code for child at risk (CRK) as the Increased Entitlement Reason if the approval is for SCCB or as the Increased Eligible Hours reason if the approval is for an increase in eligible hours.

Applications for a further period of SCCB can be sent to the Special Child Care Assessment Team in DHS up to a maximum of four weeks before the end of the initial 13 week period (or any subsequent DHS approved periods) if you anticipate that the at risk situation will not be resolved within the approved period. This will allow the DHS adequate time to assess the situation and assist with continuity of the SCCB arrangements.

The *Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form can be accessed at:

humanservices.gov.au/customer/forms It is good practice to retain and securely store copies of any completed application forms and supporting documentation provided to the Special Child Care Assessment Team in DHS.

[See 5.4](#)

Applying to the Department of Education where no-one is conditionally eligible for CCB by fee reduction

The Department of Education is able to approve further periods of SCCB for a child at risk of serious abuse or neglect where no-one is conditionally eligible to receive CCB fee reductions and your service has reached its 13 week service approval limit. Applications for further periods of



SCCB beyond the initial 13 week period are considered by the Department of Education on a case by case basis. The more information that you are able to provide about the child's circumstances, the easier it will be for the Department of Education to assess eligibility for further periods of SCCB for a child at risk. This includes the provision of independent documentation in support of the application such as letters of support from a range of professionals. Approvals of further periods are generally considered for periods of up to 13 weeks on each application.

If at any time you as service provider become aware that circumstances have or will change that may affect eligibility for SCCB for a child at risk, the service is obligated under family assistance law to advise the Department of Education in writing or by phone of this change.

The director or operator of your service must in ALL circumstances complete an *Application for Special Child Care Benefit for a child at risk when no one is receiving Child Care Benefit (Department of Education 08-311)* form, retain a copy and submit to the Department of Education through the CCMS Helpdesk. You should use the existing Service Special CCB enrolment identification when applying for a further period. You can submit the application form to the CCMS Helpdesk up to a maximum of four weeks before the end of the approved period. The Department of Education will assess your application for the SCCB rate and provide a letter advising you of the outcome.

Contact the CCMS Help Desk in the Department of Education if you have questions about completing the *Department of Education 08-311* form.

[See quick contacts](#)

Once approved by the Department of Education you need to complete online weekly Attendance Record Reports in CCMS for the child in the same way as for any other enrolment.

The CCMS Helpdesk will use this information and the information services provide on the *Department of Education 08-311* form to make SCCB payments to your service.

The *Department of Education 08-311* form is available at:

- education.gov.au/child-care-service-handbook

Retaining the SCCB application form and independent documentation

It is good practice to retain and securely store copies of any completed application forms and supporting documentation provided to the Special Child Care Assessment Team in DHS or to the Department of Education.

14.6 Special Child Care Benefit for families experiencing hardship

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Eligibility criteria for SCCB for hardship

Families experiencing financial hardship can access the SCCB rate for a limited period of time while they adjust to their changed circumstances. Where a hardship event results in the need for additional hours of education and care, families can also receive an increase in their weekly limit of CCB eligible hours, due to exceptional circumstances.

The SCCB rate can be used to assist a family faced with an event that significantly reduces their ability to pay the child care fees normally charged. Examples of such events include:

- Loss of employment, including where individuals are compelled by their employer to accept a significant reduction in work hours or periods of unpaid leave
- The failure of a business
- A period of declared Local Emergency that reduces an individual's capacity to pay fees
- A natural disaster such as fire or flood
- Destruction of or severe damage to the family's home necessitating relocation of the family, or the need to place a child in care, or an increase in the need for child care
- Significant additional expenses or reduction in income arising, for example, from a death or serious illness in the family
- Family breakdown or the separation of parents/caregivers.

The SCCB rate is designed to assist families experiencing financial crises and is **not** to be used on a continuing basis to support families with ongoing financial problems or financial over-commitment. Examples of events that do **not** meet the criteria for the SCCB rate are:

- Foreseeable expenditure such as routine home repairs and maintenance
- Discretionary expenditure such as additions to the house
- Increases in child care fees
- Ongoing low income.

You may consider encouraging the family to refer to other support services such as a financial counselling or family support service if their problems are likely to be ongoing. You should also ensure that families are referred to the DHS to seek advice on other Australian Government payments which may be available to assist them.

14.7 Approval of SCCB for hardship

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To receive the SCCB rate for hardship the individual who is conditionally eligible for CCB must have been assessed as eligible to receive CCB as a fee reduction (this includes eligibility for a zero percentage fee reduction). If a family receiving Child Care Benefit by fee reduction suffers a decrease in income, they should revise their estimate of annual income with the DHS as soon as possible. Families who are experiencing hardship but were intending to claim CCB as a lump sum at the end of the financial year should apply for CCB by fee reduction immediately by contacting



the DHS. If the application for CCB by fee reduction is successful, the family can then apply for the SCCB rate.

SCCB for hardship - service approvals and the 13 week limit

Your service can approve the SCCB rate for an individual who is conditionally eligible for CCB for an initial period of **up to** 13 weeks each financial year. Services should only approve the SCCB rate for the number of weeks required to meet the needs of the family in light of the hardship event they are experiencing.

Your decision to approve payment of the SCCB rate for up to the first 13 weeks for a family experiencing hardship **cannot be reversed** by the DHS or by the Department of Education.

Appropriate documentation is required to support your approval and can also be useful as the basis for any application to the DHS for further periods of SCCB.

[See 14.8](#)

In **any financial year** 13 weeks is the maximum period of SCCB your service can approve for an individual who is conditionally eligible for CCB in respect of a child. Services **cannot** approve SCCB for more than a total of 13 weeks in a financial year, even if the 13 weeks are **not** continuous or are due to different 'hardship events'. The 13 weeks a service can approve begins again with a new financial year.

When determining the number of weeks of SCCB your service can still approve for an individual who is conditionally eligible for CCB in respect of a child for reasons of hardship within the 13 week limit, you need to count towards the 13 week limit:

- the number of weeks of SCCB your service has approved in the current financial year for an individual who is conditionally eligible for CCB in respect of that child. This includes SCCB approvals for both hardship and for a child at risk of serious abuse or neglect; and
- the number of weeks of SCCB for hardship already approved by other services in the current financial year for the individual in respect of the child. The individual needs to provide this information in the *Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form.

SCCB for a child at risk approvals by other child care services **do not** need to be taken into account.

After the initial period of 13 weeks SCCB approved by the service provider, further periods of SCCB can be approved by the DHS on application. These further periods can generally be approved for periods of up to 13 weeks. The maximum number of weeks that can be approved by your service and the DHS for the same hardship event is 52 weeks.

[See 14.9](#)



Approvals at the end of financial year

The DHS can only approve SCCB after a service has already approved 13 weeks in the same financial year. The DHS's determination will not carry over into a new financial year, but will end at the end of the CCB financial year - this is the first Sunday after 30th June each year. If a further period of SCCB is required in the new financial year, then your service can make a new decision.

When your service approves a period of SCCB in the last quarter of the financial year, you should end the approval period no later than the last Sunday of the CCB year. If a further period of SCCB is required in the new financial year, then you can make a new decision. If, after that period, you consider the child to still be eligible for SCCB, you should apply to the DHS for further periods of SCCB.

Approval of the first 13 weeks of SCCB in any financial year can only be by the service, unless the service has reached its 18 per cent service approval limit and does not have a higher limit approved by the Department of Education, or has had its power to approve SCCB for hardship suspended. In these circumstances the Special Child Care Assessment Team in DHS can approve an initial 13 week period in a financial year.

[See 14.10](#)

Amount of the SCCB rate payable for hardship

Your service can provide the SCCB rate up to the full amount of the **usual** fee charged by your service i.e. higher fee cannot be charged because a SCCB rate is applicable. The family's contribution to the cost of care is then reduced accordingly for the CCB eligible hours.

Charging more than the usual fee is an offence. It may also result in a service being sanctioned under the family assistance law. Civil penalties may also apply.

SCCB for hardship - increasing the weekly limit of CCB hours (exceptional circumstances)

The exceptional circumstance provision for approval of an increase in the weekly limit of hours is a separate mechanism that is often used in conjunction with the SCCB hardship rate, when families are experiencing a type of hardship event that results in financial strain **and** a need for extra hours of child care.

Where a family that is usually limited to a maximum of either 24 or 50 hours of CCB per child per week becomes eligible for the SCCB rate for hardship, there may also be a need for additional hours of child care. For example, if the family's hardship is caused by the death of the working parent, the family could be eligible for:

- The SCCB rate, because of the financial hardship caused by the death of the working parent and
- An increase in their weekly limit of CCB hours due to exceptional circumstances, if the death of the working parent results in the family needing additional hours of child care.



Not all events that cause hardship result in a need for additional hours of care. For example, a family that is entitled to a maximum weekly limit of 24 hours of CCB per child may experience financial hardship due to the working parent becoming unemployed. In this case the family may not need additional hours of child care, and the SCCB rate would only be paid for up to 24 hours of care per child per week.

If your service is approving the SCCB rate for hardship for a family who also requires an increase in their weekly limit of CCB hours, you can only approve the SCCB rate for their existing weekly limit of CCB hours. All applications for an increase in a family's weekly limit of CCB hours due to exceptional circumstances must be approved by the DHS.

[See 11.3](#)

The 18 per cent approval limit for services

The total amount of the SCCB rate (for both a child at risk of serious abuse or neglect and hardship) that your service can approve in one quarter is limited to 18 per cent of the total CCB including SCCB and GCCB paid to your service in the quarter before last. When approving the SCCB rate you must also consider whether the approval will result in your service reaching or exceeding the 18 per cent SCCB approval limit. If your service reaches its 18 per cent SCCB approval limit, SCCB can still be granted, either by your service if you apply successfully to the Department of Education for a higher approval limit, or by forwarding individual applications to the Special Child Care Assessment Team in DHS.

[See 14.10](#)

Backdating SCCB for hardship

Your service should give careful consideration to the appropriateness of any backdating of SCCB approvals.

It may be appropriate to backdate SCCB hardship rate in the following circumstances:

- you provided care at the SCCB rate to a family prior to having completed the certification section of the *Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form
- you provided care at the SCCB rate prior to receiving approval from the DHS.

There may be some circumstances where the benefit of SCCB hardship rate has not been provided to a family, but reasonable backdating of an approval could be justified. For example, you may need to backdate an approval in cases where the family experiences a hardship event and care has already been provided, but the family becomes unable to pay the child care fees for that period due to the hardship event. Another example where it might be appropriate to backdate is where a family intending to claim CCB as a lump sum at the end of the financial year has been assessed as conditionally eligible for CCB by fee reduction in order to receive the SCCB rate due to a hardship event. If the fee reduction has been backdated by 28 days it may also be appropriate to backdate the SCCB rate.



You should outline reasons for the backdating of an approval in the approvals documentation and retain it in accordance with requirements.

[See 14.8](#)

Suspension of power to approve SCCB for hardship

The Department of Education has the power to suspend your service's ability to approve SCCB for hardship reasons if your service shows a pattern of approving SCCB for hardship reasons that do not meet the criteria.

If your service's power to approve initial periods of the SCCB rate for hardship is suspended, all SCCB hardship applications will need to be sent to the Special Child Care Assessment Team in DHS for assessment.

14.8 Documenting service approvals for SCCB for hardship

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Documenting service approvals for SCCB for hardship

The process for approving and documenting SCCB for hardship is similar to the process for SCCB for a child at risk of serious abuse or neglect. The main difference is that to approve the SCCB rate for hardship you must complete the *Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form in collaboration with the family. The individual who is conditionally eligible for CCB in respect of the child must sign and date the form, as well as provide documentation to support their application. The form should be completed to certify that the approval for SCCB is granted.

Use the FA023.1307 form to:

- Approve the SCCB rate for an initial period of up to 13 weeks**

If your service is approving an initial period of the SCCB rate for hardship you must document the approval using the form, attach any supporting documentation and retain the form for your own records. If you as the service provider have approved SCCB, you are not required to submit the form to the Special Child Care Assessment Team in DHS.
- Apply to the Special Child Care Assessment Team in DHS to approve additional weekly limit of CCB hours for a family due to exceptional circumstances**

The Special Child Care Assessment Team in DHS must assess the application for increased hours if your service is approving an initial period of the SCCB rate for hardship where the family **does** require additional weekly CCB hours due to exceptional circumstances.

You **must** document the approval using the *FA023.1307* form, submit it by fax to the DHS for approval and retain a copy for your records. Your service can approve the SCCB rate for the family for their existing CCB weekly limit of hours, but needs to await approval from the DHS



before the SCCB rate for hardship can be offered to cover any additional hours of education and care.

The Special Child Care Assessment Team in DHS will advise you in writing of whether an increase in the family's weekly limit of CCB hours has been approved. If an increase is approved, your service can then apply the SCCB rate for hardship for up to their new weekly limit of CCB hours.

Contact the Special Child Care Assessment Team if you have questions about completing the *FA023.1307* form.

[See quick contacts](#)

Once the *FA023.1307* form has been completed, and submitted to the DHS if required, you need to complete online weekly Attendance Record Reports in CCMS for the child in the same way as for any other enrolment, making sure to include the appropriate code for the approval. If the approval is for:

- the SCCB rate, you should use code TFH for the Increase Entitlement Reason and/or
- an increase in the weekly limit of CCB hours, you should use code EXC for the Increase Eligible Hours Reason.

The *FA023.1307* form can be accessed at:

humanservices.gov.au/customer/forms **Note: This form is also used to apply to the Special Child Care Assessment Team in DHS to approve the SCCB rate for a further period of SCCB beyond the initial 13 week period. This also includes applying for an additional weekly limit of CCB hours due to exceptional circumstances.**

[See 14.9](#)

Retaining the SCCB approval form and independent documentation

The documentation required to support a service approval of the SCCB rate for hardship must include:

- a completed *Claim for Special Child Care Benefit and/or increased weekly limit of hours (FA023.1307)* form signed by the service director and the individual who is conditionally eligible for CCB as reduced fees and
- independent documentation such as a letter from an employer (for loss of job or reduction in income), or from an independent professional such as a medical practitioner, social worker, accountant or a minister of religion and contact details for the person providing the supporting documentation and/or
- a statutory declaration from the individual who is conditionally eligible for CCB as reduced fees outlining the nature of the crisis.

You do not need to get the statutory declaration or the independent documentation **before** you approve the SCCB rate. If the family is unable to get supporting evidence from a third party at



the time of completing their form, they can still lodge their claim and provide the supporting evidence as soon as possible thereafter.

It is good practice to complete the form and attach supporting documentation as close as possible to the time of approval. Your service must retain the completed approval form and independent documentation for 36 months from the end of the calendar year in which care was provided. If requested, you must produce the documentation to authorised officers exercising monitoring powers under the family assistance law. These documents are sensitive and must be stored securely.

[See 5.4](#)

14.9 Applying to the DHS and documenting a further period of SCCB for hardship

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Applying to the DHS for a further period of SCCB for hardship beyond 13 weeks

When your service has reached its 13 week service approval limit, the Special Child Care Assessment Team in DHS is able to approve further periods of the SCCB rate, generally up to 13 weeks for each application during the same financial year. This is up to a total of 52 weeks for each 'hardship event' experienced by a family.

If at any time the individual who is conditionally eligible for CCB becomes aware that circumstances have or will change that may affect their eligibility for SCCB rate and/or increased hours due to exceptional circumstances, the individual is obligated under family assistance law to advise the DHS in writing or by phone of this change.

The SCCB rate for hardship is designed to provide short-term financial relief while the family adapts to their new circumstances. It is not meant to provide families with ongoing financial support. Applications for further periods beyond 13 weeks are considered by the Special Child Care Assessment Team on a case by case basis. The more information that a family is able to provide about their circumstances, the easier it will be for the DHS to assess their eligibility for further periods of SCCB for hardship or for additional CCB weekly limit of hours due to exceptional circumstances.

If you are considering forwarding an application for a further period of the SCCB rate for a family experiencing hardship, it may be helpful to consider the following questions:

- Has the family demonstrated that they are trying to adapt to their new circumstances, but need more time to do so? For example, has the family applied to the DHS for other forms of government assistance such as income support payments?



- Has the family's capacity to adjust to their new circumstances also been affected by the event that caused the hardship, for example, if a parent has a serious or terminal illness?

The DHS assessment of SCCB hardship applications for second and subsequent periods of SCCB take into account the family's ability to adjust to their new financial position, and their capacity to reduce other items of household expenditure in order to afford child care fees.

To apply to the DHS for a further period of the SCCB hardship rate or an increase in weekly limit of hours due to exceptional circumstances you must complete the *FA023.1307 Claim for Special Child Care Benefit and/or increased weekly limit of hours form*. The family must also sign the form. You should not need to complete the certification section 'Service provider approval for Special Child Care Benefit'. Sign and date the form, attach any supporting documentation, retain a copy for your records and send it by fax to the Special Child Care Assessment Team in DHS for approval. The DHS will contact you to confirm that they have received the application, and will advise you in writing of their decision. This process is required for each approval period.

Contact the Special Child Care Assessment Team in DHS if you have questions about completing the *FA023.1307* form.

[See quick contacts](#)

If an application for a further period of SCCB is approved by the DHS you need to complete online weekly Attendance Record Reports in CCMS for the child in the same way as for any other enrolment. Make sure to include the appropriate code for the approval. If the approval is for:

- the SCCB rate, you should use code TFH for the Increase Entitlement Reason and/or
- an increase in the weekly limit of CCB hours, you should use code EXC for the Increase Eligible Hours reason.

The *FA023.1307* form can be accessed at:

- humanservices.gov.au/customer/forms/s

Applications for a further period of SCCB can be sent to the Special Child Care Assessment Team in DHS up to a maximum of four weeks before the end of the initial 13 week period (or any subsequent DHS approved periods) if you anticipate that the hardship situation will not be resolved during the approved period. This will allow the DHS adequate time to assess the family's situation and assist with continuity of the SCCB arrangements.

It is good practice to retain a copy of the documentation forwarded to the Special Child Care Assessment Team in DHS for approval of further periods of SCCB for hardship.

14.10 The 18 per cent service approval limit for SCCB

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The total amount of the SCCB rate for both a child at risk of serious abuse or neglect and hardship that your service can approve in one quarter is limited to 18 per cent of the total CCB, SCCB and GCCB paid to your service in the quarter before last.



The total amount of SCCB is the combined total of SCCB approvals for a child at risk and hardship that your service has already approved in the current quarter, even if some approvals cover a period that extends into the next quarter. It does not include the cost (amount of fee reductions) of any SCCB approvals made by the DHS or the Department of Education.

The CCB paid to your service during the quarter before last includes all types of CCB paid by fee reduction including SCCB and Grandparent CCB.

A quarter refers to a three-month period according to the financial year. Quarters run from July-September, October-December, January-March and April-June. If it is February 2013, your SCCB expenditure for the quarter that runs from January-March 2013 cannot exceed 18 per cent of the amount of CCB paid to your service in July-September 2012.

If you intend to approve an application for the SCCB rate you must consider whether the approval, together with any other approvals you have given during the current quarter, will exceed the 18 per cent limit.

If you need to approve the SCCB rate but are approaching or have already reached your 18 per cent limit, you should apply to the Department of Education for a higher limit, so that your service can continue to approve SCCB for initial applications up to 13 weeks for the remainder of the quarter.

If your request for a higher limit is approved you will be notified by the Department of Education in writing of the new higher SCCB approval limit for your service. Once you have been notified of the new limit, you can continue to approve SCCB for initial periods of up to 13 weeks, up to the new approved limit. The higher approved limit will only apply for the current quarter.

Applications for any further periods of SCCB beyond the first 13 weeks approved by the service always need to be sent to the DHS for approval.

A service that exceeds the 18 per cent limit and continues to approve SCCB applications without a higher limit is contravening family assistance law and may have sanctions imposed on it.

Applying to the Department of Education for a higher limit

To have your service's approval limit raised, you need to apply to the Department of Education for a higher limit.

Factors that could justify a higher SCCB expenditure percentage include one or more of the following:

- a major employer has closed in the local area or
- a natural disaster reduces the capacity of many families to pay their fees or
- a period of declared Local Emergency that has for example prevented numerous families from working and reduced their capacity to pay fees or



- your service is part of an integrated or contracted service partnership arrangement to provide child care in relation to child protection or early intervention programmes.

The above list is not exhaustive, and all circumstances will be considered on a case by case basis.

To seek approval for an increase to the 18 per cent limit for SCCB you should complete the *Approving Special Child Care Benefit - Application for a higher approval limit where 18% has been reached (Department of Education 08-310)* form and submit it to the CCMS Helpdesk. The form is available at:

- education.gov.au/child-care-service-handbook

Services should specify the higher limit they believe will be required on the form, for example, 25 per cent. When specifying a higher limit, services should consider the number of new applications they are likely to receive, the number of weeks remaining in the current quarter, as well as the hours appropriate to each individual SCCB application.

The Department of Education will assess your application and will notify you in writing of whether a higher limit has been approved. You should **not** approve any further initial periods of up to 13 weeks of SCCB until you have been advised of the outcome of your application. Once you have been notified of your new limit your service will be able to approve SCCB for initial periods of up to 13 weeks up to the specified higher limit.

If you are not given approval for a higher limit of SCCB, you should send any applications that will exceed the 18 per cent limit in the current quarter to the Special Child Care Assessment Team in DHS for assessment.

Monitoring the value of your service's SCCB approvals

It is important that you monitor the level of SCCB approvals made by your service in each quarter, so that you can apply to the Department of Education for a higher limit when necessary. It is recommended that you complete the *Approving Special Child Care Benefit - Will my service exceed the 18% limit?* (Department of Education 08-309) form each time you approve an SCCB application. The Department of Education 08-309 form is available at:

- education.gov.au/child-care-service-handbook

To calculate actual or forecasted SCCB service approvals in the current quarter as a percentage of the CCB paid in the quarter before last, take the value of the approvals, divide it by the CCB paid in the quarter before last and multiply it by 100.

The total CCB fee reduction amount to use in the calculation includes CCB, GCCB and SCCB .

14.11 Absences while receiving SCCB

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The rules regarding eligibility for SCCB when a child is absent are the same as the rules for CCB, as SCCB is a component of the CCB payment programme. Full information on absences while receiving CCB/ SCCB is available elsewhere in the handbook.



[See Section 13](#)

High levels of absences or unexplained absences can occur for children who are identified as at risk of serious abuse or neglect. If this occurs and you have concerns for the child or the child was placed in your service as part of an arrangement with a child protection or family support agency, it is good practice to report the non-participation of the child in care to the relevant agency (where you are authorised by relevant privacy and confidentiality laws relevant to disclosure of personal and/or protected information).

You should take into consideration the mandatory child protection reporting requirements for your state or territory if you are aware an identified child at risk has been withdrawn from your service or has long periods of unexplained absences.

14.12 Approving SCCB and Jobs, Education and Training Child Care Fee Assistance

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Services must not claim the SCCB rate **and** Jobs, Education and Training Child Care Fee Assistance (JETCCFA) for a child for the same week of care.

When a family is receiving JETCCFA and then your service approves SCCB for the family, or when a family is receiving SCCB and becomes eligible for JETCCFA, SCCB takes priority. Your service should claim only SCCB, not JETCCFA, for the weeks when the family is eligible for both SCCB and JETCCFA.

If the family is still eligible for JETCCFA when a period of SCCB finishes, the family reverts to receiving both CCB and JETCCFA fee reductions.

If a family's JETCCFA is cancelled at any time during a period of SCCB, and they want to claim JETCCFA for another period, they can phone the DHS on **13 61 50**.



15 Child Care Rebate

This section provides some basic information about the Child Care Rebate (CCR) and what the CCR means administratively for child care services.

15.1 Child Care Rebate

15.2 Who is eligible?

15.3 Payment process to receive Child Care Rebate

15.4 What does this mean for child care services?

15.5 What is the total fee?

15.6 Child Care Rebate limits

In addition to Child Care Benefit (CCB), the CCR is a payment from the Australian Government that helps working families with the cost of child care.

Families have the option to receive their CCR paid fortnightly, either directly to their bank account, or through their child care service provider as a fee reduction. Families still have the option to receive their CCR quarterly or annually as a lump sum directly to their bank account. The CCR covers 50 per cent of out-of-pocket CCB approved child care expenses up to the annual limit.

Note: Timing of the fortnightly CCR payment depends on when a family's child care service submits attendance data to the Department of Education through the Child Care Management System.

For the 2013-2014 income year, the CCR annual limit is \$7,500 per child per year. Out-of-pocket expenses are total child care fees charged for approved child care less actual CCB and any JETCCFA entitlement.



15.1 Child Care Rebate

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The Government provides families with the option to receive their Child Care Rebate (CCR) paid fortnightly, either directly to their bank account, or through their child care service provider as a fee reduction.

Families still have the option to receive their CCR paid quarterly or annually as a lump sum directly to their bank account.

The CCR entitlement is calculated as 50 per cent of the out-of-pocket child care expenses for CCB approved child care up to an annual limit. For the 2013-2014 income year, the CCR annual limit is \$7,500 per child per year.

15.2 Who is eligible?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

To be eligible for the CCR, families **must**:

- have used CCB approved child care **and**
- have been eligible for CCB (entitled at a rate of zero or more) **and**
- have met the work, training, study test (for the purposes of the CCR).

Foster care, shared care, kinship and grandparent families who meet the eligibility criteria are also able to receive CCR.

To receive CCR families must claim CCB. There is no income test for the CCR. If families are eligible for CCB, but their CCB entitlement is zero due to income, they may still be eligible for the CCR.

Work, training, study test for the purposes of the CCR

Families can meet the work test for CCR if they participate in work related commitments at some time during a week or have an exemption. No minimum number of hours is required. The work related commitments or exemptions for families are if:

- they and their partner are working, looking for work, training, studying or doing voluntary work to improve their work skills, or
- they or their partner have a disability, or
- they or their partner get Carer Allowance or Carer Payment for a child/adult (Carer Allowance and Carer Payment are income support payments), or
- they or their partner are overseas or in prison, or
- they or their partner are an eligible grandparent with the primary care of a grandchild using CCB approved child care.



For more information about the work test for CCR, contact the Department of Human Services (DHS).

[See quick contacts](#)

15.3 Payment process to receive Child Care Rebate

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

Families have a choice of four different options for payment of their CCR entitlement:

1. fortnightly payment to their bank account
2. fortnightly payment to their service to be passed on as fee reductions
3. quarterly payment to their bank account
4. annual lump sum payment to their bank account after CCB/CCR reconciliation.

If a family wants to change their method of payment, they will need to notify the DHS. The payment option families choose for CCR will be applied for the entire 2013-2014 financial year. A new payment option cannot be applied until the start of the next financial year, unless exceptional circumstances apply.

Families who want to receive their CCR as a fortnightly or quarterly payment must claim CCB as reduced fees, even if they are eligible for CCB but their entitlement is zero due to income.

Fortnightly payments

The timing of the fortnightly payment depends on how frequently CCB approved child care services submit child care attendance records. For some families this will mean a fortnightly payment but for others it will actually be paid weekly.

Where families receive a higher than zero rate of CCB and choose the CCR fortnightly payment option, the DHS will withhold 15 per cent of the payment to ensure that families do not accumulate a debt or overpayment of CCB or CCR within a financial year. The balance of these funds withheld will be reconciled at the end of the financial year (when tax returns have been lodged and all child care attendance information has been received). Any outstanding amounts will be paid as a direct payment to a family's nominated bank account.

Where a family's CCB entitlement is zero they will receive their full 50 per cent CCR as a fortnightly payment. As these families do not receive CCB during the year, there is no risk of a debt after the end of the financial year reconciliation process.

Families who are entitled to a higher than zero rate of CCB but who choose a payment option that adjusts their entitlement to the zero rate of CCB to reduce the chance of overpayment will also have 15 per cent of CCR payments withheld.

Quarterly payments

If families choose to receive their Child Care Rebate as quarterly payments, they will be paid once the DHS has received child care attendance details from CCB approved child care service/s



for the quarter. If families already receive their Child Care Rebate as a quarterly payment then this will continue, unless they nominate to receive fortnightly payments.

At the end of the financial year, a parent's actual annual CCR entitlement is assessed and any amounts already paid during the year are deducted from the annual entitlement. Any remaining CCR will then be paid, or a debt raised if too much CCR has been paid throughout the year. This will occur when CCB reconciliation occurs (when tax returns have been lodged) and once a family's CCB entitlement has been determined.

Annual payment

The CCR is based on a family's CCB entitlement. Families CCR will be paid directly to their nominated bank account as a lump sum, once they have claimed CCB, they and their partner's tax return/s have been lodged and their child care attendance has been received. This payment option is only available if families receive their CCB for approved child care as a lump sum.

The CCR quarterly periods and the payments timeline for 2013-2014 are:

| Quarter | Child Care Rebate quarterly periods 2013-2014 | Child Care Rebate Payment Periods 2013-2014 If parents have not received their payment within a week of the end of the relevant payment period below they may need to contact the DHS on 13 61 50 |
|---------|---|---|
| One | 1 July 2013—29 September 2013 | 16 October 2013—29 October 2013 |
| Two | 30 September 2013—29 December 2013 | 15 January 2014—28 January 2014 |
| Three | 30 December 2013—30 March 2014 | 16 April 2014—29 April 2014 |
| Four | 1 March 2014—6 July 2014 | 28 July 2014 onwards - If tax returns have been lodged for the 2013-2014 financial year with the Australian Taxation Office (ATO) and attendance information is received from the parent's Child Care Service Provider. |

15.4 What does this mean for child care services?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

While there are no administrative changes required by services in the delivery of CCR, families will not be able to receive the payment until reconciliation of their child care attendance.

Services must accurately report the 'total fee' which is extremely important in calculating a family's correct entitlement to the CCR.

- Child care services are required to provide the total fee amount as part of the weekly information provided on the online weekly Attendance Record Report.
- The total fee needs to be provided for each child, for each week.



- Providing the total fee is mandatory, and is required on all online weekly Attendance Record Reports submitted to the Department of Education.
- Providing the total fee is in addition to providing the total fee for charged hours.

Services should ensure they meet their reporting obligations for Attendance Record Reports.

[See Section 10](#)

15.5 What is the total fee?

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The 'total fee' may be different from the 'fee for all charged hours' as reported on the online weekly Attendance Record Report.

The total fee is the amount the family is liable to pay and for which your service has invoiced the family for providing standard services. The total fee includes any CCB amounts and may also include meals, nappy services, etc. if these are provided as part of your standard service.

The total fee includes all hours charged but does not include one-off charges such as enrolment and registration fees.

One-off charges should not be included in the total fee. For example, if your service charges a family an additional \$50 as a one-off registration fee at enrolment, this amount cannot be included in the 'total fee' reported on the Attendance Record Report.

Where a discount is applied to the total fee, the total fee reported should be the discounted fee. For example, if your service offers families a discount for paying fees in advance, the 'total fee' amount reported on the online weekly Attendance Record Report should reflect this.

Where your service includes an additional charge on top of the standard fee for service, the 'total fee' reported should be the fee for standard service only, not including the surcharge. For example, if your service applies a surcharge for credit card payments, the 'total fee' amount reported on the online weekly Attendance Record Report would not include the surcharge.

Similarly, separate fees itemised on a family's receipt or invoice, for example penalty fees for late pick-up or fees for optional excursions, should not be included in the total fee reported on the online weekly Attendance Record Report. The total fee may include the cost of excursions or entertainment where they are not optional and form part of the standard care service provided in that week.

15.6 Child Care Rebate limits

| | | | | |
|-----|-----|------|-----|-----|
| FDC | IHC | OSHC | LDC | OCC |
|-----|-----|------|-----|-----|

The table below shows the actual indexed amounts of maximum CCR from financial years 2004-05 to 2013-14. The amount for 2008-09 also reflects the change from the 30 per cent rebate to a 50 per cent rebate.



| Financial year | Maximum Limit \$ | Delivered by |
|-----------------|------------------|--------------|
| 2004-05 (30%) | 4000 | ATO |
| 2005-06 (30%) | 4096 | ATO |
| 2006-07 (30%) | 4211 | DHS |
| 2007-08 (50%) | 4354 | DHS |
| 2008-09 (50%) | 7500 | DHS |
| 2009-10 (50%) | 7778 | DHS |
| 2010-11 (50%) | 7941 | DHS |
| 2011-12 (50%) | 7500 | DHS |
| 2012-13 (50%) | 7500 | DHS |
| 2013-2014 (50%) | 7500 | DHS |

For more information about payment of CCR visit the DHS website at:

- humanservices.gov.au/childcarerebate or phone **13 61 50**.



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Appendix 1: Disclosure of child care service information held by the Department of Education

Background

The Department of Education frequently receives requests for information about child care services, including requests for data underpinning the MyChild website.

Legislative Framework

Information collected on child care services and the families using these services is primarily collected under family assistance law. This law affects whether the information can be disclosed and how it can be used.

Specifically, information which is 'protected information' under family assistance law can only be disclosed in limited circumstances.

Protected information is defined as information about a 'person' that was obtained by an officer under family assistance law and is or was held in a record of the Department of Education or the Department of Human Services or certain other Commonwealth agencies. In this definition, a 'person' means an individual human being or a corporate body and includes the operator of a child care service, whether the operator is an individual or a corporate body. Please refer to section 3 of the *A New Tax System (Family Assistance) (Administration) Act 1999* for the complete definition. The Act is available at: comlaw.gov.au/Details/C2012C00661.

The circumstances in which disclosure of 'protected information' is authorised by the *A New Tax System (Family Assistance) (Administration) Act 1999* are:

- disclosure made with the express or implied authorisation of the person to whom the information relates
- disclosure made for the purposes of family assistance law, social security law or the Education and Care Services National Law
- disclosure made to the Secretary of another Commonwealth Department or head of an authority of the Commonwealth for the purposes of that Department or authority
- disclosure made under a Public Interest Certificate.

A Public Interest Certificate is a certificate made by the Secretary of the Department of Education certifying that it is necessary to disclose protected information in the public interest. The *A New Tax System (Family Assistance) (Administration) (Public Interest Certificate Guidelines) (Department of Education) Determination 2010* specifies guidelines for when the Secretary may give a Public Interest Certificate. This determination is available at: comlaw.gov.au/Details/F2010L03322.



Where protected information is personal information about an individual within the meaning of the *Privacy Act 1988*, disclosure of that information on one of the four grounds set out above is a disclosure which is authorised by law (*Privacy Act 1988* (section 14, Information Privacy Principle 11.1(d)).

Information published on the MyChild website about individual child care services

The Department of Education publishes information about individual child care services on the MyChild website to provide families with access to information about approved child care services within Australia.

The majority of information about individual child care services published on the MyChild website is protected information and its disclosure is authorised under instruments made under family assistance law.

These instruments authorise the disclosure of the protected information for the intended use of the website; that is, use by families and other individuals looking for child care.

Individuals and corporations seeking to use MyChild website child care listings for other uses, such as commercial studies of the child care market or for academic research, should firstly seek their own legal advice.

Offences apply if protected information is obtained, recorded, disclosed or otherwise used or offered to be supplied for a purpose not authorised under family assistance law (including under an instrument).

Requesting child care service information

Families looking for child care may search the database available on the *MyChild* website at mychild.gov.au or contact the Child Care Access Hotline on 1800 670 305.

Other requests for information on child care services, including the data underpinning the *MyChild* website, can be submitted to the Department of Education by contacting the *MyChild* Information Line on 13 36 84 or emailing mychild@education.gov.au.

Requests will be reviewed to assess whether the proposed disclosure and use is authorised by the relevant law and whether its disclosure is in line with the Department of Education's policy objectives.

Note: The provisions about protected information in the family assistance law do not affect the operation of the Freedom of Information Act 1982.



Reports on Child Care in Australia

The Department makes information about child care publicly available on a quarterly basis in two key publications:

- the **Child Care Update** – which presents information on the numbers of children and families using Child Care Benefit approved care and the numbers and types of child care services in Australia. It also presents information on the costs of care.
- the **Child Care Vacancies Quarterly Snapshot** – which provides information about vacancies reported weekly by Child Care Benefit approved child care services to the Department of Education and gives an indication of child care availability by state and territory and across remoteness regions.

The information provided in these reports is presented at a national, state or regional level and does not allow individual services to be identified. The information in these reports can be used and cited by researchers, services and the public.

Each publication is available on the Department's website.



Appendix 2: Child Care Payment Rates and Income Thresholds

- The rates and income thresholds below apply from 1 July 2013 to 30 June 2014. These rates increased by 2.2 per cent, from 1 July 2013, in line with the annual Consumer Price Indexation changes.
- Families should visit the Department of Human Services website at humanservices.gov.au/childcare or call 13 61 50 to see if they are eligible for Child Care Benefit and/or the Child Care Rebate and what their entitlements are.

Child Care Benefit (CCB) rates – CCB Approved Care

| CCB Approved Care Service Type | CCB hourly rates (maximum weekly limits apply) |
|---|--|
| Standard hourly rate Long Day Care ⁽²⁾ , Outside School Hours Care and Occasional Care | \$3.99 per hour for one child in care ⁽¹⁾ |
| Rate for standard hours for Family Day Care and In Home Care | \$5.32 (\$3.99 x 1.3333) x per hour – for one child in care ⁽¹⁾ (up to a maximum of \$199.50 per week) ⁽³⁾ |
| Rate for non-standard hours for Family Day Care and In Home Care | \$5.32 (\$3.99 x 1.3333) per hour – for one child in care ⁽¹⁾ |

(1) Rates for school children are 85 per cent of the rates in the table.

(2) A part time loading percentage applies to non-school children in Long Day Care centres.

(3) CCB ceiling amount for Family Day Care and In Home Care services

CCB income limits

| Number of children in the same type of care ⁽¹⁾ | Annual adjusted taxable income | Weekly adjusted taxable income |
|--|--------------------------------|--------------------------------|
| 1 child | \$145,642 | \$2,801 |
| 2 children | \$150,914 | \$2,902 |
| 3 children | \$170,404 | \$3,277 |
| 4 children | \$202,623 | \$3,897 |
| Each additional child | \$32,219 | \$620 |

(1) CCB approved Long Day Care, Family Day Care and Outside School Hours Care are considered to be the same type of care for this purpose

The **lower income threshold** for receiving the maximum CCB payment is \$41,902 a year (\$805.81 a week), subject to other eligibility requirements.



Note: To receive Child Care Rebate families must claim CCB. There is no income test for Child Care Rebate. Families who are eligible for CCB but whose entitlement is zero due to income, may still be eligible for the Child Care Rebate.

Registered Care

The rate of CCB in registered care per hour is \$0.666 cents (or \$33.30 for 50 hours per week) for each child in care. Rates for school children are 85 per cent of the amounts listed.

Jobs, Education and Training Child Care Fee Assistance (JETCCFA) parental contribution is \$1.00 per hour.

Child Care Rebate

The Child Care Rebate maximum threshold for the 2013-2014 income year is \$7 500 for each child per year.

Enrolment Advance Amounts 2013-2014

| Service Type | Enrolment Advance (per child) |
|--|-------------------------------|
| General (Long Day Care, Family Day Care, In Home Care and Vacation Care) | \$147.51 |
| OSHC (Before and After School Care) | \$40.12 |

Glossary

| Term | Definition |
|------------------------------------|---|
| Absence day | Child Care Benefit, Child Care Rebate and if applicable Jobs, Education and Training Child Care Fee Assistance is paid for up to 42 absence days for each child per financial year across all Child Care Benefit approved Long Day Care, Family Day Care, In Home Care and Outside School Hours Care services. |
| Accountability requirements | These requirements are set out in legislation such as the <i>Financial Management and Accountability Act 1997</i> and in family assistance legislation. To meet these accountability requirements the Department of Education imposes rules under its legislation and administrative procedures, examines from time to time the documentation provided by child care services to verify the entitlement of families to child care payments, and assesses the accountability documents that must be retained by child care services. |
| Additional absence | Once the initial 42 absence days have been exhausted Child Care Benefit and Child Care Rebate will also be payable for absences taken |



| Term | Definition |
|---------------------------------------|--|
| days | for specific reasons and where supporting documentation is provided (where required). |
| Allocated provider | The entity approved to participate in Child Care Benefit under provisions set out in <i>A New Tax System (Family Assistance) Act 1999</i> and <i>A New Tax System (Family Assistance) (Administration) Act 1999</i> , which sponsors the service and signs the funding agreement. |
| Annual adjusted taxable income | The Department of Human Services adds the following amounts in its assessment of family income for Child Care Benefit purposes—taxable income; adjusted fringe benefits exceeding \$2,000 (including salary sacrificing arrangements); tax free pensions or benefits such as a Disability Support Pension under the <i>Social Security Act 1991</i> or an Invalidity Service Pension under Part III of the <i>Veterans' Entitlement Act 1986</i> ; total net investment loss; target foreign income; and reportable superannuation contributions—and subtracts Child Support (maintenance) payments families make from the total amount. |
| Approved places | The number of places available to an approved service under the family assistance law for the purposes of Child Care Benefit. |
| Approved provider | A person or entity who holds a provider approval enabling them to apply for a Service Approval in accordance with the National Law and National Regulations. |
| Attendance Id | The Department of Education Attendance Id is a unique identifier, issued by the Department of Education, which helps to identify an attendance record within the Department of Education's system. When a service submits an Attendance Record Report to the Department of Education, the Department of Education will assign a unique attendance identifier (an Attendance Id) to that attendance. |
| Attendance Record Report | An Attendance Record Report is an electronic record of the details of care provided against an enrolment for a specific Child Care Benefit week. An attendance report must be provided online to the Department of Education for each child in care and within specified time frames. |
| Baby places | Approved or licensed places provided specifically for children aged from birth to 24 months (inclusive). |
| Bicultural support | Bicultural Support provides access to an interpreter or a bilingual/bicultural person to support a child care and early learning |



| Term | Definition |
|---------------------------------------|--|
| Budget Based Funding Programme | service to enrol and settle a child/ren from a culturally and linguistically diverse, Indigenous, or refugee or humanitarian intervention backgrounds. |
| Budget Based Funded Services | A component of the Child Care Services Support Programme, services funded under this programme operate in approved locations, particularly in regional, remote and Indigenous communities and are not generally CCB approved services. |
| Carer | A person who provides care for someone else's child or children in her or his own home or, in the case of In Home Care, in the child's own home. <i>Also see educator</i> |
| Carer Id | A unique Id for each educator in a Family Day Care or In Home Care service. Services must report on the Attendance Record Report the Carer Id of the educator who provided care for the child for every session of care. |
| Child at risk | A child at risk of serious abuse or neglect. |
| Child Care Access Hotline | A central register of Child Care Benefit approved child care available across Australia provided by the Australian Government. The Hotline provides callers with contact information on Child Care Benefit approved child care services and whether these services have reported vacancies, types of child care available, and information on Australian Government assistance with the cost of child care. All Child Care Benefit approved services must report vacancy data to the Department of Education online via their child care software package. |
| CCB Approval Id | A unique identifier, issued by the Department of Education, for a service's Child Care Benefit approval. |
| Child Care Benefit (CCB) | A payment made by the Australian Government to families to assist with the cost of child care. |
| CCB approved care | Care provided by Long Day Care, Family Day Care, In Home Care, Outside School Hours Care and Occasional Care services approved by the Australian Government to receive child care payments on behalf of |



| Term | Definition |
|---|---|
| | families. |
| Child Care Benefit fee reduction | The amount by which a family's child care fees are reduced by a service in line with their provisional Child Care Benefit entitlement. |
| Child Care Estimator | The Child Care Estimator enables parents to estimate the dollar value of their Child Care Benefit and Child Care Rebate entitlements, as well as their out-of-pocket child care costs, available via the mychild.gov.au website. |
| Child Care Benefit percentage | One of the factors used to calculate the amount of fee reduction to which a family is entitled. The child care payments percentage represents the portion of the standard hourly rate a family is entitled to receive for each hour of care used. |
| Child Care Management System | The Child Care Management System is the electronic system used for the administration of child care payments. Under the Child Care Management System, CCB approved child care services submit attendance information to the Department of Education over the internet. |
| Child Care Services Support Programme | The Child Care Services Support Programme (CCSSP) supports and improves access to quality services that support child care and early learning through the provision of support for child care services. |
| Child Care Rebate (CCR) | A payment made by the Australian Government to assist eligible working families with the cost of child care. From July 2009, the Child Care Tax Rebate was renamed the Child Care Rebate. |
| Children with additional needs | <p>Can include children in the following categories— children with disability, including children with ongoing high support needs;</p> <ul style="list-style-type: none"> • children from culturally and linguistically diverse backgrounds; • children from a refugee or humanitarian intervention background; and • Indigenous children. |
| Children with ongoing high support needs | Can include children; with assessed/diagnosed disability; who are undergoing continuing assessment of disability; or from a refugee or humanitarian intervention background. |
| Community-based organisation | See 'not-for-profit organisation'. |



| Term | Definition |
|---|---|
| Community Support Programme | The Community Support Programme is a part of the CCSSP and targets support towards helping child care providers to set up or maintain viable services in parts of the country where they might not otherwise be able to meet the unique requirements of the community, such as in disadvantaged or regional and remote areas. See education.gov.au |
| Consent order | A court order for parenting arrangements, without the need for a court hearing. A consent order can be enforced by the Family Court. |
| Customer Reference Number | An individual reference number allocated by the Department of Human Services for each child and each parent or guardian who is claiming Child Care Benefit. |
| Debt (CCMS) | If an individual or Child Care Benefit approved child care service has been paid more than they were entitled to receive, the amount in excess of their entitlement is a debt to the Australian Government under the <i>A New Tax System (Family Assistance) (Administration) Act 1999</i> and <i>Data Matching Program (Assistance and Tax) Act 1990</i> . |
| DEEWR | DEEWR refers to the former Australian Government Department of Education, Employment and Workplace Relations. |
| Department of Human Services (DHS) | The Australian Government department that processes payments for families, including calculating child care payments to Child Care Benefit approved child care providers. <i>Note: On the 1 July 2011, the Family Assistance Office became part of the Department of Human Services.</i> |
| Deemed exit process | The Department of Education will deem an enrolment to be ended after a certain period where no weekly online Attendance Record Reports have been submitted. |
| Educator | A person who provides care for someone else's child or children at a child care centre, in her or his own home or, in the case of In Home Care, in the child's own home. (For the purpose of family assistance law and the Interim Standards for In Home Care, an 'educator' is referred to as a 'carer'). |
| Eligible hours | The number of hours of care in a week for which a family is eligible to receive Child Care Benefit for a child. |
| Enrolment | An enrolment is the mechanism that links a child to a service in the |



| Term | Definition |
|---|--|
| Enrolment advance | Department of Education's system and enables Attendance Record Reports to be submitted for each child. Services must create an enrolment for every child using care and submit online to the Department of Education. |
| Enrolment Id | The Department of Education Enrolment Id is a unique identifier, issued by the Department of Education, which helps to identify an enrolment within the Department of Education's system. When an enrolment is successfully created, the Department of Education will assign a Department of Education Enrolment Id. |
| Equivalent full-time place | Care provided by an In Home Care service for 35 hours per week. |
| Equivalent Full-Time Utilised Place | For the purposes of the Child Care Services Support Programme, the EFT utilised place is the calculation of child care usage at a service which is based on the actual hours of care charged to families per each reporting period. |
| Exceptional circumstances (for increased eligible hours) | Short-term family crises that result in the need for more eligible hours than would otherwise have been available. |
| Financial statements | The annual income and expenditure statements, audited where required by the funding agreement and as submitted to the relevant body as required by state/territory laws that can be used to evaluate a service's past and current financial position. |
| Flexible care | Child care and early learning that is responsive to the needs of individual families and communities. May include care for breastfeeding mothers or mothers with children under 24 months who require graduated hours to return to work; care in non-standard hours and on weekends including care for the children of shift workers and those working non-standard hours; short-term arrangements including care for a child due to a parent's medical condition, job interview or exam period or seasonal workforce participation; and emergency care for sick children due to parents' work or study commitments. |
| Flexible Support | Funding provided to child care services to build their capacity to include |



| Term | Definition |
|----------------------------------|---|
| Funding | a child with additional needs, by employing an additional educator to increase the child to staff ratio for a limited period. Funding is also provided to support Family Day Care educators and In Home Care educators attend specialist training after hours. |
| For-profit organisation | An organisation that is run for the benefit of its owners or shareholders—includes companies, sole traders, owner—operators, partnerships, and trusts. |
| Funding agreement | The legal document or framework that articulates the terms and conditions of funding for those services receiving support under the Child Care Services Support Programme. |
| Funding recipient | The entity (non-Child Care Benefit approved) or approved provider (Child Care Benefit approved) described in and signing the funding agreement, including, for example, all successors, officers, employees, agents, sub-contractors and volunteers of the funding recipient. |
| Gap fees | The amount remaining after a family's Child Care Benefit and/or Child Care Rebate fee reductions has been deducted from the fee charged. |
| Grandparent | The natural, adoptive or step grandparent, or great-grandparent of the grandchild. Also includes the grandparent's or great-grandparent current or former partner. |
| Hardship | Occurs when there is an unforeseeable event that substantially reduces a family's capacity to pay for child care because of a short-term crisis such as a loss of employment. |
| Home-based component | The combined number of occupied places of Family Day Care and In Home Care services used for the purposes of assessing eligibility for Sustainability Assistance only. |
| Immunisation requirements | To meet the immunisation requirements, children aged under 7 must be immunised according to the standard vaccination schedule, be on a catch-up vaccination schedule, or have an approved exemption from the requirements. |
| Income | See 'annual adjusted taxable income'. |
| Inclusion Support Agency | Inclusion Support Agencies provide assistance to eligible child care and early learning services to build their knowledge and confidence to be able to offer quality inclusive environments to children with additional |



| Term | Definition |
|---|--|
| | needs. |
| Inclusion Support Facilitator | Inclusion Support Facilitators are contracted by Inclusion Support Agencies to to work directly with eligible child care and early learning services to provide support, information and guidance to provide inclusive quality environments for all children. |
| Inclusion Support Subsidy | Assists eligible child care and early learning services to include children with ongoing high support needs so that they can be cared for in environments with typically developing peers. The Inclusion Support Subsidy is a contribution towards the costs associated with employing an additional carer or educator. |
| Indigenous Professional Support Unit | Indigenous Professional Support Units (IPSUs) provide or facilitate professional development and other support to assist Indigenous focused Budget Based Funded (BBF) services and their managing bodies to provide high quality education and care environments. |
| Jobs, Education and Training Child Care Fee Assistance | Provides extra help with the cost of Child Care Benefit approved child care for eligible parents undertaking activities such as job search, work, study, or rehabilitation as part of an Employment Pathway Plan with the Department of Human Services or an employment service provider, to help them to enter or re-enter the workforce. |
| Jobs, Education and Training Child Care Fee Assistance parental contribution | The fee incurred per child for each hour of Jobs, Education and Training Child Care Fee Assistance claimed. |
| Licensed places | The number of children a child care service can care for at any one time under the licence issued to the service by a state or territory government. |
| Licensing requirements | State or territory requirements must be met for a service to operate. These include physical requirements, maximum number of children in attendance, staff qualifications, and educator to child ratios. Not all states and territories license Family Day Care or Outside School Hours Care. |
| Lump sum payment | A payment made for Child Care Benefit approved child care to a family after the end of the financial year in which care was used. Payment can be made when child care attendance and income information has been |



| Term | Definition |
|--|---|
| | supplied to the Department of Human Services. |
| Mainstream service | CCB approved services. |
| Multifunctional Aboriginal Children's Service | A service designed to help Aboriginal and Torres Strait Islander communities with their child care needs. These services provide a range of care, plus cultural programmes appropriate to the social and developmental needs of Aboriginal or Torres Strait Islander children. |
| Multiple care services | Approved services designed to provide flexible care to meet the needs of their communities. They offer an integrated service delivery model where more than one care type is available. |
| Multiple-child percentage | A higher rate of Child Care Benefit paid for families with two or more children in Child Care Benefit approved child care. |
| National Law and National Regulations | Refers to the <i>Education and Care Services National Law Act 2010</i> and the <i>Education and Care Services National Regulations 2011</i> . |
| National Quality Framework | A jointly governed uniform national approach to the regulation and quality assessment of education and care services including: a national legislative framework that consists of the National Law and National Regulations; a National Quality Standard and an assessment and rating system. |
| National Quality Standard | The seven quality areas against which education and care services are assessed and rated under the National Quality Framework. |
| Nominated Supervisor | A person who holds a supervisor certificate and is nominated by the Approved Provider to be responsible for the day-to-day management of an Approved Service in accordance with the National Law and National Regulations. |
| Non-approved services | Services that are not approved to receive child care payments on behalf of families. |
| Non-school child | A child who is not yet a school child. |
| Non-standard hours | Hours of care in a child care service outside standard hours. Applicable only to Family Day Care and In Home Care services. |
| Not-for-profit organisation | An organisation incorporated under relevant state or territory legislation, where all income received from providing child care services, including all funding from the Australian Government, is spent |



| Term | Definition |
|---|---|
| Offsetting | on providing child care. Eligible organisations include local government, religious and charitable organisations, and incorporated community-based organisations. The process where amounts owed to the Australian Government by a Child Care Benefit approved service are recovered, either partially or in full, by reducing future payments to the service. |
| Online reporting | Under family assistance law, Child Care Benefit approved child care services are required to submit records to the Department of Education electronically, using software registered by the Department of Education for use with the Child Care Management System. |
| Parenting order | An order made by the Family Court when parents cannot decide matters concerning their children. |
| Part-time percentage | Applies to non-school children in care at approved Long Day Care centres. It results in higher rates of Child Care Benefit for those with fewer than 38 eligible hours charged for care across all approved Long Day Care services, the rate increases as the number of hours decrease. |
| Primary carer | The sole or major provider of ongoing daily care for the child, with substantial autonomy for day-to-day decisions about the child's care, welfare and development. |
| Priority of Access | Priority of Access guidelines apply when a Child Care Benefit approved child care service (except Occasional Care) fills vacant places. Priority groups include a child at risk of serious abuse or neglect, and a child of a single parent who satisfies, or of parents who both satisfy the work, training, study test. |
| Professional development and support | Support, advice, resources and training provided to child care and early learning educators to assist them to provide high quality care to children. |
| Professional Support Coordinator | Professional Support Coordinators oversee and manage the delivery of professional development and support to child care and early learning services. |
| Reassessment | A changed assessment for a child whose family is already receiving Child Care Benefit by fee reduction. |
| Reconciliation | The process the Department of Human Services uses to ensure families |



| Term | Definition |
|---------------------------------|--|
| Registered care | receiving fee reductions get their correct Child Care Benefit entitlement and/or Child Care Rebate entitlement either paid to the family or as fee reductions. Reconciliation occurs after the end of the financial year in which reduced fees were received. The Department of Human Services compares the amount of fee reduction a family was entitled to, using their actual annual family income, with the fee reductions received (based on their estimated family income), and recovers or pays any adjustment where necessary. |
| Registered care | Care that may be provided by relatives, friends, neighbours, nannies or babysitters who are registered as carers with the Department of Human Services. In some circumstances it can also include registered care provided by individuals in private preschools and kindergartens, some Occasional Care services, and some Outside School Hours Care services. Families who are working, training or studying and use registered care are entitled to the registered care rate of Child Care Benefit for 50 hours per child per week, but not the Child Care Rebate. |
| Registered care provider | Registered with the Department of Human Services, a registered care provider is an individual who provides care, or proposes to provide care, for a child or children. The person can apply for approval as a registered care provider to offer the registered care rate of Child Care Benefit if the individual is 18 years or over, or has a qualification which may determine eligibility for approval as a registered care provider, has a tax file number and meets and maintains any relevant state and territory licencing requirements, and restrictions on becoming a registered care provider. |
| Registered software | Software that has been registered by the Department of Social Services (DSS) for use under the Child Care Management System. The registration process involves DSS checking that the software meets the minimum requirement to connect to the Child Care Management System and enables the online submission of enrolment, attendance and vacancy information. |
| Regulatory Authority | The state and territory authority responsible for the administration of the National Quality Framework within that jurisdiction. |
| Relationship Child | The Same-Sex Act extends the definition of a <i>child</i> to include the term <i>relationship child</i> . The child must be the biological child of at least one of the people in the relationship or have been born to a woman in the relationship. |



| Term | Definition |
|-----------------------------|--|
| Relationship Parent | The Same-Sex Act extends the definition of <i>parent</i> to include the term <i>relationship parent</i> . A parent is a relationship parent to a child who is not a biological or adopted child of the person and who is a child of a relationship the person has had as a couple with another person either same-sex or opposite-sex. |
| Rural | Non-metropolitan areas that are defined in the Australian Standard Geographical Classification as 'Inner regional', 'Outer regional', 'Remote', or 'Very remote'. |
| School child | A child who attends primary or secondary school, or who is on a break from school (for example, school holidays) and will be returning to primary or secondary school after that break. The Department of Human Services deems a child to be a school child from their sixth birthday. |
| Schooling percentage | A percentage used to calculate the level of Child Care Benefit. The percentage applied is 85 per cent for school children and 100 per cent for non-school children. |
| Service | Used in this handbook as a term that may include scheme and centre, whatever the type of care. |
| Service Approval | An approval in accordance with the National Law and National Regulations authorising an Approved Provider to operate a child care service. |
| Service Client Ids | An alpha numeric code used to identify each child and parent/guardian record and recorded in CCMS registered software to prevent overlapping and duplication of enrolment records. |
| Session of care | A period of care for which a fee is charged, if the child attends, or was booked to attend, any of the period. Rules apply to the length of sessions. Details of sessions attended and absences from sessions must be provided to the Department of Education on the online weekly Attendance Record Reports. |
| Shared care | Where a child is considered a dependent child of two families, such as when separated parents share the care of a child. |
| Sibling | Child's sibling includes a half-brother, half-sister, adoptive brother, adoptive sister, stepbrother, stepsister, or foster-brother or foster- |



| Term | Definition |
|-----------------------------------|--|
| | sister of the child. |
| Sole provider | Not-for-profit or for-profit organisation providing the only form of child care of its care type in an area. |
| Special Child Care Benefit | Extra assistance available to families for a child at risk of serious abuse or neglect, and/or a family in hardship. |
| Stand-alone service | A child care service providing only one service type located independently from all other entities, and which does not attract or share any support or resources of another child care service or service type. |
| Standard hourly rate | The hourly rate used to calculate a family's entitlement to Child Care Benefit. |
| Standard hours | Occur only in Family Day Care and In Home Care services. Standard hours are 10 hours each weekday within the range from 7 am to 6.30 pm, chosen by the service as their standard operating hours. |
| Transfer date | The date a service commenced operating under the Child Care Management System. |
| Trust | An arrangement in which a 'settler' transfers property to one or more trustees, who hold it for the benefit of one or more persons who are entitled to enforce the trust, if necessary by action in court. |
| 24-hour care | When a child does not return to the care of their parent or guardian for a 24-hour period, and is cared for by a Child Care Benefit approved service. |
| 24-hour care period | Any period of 24 consecutive hours or more, but less than 48 consecutive hours, of Child Care Benefit approved care. A 24-hour period may commence at any time during the day or night. |
| Urban isolation | An area in a city or major regional town where a service is a sole provider of the service type; there is no alternative child care service in an adjoining area where it would be reasonable to travel to access child care—for example, there are significant geographical barriers or distance; and there are transport restrictions—for example, no or limited public transport between areas. |
| Viable service | A child care service capable of operating without any Australian Government funding support other than Child Care Benefit and Child |



| Term | Definition |
|-----------------------------------|---|
| Work-related child care | Care required for children when both parents, or a sole parent, are in the work force (full-time or part-time), actively seeking work, or studying or training for employment. |
| Work-related commitments | Commitments to paid work including self-employment; attending a course for education or training to improve work skills or employment prospects; actively looking for work; or actively setting up a business that has not yet started to operate. |
| Work, training, study test | The 'work test' determines eligibility for certain aspects of child care. To satisfy the work test and be eligible for more than 24 hours of Child Care Benefit per child per week, a sole parent or both parents must have work, training or study-related commitments for at least 15 hours in a week, or a total of at least 30 hours in a fortnight, or have an exemption. To satisfy the work test for the purposes of the Child Care Rebate, registered care and priority of access guidelines, a sole parent or both parents must have work, training or study-related commitments at some time during the week, or have an exemption. No minimum number of hours is required. |



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