



Administration Update and Policy Changes



Dear Families

As previously communicated from 1 July 2023, families using child care must pay the Child Care Subsidy (CCS) gap fee using Electronic Funds Transfer (EFT). The CCS gap fee is the difference between the full child care fee and the amount of CCS that families are entitled to receive. From 1 July 2023, families using childcare must pay the gap fee using electronic means e.g. cashless payments.

By now your Educator would have shared with you how they will be implementing this new business measure and how to best meet this new obligation and any other relevant information. In line with this new process it is imperative that all Gap Payments be paid on time as per your Educator invoicing payment terms.

This change has been instigated by the Australian Government as an additional measure to help protect CCS against fraud and non-compliance. EFT payments will be checked by the Government, through regular audits, against provider and service bank statements and receipts. The implementation of these new measures act as an additional layer of protection, helping to reduce fraudulent CCS claims for care that did not take place and In turn the CCS will flow fairly to families.

In line with the new Gap Fee (EFT) directive that came into effect 1st July 2023, all relevant Service Policies have been updated to align with the legislated changes. Please see the

link below to access our updated Family Handbook including updates to the Fees for Childcare and Enrolment and Orientation Policies.

[Family Handbook](#)

General Admin Updates- CCS Changes and Updates

If you receive Child Care Subsidy (CCS), you have an ongoing responsibility to keep your information up to date.

You must tell Services Australia if:

- your family's income changes
- your or your partner's activity levels change
- your relationship status changes
- there are any other changes to your or your partner's circumstances.

Services Australia needs this information to pay you the correct amount of subsidy. They may overpay you if your details are not up to date. If this happens, you'll have to pay back the amount you owe.

The easiest way to update your details is online. Update your details using your Centrelink online account through myGov, or the Express Plus Centrelink mobile app.

Read more on the [Services Australia website](#).

2022–23 CCS balancing has started

Services Australia has started balancing Child Care Subsidy (CCS) for the 2022–23 financial year.

Families who get CCS must confirm their income with Services Australia so their payments can be balanced.

Families confirm their income by:

- lodging their tax return with the Australian Taxation Office (ATO), or

- telling Services Australia they don't need to lodge a tax return, even if they've already told the ATO.

Once Services Australia has balanced a family's CCS, they will send them an outcome. Please assure families that Services Australia know the importance of balancing payments and that they'll do their best to complete the balancing process as quickly as they can. Further information can be found on the Service Australia website <https://www.servicesaustralia.gov.au/balancing-child-care-subsidy?context=41186>

Covid Gap Waiving - ended as of 30th June 2023. The service can no longer waiver gap fees for COVID. Normal absent days apply.

Keeping your child and other children Healthy- a reminder of the Time Out Poster to help guide Families of when to keep your child home from school or childcare https://www.health.qld.gov.au/_data/assets/pdf_file/0022/426820/timeout_poster.pdf

Allowable Absences - From the 1st of July 2023 allowable absent days have reverted to 42 days per financial year. Any child that exceeds the 42 absent days will require a medical certificates at the time of processing time sheet for the session to be eligible to be attract CCS. <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>

First and Last Day Absences- Updated from 29th June 2023

There are some limited circumstances where a session of care can attract CCS if an absence occurs within the 7 days as below:

- before a child's first attendance at your Service (inclusive of their first day), or
- after their last physical attendance at your Service (inclusive of their last day).

Please see the attached link-[Absences from child care - Department of Education, Australian Government](#)

As part of our new financial year housekeeping please be reminded:

- It is a Government requirement for children to be signed in and out of care at the time of children arriving and departing. Please ensure each parent, guardian and contact person has their own individual PIN for signing. Please do not share PINs.
- Family PIN's should not be shared with anyone (including Educators) under any circumstance.

Please speak with your Admin team member or Practice Mentor at any time for support.

Kind regards

A handwritten signature in cursive script that reads "Meegan Walsh".

Meegan Walsh
General Manager, Enhance