

POLICY/ PROCEDURE NAME & REVIEW PROCESS	CCS -CHILD CARE SUBSIDY POLICY This policy and procedure has been created to provide all stakeholders with clear guidelines and transparency to our practices and procedures. We welcome feedback and input from all stakeholders at any time and this policy is subject to review based on feedback or due date of annual review.
NATIONAL QUALITY STANDARD	QUALITY AREA 7 GOVERNANCE AND LEADERSHIP 7.1 GOVERNANCE 7.1.1 Service philosophy and purpose. 7.1.2 Management systems. 7.1.3 Roles and responsibilities.
NATIONAL LAW AND REGULATIONS	170-Policies and procedures to be followed 171-Policies and procedures to be kept available 172- Notification of change to policies or procedures
RELATED POLICIES and RECORDS	<ul style="list-style-type: none"> Dealing with complaints policy Governance and management policy Matters to be notified record. Payment of fees policy Record keeping and retention of records policy
SCOPE OF POLICY	This policy applies to approved provider, nominated supervisor, employees, educators, families, students, volunteers, and visitors to the service.
AIM OF POLICY	To ensure that the service has strong guidelines, procedures, and practices in place regarding Child Care Subsidy. To ensure compliance with Family Assistance Law and to ensure that practices are in place that adhere strictly to the guidelines of the childcare provider handbook. Our aim is to provide a clear policy, implement the policy, support practices relating to the policy, train staff regarding the policy and maintain and update the compliance of the policy for all our stakeholders.
SERVICE IMPLEMENTATION	Implementation Childcare Subsidy or CCS is a payment from the government to assist families with childcare fees. The CCS in most cases is paid to the approved provider who passes it on to families as a reduction in their fees. As of 5 August 2025, the Australian Government has introduced a 5% increase in the base Child Care Subsidy rate. This increase is applied automatically for eligible families and aims to reduce out-of-pocket expenses. Approved Provider Requirements An approved provider under Family Assistance Law is responsible and must meet obligations under both Commonwealth and state and territory laws. They must comply with Family Assistance Law, comply with the National Law and National Regulations, and ensure the relevant personnel are fit and proper persons to engage in the process of receiving and passing on of Childcare Subsidy payments. They must complete background checks, including criminal history and working with children checks. In order to receive CCS a service must operate for a minimum number of weeks in the year. <ul style="list-style-type: none"> 48 weeks per year for an early childhood education and care service this includes occasional childcare services, family day care and in home care. Seven weeks per year for an outside school hour care service. (OSHC) Proda and PEP In order to access the CCS system providers must register with PRODA- the online authentication system, it allows users to securely access government online services. The Provider Entry Point (PEP) system is the online system that providers and their specified personnel can use to sign in and access the Childcare Subsidy System and is used for a variety of tasks such as: <ul style="list-style-type: none"> Access Provider Digital Access (PRODA) to register or create an account. Obtain childcare software activation codes. - valid for 6 months only. Add, update, or remove relevant staff details. View, add and update session reports. Create a certificate for Additional Childcare Subsidy (child wellbeing). View entitlements and payments. Apply for a determination on Additional Childcare Subsidy (child wellbeing) View and update organisation details.

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- Update organisation details on startingblocks.gov.au.

Fit and Proper Determination

Under Family Assistance Law, Approved Providers are required to undertake certain background checks of persons with management or control of the approved provider. People chosen to be involved in the receiving and passing on of CCS must be fit and proper and can be the approved provider, any person with management or control of the provider and any person responsible for the day-to-day operation of a childcare service as per below but cannot be appointed until it is determined that they meet fit and proper criteria.

Fit and proper means the person is:

- Competent – they have the skills, knowledge and experience needed to comply with Family Assistance Law
- A good character – they are diligent, honest and have good judgement and integrity.
- Law abiding – not disqualified by law from performing their role.
- Free of conflicts of interest.

The following must be clear.

- Evidence of activity that does not comply with criminal or civil law, including (but not limited to) activity related to children or indicating dishonesty or violence.
- Court proceedings and convictions or findings of guilt, including (but not limited to) activity related to children or indicating dishonesty or violence.
- Any past administrative decisions relating to a person's suitability to be involved in childcare.
- Evidence of fraud or dishonesty.
- The person's history of managing public funds; and any past or current debts to the commonwealth.
- The person's record of financial management, including any instances of bankruptcy, insolvency, or external administration.
- Any potential conflicts of interest between managing or delivering the childcare service and other business or financial interests of the person.
- Any other matter relevant to the suitability of the provider and their staff.

Once an employee is clear and deemed fit and proper, they can perform duties under the following roles.

Persons with management or control of the provider PMC

- A PMC is someone who will make decisions on behalf of the Approved Provider.
- These people may change bank account details and other information regarding the childcare service, add and remove other persons, such as persons responsible for the day-to-day operation of the service, from the Child Care Subsidy System. Authorise data submission transactions to the Childcare Subsidy System. Notify the department of the cessation of operations. Apply to add or remove a service.

They can be any of the following:

- An officer of a body corporate.
- A member of the management committee of an association.
- Each partner of a partnership.
- A person in a management position of the business, with the authority or responsibility for, or significant influence over, decisions affecting the delivery of children's education and care (such as a state/territory or area manager).
- It can also be a person who hold executive or management roles within the approved provider entity, it may be a person outside the approved provider entity. For example, a person employed by a third-party management company.
- A PMC may also be a person without a formal or contractual role who, by their actions, has significant influence over the planning, direction or control of the activities or the delivery of the service.
- A nominated supervisor, person in day-to-day charge of a service, or a person who holds other operational management roles in a service (such as a centre manager) would not meet the PMC definition simply by holding these roles in the service.
- The following checks must be completed before they can access CCS. They require a national police check that is no longer than 6 months old/ A WWCC/ National personal Insolvency index check that is run through and confirmed by the Bankruptcy register/Evidence that the person is not

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banned or disqualified from ASIC and a current and historical personal name extract search of the records of ASIC.

Notification of a PMC

- When adding or changing a PMC, the approved provider must notify the regulatory authority within 14 days of the event. This is under section 173 of the National Law and section 174 of the National Regulations.
- Notification is not required for PMCs who had already been notified to the regulatory authority as PMCs before the change to the definition on 1 July 2023.
- To notify the regulatory authority of any appointment or removal of a PMC, the provider must submit the **PA08 Notification of change to information about approved provider form** through the NQA IT System.
- Each identified PMC must then complete a **PA02 – Declaration of fitness and propriety form**.
- If an existing PMC is no longer fit and proper for any reason, the regulatory authority must be notified within seven days.

Persons responsible at the service.

- A person responsible at the service will take part in decision-making and daily operations at the service. Providers must also identify persons responsible for the day-to-day operation of a service. They are called 'persons responsible at the service.' A PMC nominates them.

Persons responsible at the service can be:

- Service directors.
- Service managers.
- These people may add and remove persons responsible for the day-to-day operation of the service and service contacts. Authorise data submission transactions to the Childcare Subsidy System. Notify the Department of Education of changes regarding the service for which they are responsible, excluding bank account details and cessation of operations.

The following checks must be completed.

- They require a national police check that is no longer than 6 months old/ A WWCC.

Service contacts.

- These people can notify the department of non-financial contact details, including addresses and phone numbers, but they cannot notify the department about any other changes to information about a service.
- There is no requirement for a provider to nominate service contacts and therefore no obligation to undertake fit and proper checks.

Enrolling Children

The Approved Provider of a service and an individual enter into an arrangement for the care of a child.

There are four types of arrangements.

- Complying written arrangement
- Relevant arrangement
- Additional childcare subsidy (child wellbeing)—provider eligible arrangement
- Arrangement with an organisation (third party).

Complying Written Arrangement

This is an agreement between the provider and an individual for the care of a child. There is no requirement for individuals to sign this agreement however they must confirm it either electronically or in paper copy. It must include the following information which is generated by the provider's software. Name and contact details of the provider/ the date of commencement/name of child/ date of birth of the child/ days of care / hours of care (session times)/Provision of care- casual, routine/detail of fee amount charged.

Relevant Arrangement

This is an arrangement between the provider and individual for the care of a child that does not meet the full requirements for receiving childcare subsidy and therefore No Child Care Subsidy will be paid for care provided under this type of agreement. This will only be used when the individual agrees that they do not wish to claim CCS.

Additional Child Care subsidy

This is a subsidy that is applied initially for 6 weeks by the provider and only once in a year to alleviate fees for families with a child at risk. Children at risk of serious abuse or neglect may be eligible for ACCS (child wellbeing). This means that in some cases there are no fees charged, and they receive a higher

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number of hours usually up to 100 hours per fortnight for the child. Families must be eligible for CCS and must be caring for the child who is deemed at risk. Once a certificate is close to expiration a further 13 weeks can be applied for if the child is still at risk. This is referred to as determination. A determination may be applied for prior to the 6 weeks of certificate running out to avoid payment delays.

Arrangement with an organisation (third party)

This is an arrangement between the individual and another party (for example, an employer, other organisation, or the state—such as for participants in the Adult Migrant English Program) where the other party is liable for the fees for care of the child. For a Relevant Arrangement, or an arrangement with an organisation, the provider invoices the individual or the organisation for the full fee as agreed in the arrangement, because no subsidy applies.

Any arrangement to proceed an enrolment notice is required for the child.

Enrolling children is a requirement under Family Assistance Law for all children who attend childcare regardless of their parent's or guardian's eligibility for Child Care Subsidy.

An enrolment links the child, the individual claiming the subsidy and the childcare service.

- If eligible for **Child Care Subsidy CCS**, the service will link the child and family to the service and parent/guardian will accept the enrolment via MyGov app or portal. It is important to ensure that the child and parent/guardian CRN number and dates of birth are accurate in order to link to Services Australia to apply CCS to the account. Failure to accept enrolment via MyGov will delay the CCS being applied to your account and will therefore incur full fees until accepted. Once accepted based on the number of eligible CCS the family will pay a **GAP** amount each scheduled payment.
- If the child is attending more than one service you will need to alert Services Australia if you want to distribute your hours across the services, otherwise Services Australia will pay each childcare service in the order that they receive attendance reports for the child. You can allocate hours by calling **Family Line 136 150 Monday – Friday 8.00am – 8.00pm**.

Priority of access

There are no requirements for filling vacancies. Providers can set their own rules for deciding who receives a place. Providers are asked to (but are not legally obliged to) prioritise children who are, at risk of serious abuse or neglect or a child a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment.

This meets the Australian Government's aims of helping families who are most in need and supporting the safety and wellbeing of children at risk.

Obligations for fee charging

There are two important rules about the fees that are charged to families for providing care and which must be reported to the government:

- Families must make a co-contribution to their childcare fees. They do this by paying the difference between the provider's fee and the Child Care Subsidy amount. This is known as the gap fee. In accordance with CCS legislation, families must pay the gap fee (the difference between the provider's fee and the CCS amount) using an approved EFT method. Payment methods such as cash are not permitted for CCS eligibility. Services are responsible for ensuring compliance with this rule.
- Provider must report the full hourly session fee that is charged to families, minus any discounts or third-party fee contributions.

Providers must submit accurate and complete session reports, including the correct fee, for each session of care. The correct fee is essential to work out how much Child Care Subsidy parents are entitled to receive for each session.

The information required for an enrolment notice related to a Complying Written Arrangement as per *childcare provider handbook*.

Category	Details to be provided
Enrolment circumstances	<ul style="list-style-type: none"> ▪ An arrangement for care has been made. ▪ A certificate or determination has been made for additional child care subsidy (child wellbeing). ▪ Whether the arrangement is any of the following: ▪ A complying written arrangement

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	<ul style="list-style-type: none"> A relevant arrangement Additional child care subsidy (child wellbeing)—provider eligible An arrangement with an organisation (third party).
Expected pattern of care	<ul style="list-style-type: none"> Whether this includes any of the following: Routine sessions, with possible casual care Casual enrolment—no routine sessions are included. Routine sessions only casual care is not included
Dates	<ul style="list-style-type: none"> Date the care arrangement was made. End date for the arrangement (not mandatory—if known at the time the arrangement was created)
Parties to the arrangement	<ul style="list-style-type: none"> Names of individuals (or organisation) who have made the arrangement usually, the same as the Childcare Subsidy claimant, but it can be someone else (for example, where one parent is the Childcare Subsidy claimant, but the other parent enters into the arrangement with the service to provide care) If both parents are parties to the arrangement, enter the parent who is also the Childcare Subsidy claimant
Child receiving care	<ul style="list-style-type: none"> Child's name Child's Customer Reference Number Child's date of birth
Service providing care	<ul style="list-style-type: none"> Service ID.
Childcare Subsidy claimant	<ul style="list-style-type: none"> Individual's name Individual's Customer Reference Number Individual's date of birth
Session details and liability	<ul style="list-style-type: none"> Day of routine sessions. Session starts time. Session end time. Routine session — usual fee (hourly fee or session fee); casual session (if applicable) — hourly or session fee

Session Reporting

- A session of care can be any length of time but cannot exceed 12 hours.
- Once the provider submits an enrolment notice for a child, the parent/guardian will receive notification and will need to check all the details are accurate. They can confirm this information via their **MyGov app**.
- Once the enrolment is confirmed, entitlements to Child Care Subsidy and Additional Child Care Subsidy will be calculated and childcare fee assistance payments can begin.
- Providers will be notified through their childcare software or the PEP once an enrolment has been confirmed.
- It is vital that a provider submits accurate session reports and on time. Session reports must be submitted within 14 days after the end of a week when the sessions were provided.
- Inaccurate reports can result in incorrect Child Care Subsidy and Additional Child Care Subsidy and affect the eligible individuals and children to whom the care relates.
- If a session report was entered in error and needed changing the provider can rectify as in withdraw or add up to 28 days or end of financial year.
- A reason will need to be provided for the change or withdrawal of session and can fall under the following reasons.
 - Administrative error – a provider mistake wrong start time wrong day etc.

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- Responding to a dispute- family has challenged a session.
- General amendment – Submitted and family added another session and was missed.
- Responding to 204C – A compliance instruction requesting that the provider amends a session.
- Further, under Family Assistance Law, a person may commit an offence and is liable for a civil penalty if a session report is not submitted within the required timeframe and doesn't contain the required information as per below extract *Child Care Provider Handbook*.

Issue	Details
Type of report	Can be: <ul style="list-style-type: none"> ▪ Initial report ▪ Variation (change) to a report, or ▪ Withdrawal of a report.
Dates	Start and end dates of the week the report covers.
Session details	Include: <ul style="list-style-type: none"> ▪ Date ▪ Session start and finish times.
Attendance times	Child's actual in and out attendance times must be reported for each session of care (except where an absence is reported).
Absences	Include: <ul style="list-style-type: none"> ▪ notification of absences (if applicable) ▪ a reason for any additional absence (where a child has used all their allowable absence days in a financial year).
Actual fee charged	The actual fee charged must reflect the amount the parent was liable to pay for the session of care. Where the parent directly benefits from another subsidy or discount that reduces their fee liability for the session (that the provider knows of), the amount in this field must reflect the remaining amount after the other subsidy discount has been applied. Likewise, if the parent is not liable to pay the whole fee charged for the session (because a third party has accepted liability to pay some of the fee), this field must only reflect the portion that the parent is liable for.
Other subsidies paid to the provider to reduce the individual's fee liability	Where the actual fee charged for the session was reduced by the amount of another subsidy that the parent directly benefited from (for example, employer contribution to parent's child care fees): <ul style="list-style-type: none"> ▪ must indicate—yes/no. If 'yes': <ul style="list-style-type: none"> ▪ name of the other subsidy payer ▪ other subsidy amount—hourly or session amount.
Preschool	Whether the session was part of an early education program.

Statement of entitlement

The service will issue Statements of Entitlement to families fortnightly, as required under section 200B of the Family Assistance Administration Act 1999. It must not be given in advance, and a copy must be kept by the provider. Each statement of entitlement must include the following as per table below extract *Child Care Provider Handbook*.

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Issue		Details
	The statement	<ul style="list-style-type: none"> Name of the individual to whom the statement is issued. Name of the child to whom any sessions of care were provided. Unique identifier (assigned by the department) to the enrolment of the child for care by the service. Date of issue and start and end dates of the statement period.
	The service	<ul style="list-style-type: none"> Name of the provider. Any business name of the service registered with the Australian Securities and Investments Commission. Australian Business Number (if any) of the provider and (if different) the Australian Business Number under which the service trades. Unique identifier of service and the provider (assigned by the department). For a Family Day Care or In Home Care provider <ul style="list-style-type: none"> the name and unique identifier (assigned by the department) of each educator who provided care during the statement period. which sessions of care the educator provided.
	Sessions of care	<ul style="list-style-type: none"> Daily and weekly totals of the number of hours of care provided during the statement period, including start and end times for each session of care. Daily and weekly totals of the number of hours of the child's physical attendance during the statement period, including start and end times of the child's physical attendance. For the statement period and cumulatively for the financial year until the date of issue of the statement—the sum of: <ul style="list-style-type: none"> allowable absences. That is, the number of days on which the service is taken to have provided a session of care to the child while the child was absent, for up to 42 days in the financial year. additional absences. That is, the number of days on which the service is taken to have provided a session of care to the child, beyond forty-two cumulative days in the financial year and particular circumstances apply.
	Fees	<ul style="list-style-type: none"> Hourly session fee for each session of care provided by the service to the child in the statement period. Daily and weekly totals of the amount of all fees charged by the provider for care provided during the statement period, including details about any discounting or refund applied in order to pass on fee reductions.
	Fee reduction amounts	<ul style="list-style-type: none"> For the statement period: <ul style="list-style-type: none"> the number of hours for which the fees were reduced (or for which the individual otherwise received the benefit of a fee reduction amount) the total of the fee reduction amounts of which the provider was given notice by the department. a breakdown of the amounts of fee reduction for each session of care and whether it related to a payment of Child Care Subsidy or Additional Child Care Subsidy.
	Actual attendance times	Session reports are required to record actual attendance in and out times (except for absences).
Absences The Child Care Subsidy (CCS) can be paid for up to 42 absence days per child each financial year. These absences apply to sessions of care the child is enrolled in but did not attend, as long as the		

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individual remains genuinely liable to pay fees for those sessions. No explanation is required for a child's first 42 absence days.

Approved Absences Beyond 42 Days

In accordance with the Family Assistance Law, once a child has exceeded the initial 42 allowable absence days within a financial year, Child Care Subsidy (CCS) will only be paid for any further absences where the reason meets the criteria set out in legislation.

To be eligible for CCS beyond the 42 absence days, one of the following approved reasons must apply:

- **Illness:** The child, their parent/guardian, the parent's partner, or another person residing with the child is ill, and a medical certificate is provided to the service from a registered medical practitioner.
- **Preschool Attendance:** The child is attending an approved preschool program.
- **Pupil-Free Day:** The absence occurs on a pupil-free day, and alternative care arrangements have been made.
- **Immunisation-Related Absence:** The child is not immunised against a specific infectious disease, the absence occurs within the immunisation grace period, and a medical practitioner certifies that exposure to the disease would pose a risk to the child's health.
- **Court-Ordered Arrangements:** The child is absent in accordance with a court order or parenting plan that requires the child to spend time with a person other than the usual carer, and a copy of the relevant documentation is held by the service.
- **Emergency Circumstances:** The child is unable to attend due to a period of emergency (e.g. natural disaster, transport disruption), for a period of up to 28 days following the declared emergency.
- **Post-Emergency Parental Decision:** The parent or guardian has chosen not to send the child to care for a period of up to seven days immediately following a declared emergency.
- The service will require relevant supporting documentation where applicable (e.g. medical certificates, court orders) in order to claim CCS for absences beyond the initial 42 days.

Reporting Absences During Service Closures

If the service is closed for a **recognised public holiday** or an **officially declared period of emergency** (as determined by the relevant department), children must be marked as absent. If it is for any other reason than public holiday or period of emergency example: closing for renovations, Child Care Subsidy (CCS) cannot be claimed for those sessions.

In such circumstances, as the service is not available to provide care, the session is not eligible for CCS payment, and no absence can be reported.

CCS will not be paid for children who have not physically attended care or who did not attend care after their last day of attendance.

- Provider can continue to charge fees for a family who doesn't give the agreed notice however CCS will not apply to the account and will incur full fees for the family.
- If a child doesn't attend the service for 14 weeks the enrolment will be considered ceased and a new enrolment will need to be commenced.
- Families can however receive CCS under absences within 7 days of a first attendance or within 7 days of last attendance providing it is under the following circumstances.
- Service has changed ownership.
- Child/ parent/guardian is ill (medical certificate after 42 absences are used)
- Enrolment ceased incorrectly.
- Death in the family- immediate family member.
- Service is closed and child attending a service also owned by provider.

Compliance of Record Keeping

In order to maintain service approval providers must keep certain records and notify the department of certain events. In some cases, failure to adhere to these requirements can result in an infringement notice, civil penalty order, criminal prosecution, suspension or cancellation of provider or service approvals, or other penalties.

A record of the following must be kept.

- Complaints made to the provider, or to any of the services of the provider, relating to compliance with Family Assistance Law.

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- A record of attendance for each child for whom care is provided (regardless of eligibility for Child Care Subsidy), including records of any absences from care.
- Statements or documents demonstrating that additional absence days in excess of the allowable absence days satisfy requirements.
- Copies of invoices and receipts issued for the payment of childcare fees- (third party notices)
- Copies of all Statements of Entitlement issued, and any statements issued to advise that there was a change of entitlement.
- Any notice given to a state or territory body about a child at risk of abuse or neglect.
- Copies of the evidence and information provided with an application for approval about persons with management or control of a provider and persons responsible for the day-to-day operation of a service.
- Any evidence or information produced to obtain police checks and working with children checks for personnel and to support any statements about these checks in an application for provider or service approval and any background checks completed on specified personnel.
- Records can be stored electronically or in paper form but either way that they are stored there must be consideration given to the safety and viability of these documents.
- The service ensures all CCS data is securely stored, accessed only by authorised personnel, and protected in accordance with the Privacy Act 1988 and the service's privacy policy.

Making Payments

Providers can submit session reports at any time during the week using their childcare software or the PEP.

Payments are processed at 9.00 am (AEST) each Monday morning for sessions of care that occurred in the previous week, and which have been reported before 9.00 pm (AEST) on the Sunday evening.

A session of care must only be reported once.

Session reports submitted after 9.00 pm (AEST) on the Sunday will be processed and paid as they are submitted (but after the Monday morning weekly processing has been completed).

If a session needs to be amended, adjustment can occur up **to 28 days** after the start of the week that the amendment needs to be completed. It will be paid once the adjustments has occurred.

Important Information for Families

- For families with multiple children aged 5 or under in care, this may affect entitlement to the higher CCS for second and younger children.
- Families must be aware they must confirm their income every financial year in order to keep receiving CCS. This means lodging a tax return OR submitting some advice to Centrelink and the ATO informing them they are not required to lodge a tax return. (whichever is applicable)
- Families must be aware that Centrelink withholds a percentage of CCS (usually 5%) to ensure that debt is not incurred. Once tax return is completed entitlements and payments are reconciled and adjusted for the year. This can result in a debt being owed to the service.
- If there is a disagreement regarding an enrolment parents/guardians can send the discrepancy back through Centrelink online account. Once the provider receives it, they can either adjust the discrepancy and resubmit the new details OR if the provider disagrees with the family they must call and try to resolve the discrepancy.
- If families have any concerns regarding Childcare subsidy at their service, they will first notify the management of the service and try and resolve the issue. If, however, this can't be resolved they can contact the Department of Education via the following: Contact Us - Department of Education, Australian Government and you can provide information anonymously. The CCS fraud tip-off form can be used to report this: Child Care Subsidy (CCS) tip-off form | Department of Education

Each member of the team plays an important role in the implementation of each policies guidelines, and they are outlined as below but not limited to the following:

The Approved Provider

- Will ensure that any employees appointed to one of the roles responsible for the implementation of CCS is suitably qualified and has all the appropriate qualifications and checks in place.
- Will ensure that fees are set for families and will ensure 14 days' notice is given to families via email online, memos etc to advise of fee increases.
- Will ensure that copies of the policy and procedures are readily accessible to nominated supervisors, educators, staff, volunteers, and families, and are available for inspection.

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- Will notify families at least 14 days before changing the policy or procedures if the changes will.
 - Affect the fees charged or the way they are collected or
 - Significantly impact the service's education and care of children or
 - Significantly impact the family's ability to utilise the service.
- May only operate an education and care service providing that they have public liability insurance of \$10,000,000 or a policy of insurance or an indemnity against public liability provided by the Government of a state or territory.
- Will ensure that obligations under the Education and Care Services National Law and National Regulations are met.
- Will ensure that the service has a current Quality Improvement Plan- QIP and that it is available to all stakeholders, the regulatory authority or an authorised officer and is kept at the service at all times.
- Will ensure quality improvement plan is formulated within 3 months of the granting of service approval. It must highlight improvements planned for the service and be inclusive of the service philosophy. Will ensure that it is updated at least annually or sooner if directed by the regulatory authority and all stakeholders must be given opportunity to have input.
- Will ensure that quality improvement plan should commence by completing a self-assessment of the service, this will highlight strengths and improvements. It can be placed in foyer in a paper version and approved provider will advise nominated supervisor to seek input from families through questionnaires, email, surveys, newsletters.
- Will ensure that QIP will be reviewed by staff at staff meetings through the same process asking questions, constantly reviewing self-assessment adding to strengths and brainstorming strategies for improvement.
- Will ensure they take reasonable steps to ensure that the nominated supervisor, educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the nominated supervisor, educators, staff and volunteers the documentation to perform their role, follow policy, procedure, and document according to regulatory and service requirements.
- Will ensure that adequate induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the nominated supervisor and staff are equipped with ongoing professional development and training they require to comply with this policy.
- Will encourage feedback from stakeholders regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns.
- Will ensure the policy is kept up to date with current legislation, research, and best practice.

The Nominated Supervisor

- Will monitor and ensure that any employees appointed to one of the roles responsible for the implementation of CCS is suitably qualified and has all the appropriate qualifications and checks in place. They will check expiry dates and advise approved provider of any variations of compliance actions against their employees.
- Will ensure that when families are orientating that they are made aware of fee structure, CCS component and how it is applied to accounts.
- Will monitor families accounts and advise of debt, CCS fluctuations and support families with a solution to keep statements and accounts up to date.
- Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations.
- Will ensure they take reasonable steps to ensure that the educators, staff, and volunteers follow the policy and procedures.
- Will ensure they provide the educators, staff and volunteers the documentation to perform their role, follow policy and procedure and ensure they are checking the documentation according to regulatory and service requirements.
- Will ensure that a rigorous recruitment process is completed, and a thorough induction process is provided to all staff to ensure they have time to read and understand policies and procedures and seek further information if unsure.
- Will ensure that the staff are supported with ongoing professional development and training they require to comply with this policy.

Policy Name	CCS- CHILD CARE SUBSIDY POLICY			Policy Version	V.4
Owner	Fishbowl Service Support Pty Ltd				
Policy published	December 2022	Last review date	August 2025	Next review date	August 2026
Service Support Within Reach	Warning -uncontrolled when printed. This document is current at the time of printing and may be subject to change without notice				

	<ul style="list-style-type: none"> Will encourage feedback from stakeholders and staff regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will ensure the policy is kept up to date with current legislation, research, and best practice. Will conduct regular staff meetings to address policy compliance with legislation, policy implementation, changes to policy and or collect feedback for annual review of policy. <p>Educators</p> <ul style="list-style-type: none"> Will adhere to and implement the obligations under the Education and Care Services National Law and National Regulations. Will ensure they take reasonable steps to follow the service policy and procedures and seek advice or further support if unsure. Will ensure they complete and document any related records regarding the implementation of this policy and practice requirements of the service. Will attend any ongoing professional development, staff meetings and training they require to comply with this policy and practice requirements of the service. Will provide feedback to the nominated supervisor or approved provider regarding the policy's effectiveness, particularly in relation to identifying and responding to child safety concerns. Will provide feedback regarding policy review when required. <p>Families</p> <ul style="list-style-type: none"> Will ensure that parents/guardians are familiar with this policy and adhere to the procedures relating to the policy. Will ensure that any issues regarding their account are discussed with the nominated supervisor and admin person and not discussed with staff and other families. Will ensure funds are available to meet the fee gap amount each week. Will be aware that failure to pay account according to payment of fees policy may result in cancellation of care.
REGULATION IMPLEMENTATION	The following procedures outline and support all stakeholders to understand and implement the regulatory guidelines of this policy.
In regard to regulation 170- Policies and procedures to be followed.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that all staff and volunteers are made aware of Regulatory policies and procedures by ensuring that this forms a part of the induction process. Ensure probationary reviews will be conducted once new staff are appointed at the 3- month and 6-month mark to ensure that they are following policy and procedure and to review and revise regulatory policies. Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure and further training and revision of procedural practices in relation to policy and procedure. Ensure annual review and revision of policies and procedures will be conducted, and all educators will be given the opportunity for input.
In regard to Regulation 171- Policies and procedures to be kept available.	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure that policies and procedures are available to all staff and the location and availability will form a part of the induction process. Ensure policies will be available on request for all staff members to have access when required. Ensure policies will be available when required for staff members to download copies and/or print out if required in order to complete assignments or to form part of their research and/ or update their knowledge. Ensure policies will be available for all stakeholders when requested and when updating.
In regard to Regulation 172- Notification of change to policies or procedures	<p>Approved Provider will</p> <ul style="list-style-type: none"> Ensure staff meetings will be conducted on a regular basis to allow for review of policy and procedure, provide further training and allow for input if required in relation to policy and procedure. Ensure stakeholders will be invited to provide feedback for policies and procedures at any time, not just on annual review but will also be invited to add feedback at review time or after an event that may require change to policy or procedure. Ensure policies and procedures will be emailed or put on display in the foyer for stakeholders to have the ability to provide feedback. Ensure feedback will be considered from stakeholders and educators and may result in a change in policy.

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	<ul style="list-style-type: none"> Ensure policy and procedure may be changed at any time if there has been an incident in the service that has required a change to be implemented for the safety and health of children and or educators. Ensure in the event of a change to a policy after feedback or a situation that occurs, we will provide 14 days' notice to all stakeholders before the change takes effect
CONTINUOUS IMPROVEMENT	<p>We are dedicated to the ongoing improvement of our practices and procedures through the following actions:</p> <ul style="list-style-type: none"> Conducting regular reviews and updates of this policy with all stakeholders. Actively seeking feedback from children, families, and staff members. Providing targeted skill development and training for staff when areas for improvement are identified or when gaps in policy and procedure implementation are observed.
KEY TERMS	<ul style="list-style-type: none"> Approved provider—a person who holds approval for one or more childcare services under Family Assistance Law. Childcare software—software developed and provided by commercial providers to interact with the Australian Government's Child Care Subsidy System (information technology system) and to support other administrative and management activities for childcare providers, personnel of services utilise this software to submit attendances, upload childcare subsidy and issue statements to stakeholders. Complying Written Arrangement—a written arrangement between a childcare provider and an individual to provide childcare in return for fees. The arrangement includes certain required information. PEP Provider Entry Point -This is part of the secure CCS System. Approved providers use the PEP to access information regarding clients/ add or remove a service/give notice of a change in their circumstances/give enrolment notices and session reports to get the subsidy for families. Proda – is the online system where you can authenticate an individual's digital identity. Specified Personnel- People managing or employed in childcare in roles regarding the approval and operation of a service are permitted to undertake related actions through the Child Care Subsidy System. Stakeholder - a person or group of people who have an interest in a business, a person such as an employee or customer. They have a sense of responsibility toward it and an interest in its success.
WE GRATEFULLY ACKNOWLEDGE THE FOLLOWING SOURCES	<ul style="list-style-type: none"> A New Tax System (Family Assistance) (Administration) Act 1999 at legislation.gov.au/Series/C2004A00491 A New Tax System (Family Assistance) Act 1999 at legislation.gov.au/Series/C2004A00490 Australian Children's Education & Care Quality Authority. ACECQA Childcare Provider Handbook July 2024 Child Care Subsidy (What Constitutes a Session of Care) Determination 2018: legislation.gov.au/Series/C2004A00491 Child Care Subsidy Helpdesk: Phone: 1300 667 276 Email: ccshelpdesk@education.gov.au Code of Ethics Department of Education-www.education.gov.au/child-care-package Education and Care Services National Law Act 2010. Education and Care Services National Regulations. Family Law Act 1975: legislation.gov.au/Details/C2019C00182 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. Guide to the National Quality Framework. MyGov: my.gov.au National Quality Standard. PRODA (Provider Digital Access) - Services Australia Services Australia-servicesaustralia.gov.au/child-care-providers Starting Blocks: StartingBlocks.gov.au United Convention on the Rights of the Child. Work Health and Safety Act 2011: legislation.gov.au/Details/C2018C00293

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