



Australian Government
Department of Education

News

Weekly wrap for the early childhood education and care sector

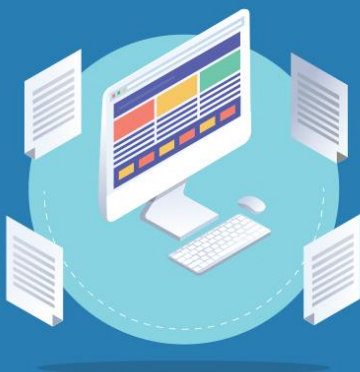


21 September 2022

Public holiday and Child Care Subsidy



Australian Government
Department of Education



CCS and public holidays

Normal public holiday provisions
will apply on 22 September

education.gov.au/announcements/early-childhood

Tomorrow (Thursday) is a public holiday to mark the National Day of Mourning for Her Majesty The Queen.

CCS Helpdesk closed Thursday

The CCS Helpdesk will be closed for the national public holiday. It will reopen at 9am (AEST) on Friday. You can contact the helpdesk at any time [via email](#).

Claiming CCS

Normal public holiday provisions apply:

- services can submit absences and claim Child Care Subsidy (CCS) for children who would usually attend

- providers that charge a family for an allowable absence on this day must collect gap fees from the family.

[Read more about absences on our website.](#)

Payment of CCS

Payment of CCS to services will be affected by the national public holiday.

Services Australia advises of these timings:

- for session reports submitted yesterday (Tuesday), funds are expected to be released to bank accounts on Friday
 - for session reports submitted today (Wednesday), funds are expected to be released to bank accounts on Monday
 - no payments will be made tomorrow (Thursday) because of the public holiday
 - for session reports submitted from Friday, payments will be made as per normal.
-

Understand session reports

Child care providers must submit accurate session reports on time – it's the law. Services Australia uses session reports to calculate and process CCS payments.

We've developed web content to help you get this process right, and to answer your question about:

- what is a session of care
- why session reports must be submitted accurately and on time
- how to submit session reports and what to include in them
- how and when to update session reports.

[Learn about session reports.](#)

If you need more information about session reports, contact the CCS Helpdesk on 1300 667 276 or [via email](#).

Balancing has started

Services Australia has started balancing CCS for the 2021–22 financial year.

All families need to confirm their income with Services Australia before their CCS can be balanced.

Services Australia will send families an outcome once it has balanced their CCS.

How do families confirm their income?

Families confirm their income by:

- lodging their tax return, or
- [telling Services Australia they don't need to lodge a tax return](#) and providing Services Australia with the actual income they earned. They'll need to do this even if they've already told the Australian Taxation Office they don't need to lodge. Families can advise Services Australia via myGov or Express Plus Mobile App.

If a parent separates from their partner, Services Australia will also need their ex-partner's income. If a parent has any concerns about confirming their ex-partner's income they should call the [Families line](#).

How can I help families at my service?

The balancing process is primarily a matter between families and Services Australia.

We have [resources on our website](#) that you can share with families to help them understand the process.

Who should families contact for help?

Encourage families to go to the [Services Australia website](#) or to contact Services Australia directly.

Families can connect with Services Australia on social media to ask general questions about family payments. They should search for the [Family Update](#) page on Facebook.

Useful information

Handy resource

Explore Australian Government initiatives that support the early childhood education and care workforce.

[Read about workforce initiatives.](#)

Good to know



Child care fees, vacancies, quality ratings and inclusions are published on the [Starting Blocks website](#).

Please ensure your details are up-to-date in the [Provider Entry Point](#) or in your third-party software. This includes fee and contact details. Once you update these details, they will be automatically published on [StartingBlocks.gov.au](#).

See our [task card on reporting fees or updating your organisation details](#) for more information

Join the conversation

The [Australian Child Care Providers and Services Facebook group](#) is your place to learn, explore and connect with us and others in your sector.

Was this newsletter helpful?

Yes

No

PAST ISSUES

Read all past issues [on our website](#).

SUBSCRIBE

Not receiving emails directly from us? [Join our mailing list](#).

JOIN US

[Join our Facebook group](#) for providers and services.

CONTACT US

CCS Helpdesk 9am to 5pm AEST Monday to Friday 1300 667 276 or [email us](#) anytime.

www.education.gov.au

[Privacy](#) | [Disclaimer](#) | [Edit my info or Unsubscribe](#)

Share

