



Australian Government  
Department of Education

# News

Weekly wrap for the early childhood education and care sector



07 December 2022

## Changes to inducements from 2023

**From 1 January 2023 early childhood education and care providers may offer only certain types of inducements.**

An inducement is an incentive offered by a provider to secure, increase or maintain a child's enrolment.

From January, inducements that are financial or not directly associated with the quality or provision of education or care services will not be allowed. Some examples of inducements not allowed may include:

- cash or vouchers
- iPads, tablets or other electronic devices
- other gifts.

Third parties may not offer a family an inducement to enrol at your service, either.

By 1 January 2023, you must:

- stop offering inducements that are not allowed
- ensure any services or educators under your approval stop offering inducements that are not allowed
- update your marketing material, both printed and online, to remove inducements not allowed.

## Services you can continue to offer

Discounted or free care is not affected by this ban and may still be offered. However, fee discounts must be reported correctly if any Child Care Subsidy (CCS) is being claimed.

Offering transport to or from a service is allowed if this is part of your normal business practice. You may also include extra-curricular activities as part of a session fee. You must ensure the correct billing practices are applied.

You can still advertise your service to prospective families and offer free site visits or trial periods. You may also issue marketing merchandise to the value of \$30 per complying written arrangement.

The measure is part of the Government's commitment to improving the transparency of child care fees. It supports a fairer market across the sector. This ban will be introduced through rule 48B of the Child Care Subsidy Minister's Rules 2017 from 1 January 2023.

We may take action against providers that continue to offer inducements not permitted under the law. This could include:

- putting conditions on your approval
- issuing an infringement notice and penalty
- suspending or cancelling your approval.

If you have questions, contact the CCS Helpdesk on 1300 667 276 or [by email](#).

If you think a provider is offering inducements that are not allowed after 1 January 2023, you can tell us. Call 1800 664 231 or [email the tip-off line](#).

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## Holiday shutdown information

The CCS Helpdesk will close for the Christmas/New Year period. It will close from 12.30pm (AEDT) on Friday 23 December 2022 and reopen at 9am (AEDT) on Tuesday 3 January 2023.

If you need help during this period, please refer to our [resources for providers](#).

We've pulled everything you need to know into [one page on our website](#). It contains information on session reports, attendances, absences and service closures.

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## Update from CCS Helpdesk

The CCS Helpdesk is streamlining the way it manages your enquiries. We appreciate your patience over coming weeks as system updates occur.

The Helpdesk remains open 9am to 5pm Monday to Friday until it closes for the holidays at 12:30pm on Friday 23 December. However, you may experience short delays.

You may also notice the look and feel of emails from the Helpdesk will change. Please do not remove the ETKN tracking number from any correspondence with the Helpdesk. It is a 12-digit number starting with ETKN that will facilitate your requests.

This advice also applies to correspondence with the Inclusion Support Portal Helpdesk.

The way you contact the Helpdesk will not change. Call 1300 667 276 or [send an email](#).

If you have a general question, you can also [start a conversation in our Facebook group](#). Please continue to direct enquiries that contain personal information to the Helpdesk.

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## Request for proposals: sector research

Early Childhood Australia (ECA) is seeking proposals to help identify strategies to improve pay and conditions in the early childhood education and care sector.

This research has been commissioned as part of the [National Children's Education and Care Workforce Strategy](#).

[Read more and submit a tender on the ECA website.](#)

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## Obligation: reporting a name change

Each week we're highlighting a task that providers must perform under Family Assistance Law.

You must report a change to the name of the provider and any of its services. When you do report a name change, you must also provide evidence.

This task can only be performed by a person with management or control (PMC).

You must report the name change within 14 days after the change. Providers who fail to provide notifications on time may receive an infringement.

Report a name change through your third-party software or the [PEP](#).

Please note: if the reason your provider name is changing is because of a change in legal entity, this can affect your provider approval.

Find a [list of obligations, tasks and timeframes](#) on our website.

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## Useful information

### Handy resource

Be You [has information](#) to help you make sure your end-of-year celebrations are inclusive and accommodate people of different cultures and faiths.

### Good to know

Our [Child Care Package page](#) has everything you need in one place, including information on:

- Child Care Subsidy
- Additional Child Care Subsidy
- Community Child Care Fund
- Inclusion Support Program
- your provider obligations.

### 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.

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## Was this newsletter helpful?

Yes

No

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

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### CONTACT US

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

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