



Australian Government  
Department of Education

# Update

For early childhood education and care providers and services



04 July 2022

## NSW weather events: emergency update

We're closely monitoring the situation in New South Wales to determine the impact of current weather events on services and families.

As we determine periods of emergency for affected Local Government Areas (LGAs), we'll update our website. Please check our [emergency support by region page](#) for updates.

The following support is available for services and families in affected LGAs during a period of emergency.

### Child Care Subsidy

You will continue to receive Child Care Subsidy (CCS) payments if you close your service as a **direct result** of the emergency – for example, if your service is not safe to enter or staff are unable to travel to the service because of the emergency.

If your service can operate during the period of emergency but you decide to remain closed, you won't receive CCS.

If you close, you must let us know as soon as possible via the [Provider Entry Point](#) (PEP) or your third-party software.

### Gap fees

You can waive the gap fee for families if a child does not attend care, including if your service is closed, during the period of emergency.

### Absences

Children who live or attend a service in an affected region will get extra allowable absences for the duration of the period of emergency. These will be automatically applied in the Child Care Subsidy System.

This means families won't have to use any of their 52 allowable absences during the period of emergency.

## General support

The Australian Government provides payments and help for people affected by natural disasters. Find out if you're eligible for support on the [Services Australia website](#).

The NSW Government has support for individuals and businesses impacted by a natural disaster. Find information on the [NSW Government website](#).

The [Community Child Care Fund \(CCCF\) special circumstances grant](#) helps services stay open when something unexpected happens, such as an emergency. Affected services can [apply on our website](#). Applicants should request funding after an event has occurred and they have accessed other disaster support.

Affected families may be eligible for extra help with the cost of child care through the [Additional Child Care Subsidy \(temporary financial hardship\)](#). Families must apply directly to Centrelink

## For action

- Join the [Australian Child Care Providers and Services Facebook group](#) for alerts and updates.
- Tell us if you temporarily close your service. Do this via the [PEP](#) or your third-party software. You also need to tell your [state or territory regulatory authority](#).
- Update your contact details in the Child Care Subsidy System so you don't miss important information. Do this via the [PEP](#) or your third-party software.
- Update your vacancy details on [StartingBlocks.gov.au](#) to help families looking for carers. Do this via the [PEP](#) or your third-party software.
- Keep an eye on the [NSW Government website](#) for current emergency information in your region.

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

