



Australian Government  
Department of Education

## Reminder – the Survey of Early Learning and Care Services is currently open

The Australian Institute of Family Studies (AIFS) is evaluating the Child Care Package over the next three years using information to be collected from families, services and providers. The Social Research Centre (SRC) is working with AIFS, and will be inviting a sample of Directors and Managers in services across Australia to complete the *Survey of Early Learning and Care Services*, which will feed into the evaluation. All services that completed the survey last year, as well as some additional services, will be approached by SRC to complete an online survey. If your service is selected you will receive a letter by post in June.

The survey will ask about your service's and families' experiences of transition to the new Package including any changes your service may have made. We encourage you to participate, although participation is of course voluntary. No information that could identify services or individuals will be contained in any data or reports submitted to the department.

For more information about the survey or the evaluation, please [email the AIFS child care evaluation team](#) or call them on (03) 9214 7888 or 1800 352 275.

If you are not invited to participate but want to contribute to the evaluation, you can contact AIFS to be placed on their recruitment list to help with other data collections.

## Ensure families understand what your fees are

It is important to make sure that families clearly understand what child care fees they will be charged, or may be charged in different circumstances. When preparing Complying Written Arrangements (CWAs) you can choose to include all the fee details in the arrangement itself, or a reference to another document that contains your fee schedule (such as a website), and clarify that your fees may change from time to time. If your fees are detailed somewhere other than the arrangement itself, the arrangement must make clear that the parent has viewed this information and accepts liability to pay the fees as specified.

Families should have a clear understanding about the fee charged for each session of child care, including where different fees apply in certain circumstances. For example, for families who have regular booked sessions with set fees, you may wish to also include a fee schedule that notes a different casual session rate will apply should they need an extra day from time to time.

It's also important to be clear about what fees, if any, your service will charge for booked sessions of care that are not subsidised by the Australian Government, such as absences at the beginning and end of an enrolment. For example, if a child is booked to start at a service on a particular date, but does not attend on that day, Child Care Subsidy will not be paid for any absences until they have physically attended their first session of care. What fees, either full or discounted, your service charges for these sessions of care (where subsidy is not paid) is a business decision, however, families should be made aware of your policy in these circumstances. This also includes, for example, what happens on days where your service is closed for reasons other than a public holiday or period of local emergency, such as for building renovations.

For more information on absences at the beginning and end of care, please see the [email newsletter](#) article on ineligible absences from 25 March 2019.

## Payment and Services Finder

Please remind your families that Centrelink's [Payment and Services Finder](#) (the Finder) is a great tool to help estimate the level of Child Care Subsidy available to them.

The Finder does not require any identifying information, nor is any user information stored or collected; it is an opportunity for families to test scenarios that relate to their circumstances and the effects this may, or may not have on any applicable payments they may be entitled to.

The results provided in the Finder are indicative only and are not a guarantee of payments. The Finder does not take into account all circumstances of an individual and should be used as a guide only.

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