



Easter and Anzac Day Public Holidays affects the timing of Child Care Subsidy payments

Due to Easter and Anzac Day public holidays (Friday 19 April, Monday 22 April and Thursday 25 April) **providers may experience short delays in receiving payments.**

The Department expects payment processing will return to normal from Friday 26 April 2019.

Child Care Subsidy System and myGov maintenance over the Easter period

The Department of Human Services will be undertaking scheduled maintenance of their IT systems over the Easter period. As a result, the Child Care Subsidy System will be unavailable from 11:00pm (AEST) Thursday 18 April 2019 until 12:00pm (AEST) Monday 22 April 2019.

For providers and services this means during the scheduled maintenance period **no session reports will be processed.**

CCS Helpdesk closed on Good Friday, Easter Monday and Anzac Day

The CCS Helpdesk will be closed on Friday 19 April 2019 and will reopen at 9:00am (AEST) Tuesday 23 April 2019.

It will also be closed on Thursday 25 April 2019 and will reopen at 9:00am (AEST) Friday 26 April 2019.

Should you require assistance during this period, please refer to the www.education.gov.au/new-child-care-package-information-resources-providers

Which days can I report as absences?

Day	Date	Status	Can CCS be paid for an initial absence on this day?
Friday	19 th April	Closed for public holiday	Yes, if the child would have normally have attended on this day and if fees are charged.
Saturday	20 th April	Closed or Closed for public holiday	No (note information below) Yes, if the child would normally have attended on this day and if fees are charged.
Sunday	21 st April	Closed or Closed for public holiday	No (note information below) Yes, if the child would normally have attended on this day and if fees are charged.
Monday	22 nd April	Closed for public holiday	Yes, if the child would normally have attended on this day and if fees are charged.
Tuesday	25 th April	Closed for public holiday	Yes, if the child would normally have attended on this day and if fees are charged.

Important reminder about Additional Absences and public holidays

If you normally operate for 7 days a week and are closed for the Easter period, you can report an 'Initial Absence' for a public holiday (National or State/Territory) if the child would normally have attended on any of these days and fees are charged. However, **a public holiday is not an 'Additional Absence' reason.** A child is only eligible for Additional Absences on a public holiday if all of the following conditions apply:

- the 42 initial absences have been used
- it is a day the child normally attends care
- you have charged an individual a fee for the care
- one of the Additional Absence reasons applies (for example, sickness) and
- there is written evidence to support the Additional Absence reason (for example, a medical certificate).

It is also important to note that if a child is ceasing care at your service and their last day is before the enrolment ceases on one of the upcoming public holidays where your service will not be open, and an absence is reported for the child, the family is **not entitled to Child Care Subsidy.** Under Family Assistance Law, if a provider submits absences after a child's last day of physical attendance, any Child Care Subsidy/Additional Child Care Subsidy paid for these absences will be recovered.

This applies to enrolment notices which are automatically ceased by the Child Care Subsidy System, or where the provider ceases an enrolment notice by updating it with an arrangement end date. Services will then need to pursue recovery of full fees from families.

It is important that both providers and families are aware of this legislative requirement and the financial consequences. It is a business decision for each child care provider whether or not they charge families full fees for sessions of care before or after a child commences and ceases care.

A factsheet on absences is available at www.education.gov.au/new-child-care-package-information-resources-providers

