



Drought support funding available for child care services

Child care services in drought affected communities are eligible to apply for grant funding of up to \$10,000 (excluding GST) under the Community Child Care Fund (CCCF) special circumstances grant opportunity.

This grant opportunity is intended to support approved child care services operating in drought affected areas that are experiencing financial pressure putting them at risk of closure.

To check if your service is eligible for this grant opportunity, the grant opportunity guidelines, list of drought affected communities, fact sheet, and grant application form are available on the [CCCF special circumstances drought support page](#).

Why was my Additional Child Care Subsidy (child wellbeing) determination rejected?

The Department of Human Services (DHS) may reject an application for an Additional Child Care Subsidy (ACCS) (child wellbeing) determination if the evidence provided by the provider does not meet the evidence requirements as set out in the [Guide to ACCS \(child wellbeing\)](#).

All services are advised to become familiar with the evidence requirements outlined within the guide to ensure that determination applications are lodged with adequate supporting documents.

How can I have this decision reviewed?

Where you've had a determination rejected by DHS, you may wish to seek a review of the decision.

To seek a review of an ACCS (child wellbeing) decision, you will need to complete the attached '[Review of Decision – Additional Child Care Subsidy \(child wellbeing\)](#)' form and upload it to a new determination application to DHS, along with any new evidence you can provide to support your request for review. Once you have submitted an application for a new determination, DHS will initiate a review.

Due to the 28 day backdating rule, you may not be able to enter the original start dates in the new determination application. Please proceed to submit the new determination and backdate as far as possible. Depending on the outcome of the review DHS will, if appropriate, backdate the determination to the original start date.

If you have a query about reviews and appeals of determination decisions, you can contact DHS at the following email address:

ACCS.CWB.Review@humanservices.gov.au. This email address is solely for child care services to submit enquiries relating to ACCS (child wellbeing) determination rejections. All other provider and service enquires that are not related to this should be directed to the CCS Helpdesk. Families with enquiries should be directed to contact DHS (Centrelink).

Please note you must make your application for review within 13 weeks of being notified of the original decision.

CCS Helpdesk - Online Enquiry Form

Remember you can submit queries to the CCS Helpdesk using the [Online Enquiry Form](#).

It is important to fill out all relevant information so that your query can be actioned as quickly as possible.

Child Care Subsidy System maintenance 16 to 17 November 2019

The Department of Human Services will be undertaking scheduled maintenance of their IT systems this weekend. As a result, the Child Care Subsidy System will be unavailable from 8:00pm (AEDST) Saturday, 16 November 2019 until 6:00pm (AEDST) Sunday, 17 November 2019.

For providers and services, this means no session reports will be processed during this period.

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