



Australian Government  
Department of Education,  
Skills and Employment

## Absences and fees during COVID lockdown

We remind you of the Australian Government support in relation to fee charging and absences during a COVID-19 lockdown.

### Absences

Families can get Child Care Subsidy (CCS) when their child is absent from a session of care they would normally attend for up to 42 days per financial year.

Allowable absences reset on 1 July 2021 for this new financial year. This means that from yesterday all children have 42 absence days available to them.

Families can access additional absences if we have declared a Local Area Emergency in their service's Local Government Area.

Families can only access additional absences once they have used their 42 allowable absences.

### Fee waiving

Services directed to close by a local authority because of COVID-19 can waive gap fees until 31 December 2021.

## CCS rates from 12 July

Child Care Subsidy (CCS) rates are adjusted each year based on the Consumer Price Index (CPI). That means, the CCS family income thresholds, annual cap and hourly rate caps will change soon.

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The new rates will take effect from 12 July 2021, as this is the first CCS fortnight of the new financial year.

Learn about the [CCS rate changes on our website](#).

## Provider Eligible enrolments ended

On 30 June 2021, all active Provider Eligible Additional Child Care Subsidy (child wellbeing) enrolments ended in the system.

Services that have children enrolled under this type must create new enrolments under a Complying Written Arrangement or a Provider Eligible Arrangement from 1 July 2021.

See [our website](#) for more information.

## Contacting us

We understand this is a challenging time for providers and services as the COVID-19 situation continues to change.

The CCS Helpdesk is here to help services and providers navigate their way through this difficult time. We are committed to responding to your concerns in a respectful manner and ask that you treat us respectfully in return.

While we understand this has been a stressful period for many businesses and families, please be advised that the CCS Helpdesk will not tolerate abusive phone calls.

## System maintenance

Services Australia will undertake scheduled maintenance of its IT systems this weekend.

The Child Care Subsidy System will be unavailable from 10pm AEST Saturday 3 July to 10am AEST Sunday 4 July.

Providers and services will be unable to enter session reports during this period.

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