

Video: Help families not lose CCS



Next balancing deadline 30 June

We are encouraging providers and services to remind families about the next deadline for balancing Child Care Subsidy (CCS).

There are two important deadlines that fall on **30 June 2021**:

- the **second deadline** for confirming **2018–19 income**, and
- the **first deadline** for confirming **2019–20 income**.

Confirming 2018–19 income

Most families confirmed their 2018–19 income before the first deadline on 31 March 2021. Any families who still haven't confirmed their 2018–19 income must do so by the second deadline on 30 June 2021. If they don't, they may need to pay back all the CCS they got in 2018–19.

Confirming 2019–20 income

Many families have confirmed their 2019–20 income already. If they haven't, they must do so by the first deadline on 30 June 2021. If they don't, their CCS will stop and they'll need to pay full fees for child care.

How do families confirm their income?

You can inform families they confirm their income by:

- lodging their tax return, or
- telling Services Australia they don't need to lodge a tax return. Families can complete an [Advise non-lodgement of tax return](#) using their [Centrelink online account](#) through [myGov](#) or through the [Express Plus Centrelink mobile app](#). They'll need to do this even if they've already told the Australian Taxation Office they don't need to lodge.

If a parent separates from their partner/s, Services Australia will also need their ex-partner's income. If a parent is concerned that their ex-partner/s won't lodge their tax return by the deadline they should call the [Families line](#).

Video explainer

As there are two deadlines occurring at the same time, we've developed a [short video to explain](#):

- balancing
- the two deadlines that fall on 30 June 2021
- the serious consequences if families miss these deadlines, and
- what you can do to help families not lose CCS.

More information

We've updated our [balancing web page](#) to provide more information. If families have questions, please direct them to the [Services Australia website](#).

Reminder: what to do if families missed first deadline

Child Care Subsidy (CCS) payments will have stopped for any families who missed the first deadline on 31 March 2021 to confirm 2018–19 income.

You must charge these families full fees.

Services Australia can start a family's CCS again after they have confirmed their income. But they can only restart payments from the first day of the next CCS fortnight, after income has been confirmed.

Importantly, if there was a gap between the CCS stopping and starting again, payments won't be backdated, and you must charge full fees for this period.

Parents can find more information about this on the [Services Australia website](#).

Have your say on compliance

We want your views on our existing [compliance resources](#), and future resources. If you would like to help shape the design and delivery of compliance resources, please [complete this short ten question survey](#). **The survey closes 6 May.**

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