



Australian Government  
Department of Education,  
Skills and Employment

## Additional Child Care Subsidy (child wellbeing) and the Early Childhood Education and Care Relief Package

Even though Additional Child Care Subsidy (ACCS) is not being paid to services during the Early Childhood and Care Relief Package (Relief Package) period, there are some things you should note about children who are 'at risk' in your service.

### Should I continue to submit certificates and determinations?

Yes. The Child Care Subsidy System will continue to accept and process applications for certificates and determinations during the Relief Package period, with payments beginning to flow when the Relief Package ceases. We encourage providers to continue to submit ACCS (child wellbeing) certificates and determinations, as they fall due. This will help ensure a smooth transition back to regular ACCS (child wellbeing) payments when the system returns to its normal payment arrangements, and reduce the risk of any delays.

### What if the current determination has already lapsed or I am providing care to new 'at risk' children?

Where ACCS (child wellbeing) determinations have already lapsed or where new 'at risk' children may be receiving care, we would also encourage providers to submit a new application for a determination, or a certificate for new children, as soon as they are able to, to help ensure a smooth transition to normal payment arrangements, and reduce the risk of any delays.

### Do I still need to refer 'at risk' families to state and territory support agencies?

Yes. Where you identify that a child at your service is 'at risk' for the purposes of ACCS (child wellbeing), as a condition of receiving payments through the Relief Package, you are required to make a referral to an appropriate support agency as per the existing ACCS (child wellbeing) referral requirements. As families will not be charged fees during the Relief Package period, you may have new enrolment enquiries for children who are 'at risk'. This is an opportunity to engage these families in care and improve visibility of the 'at risk' child in the community.

## New early childhood online safety education initiative

On 18 May 2020, a new early childhood online safety education initiative was launched which aims to help parents, carers and educators teach infants, toddlers and preschool children basic technology and online safety concepts.

[Playing IT Safe](#), developed by the Alannah & Madeline Foundation, includes an introduction to online safety education through preventative messaging and a series of digital play-based and offline activities that children can undertake with educators in early learning environments, and at home with parents and carers.

## Child Care Subsidy Helpdesk closed on Monday 1 June 2020 – Reconciliation Day public Holiday

The CCS Helpdesk will be closed on Monday, 1 June 2020. It will reopen at 9:00am (AEST) Tuesday, 2 June 2020.

During this time you can still send your question through via our [online enquiry form](#). It is important to fill out all the relevant information so that your query can be actioned as quickly as possible.

Should you require assistance during this period, you can also refer to the [COVID-19 webpage](#), [information resources for providers](#) and the [Child Care Provider Handbook](#).

**For up to date information on COVID-19 for providers and services visit the [Department of Education, Skills and Employment](#).**

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