



## Additional hours in exceptional circumstances

Sometimes families who receive assistance through Additional Child Care Subsidy (ACCS) (child wellbeing) face exceptional circumstances where they require more than 100 hours of subsidised care per fortnight. Exceptional circumstances are short-term events such as a family crisis, or other unforeseen circumstances outside the parent's control, where access to child care enables the children to be safely cared for while their parents/carers are otherwise engaged due to the exceptional event.

Please let your families know that if they do require additional hours of child care, they should apply directly for more hours of Child Care Subsidy (which will provide the family with more hours of ACCS (child wellbeing) if they are eligible) by contacting Centrelink. Please note that not all unforeseen circumstances are exceptional, and each application will be considered by Centrelink on a case by case basis to determine whether additional hours are warranted.

Providers cannot apply on behalf of the families. It also is important to note that a service's charging practices are not considered an exceptional circumstance, and an exceptional circumstances activity test result would not be approved where a service charges an hourly fee for longer than a 10 hour daily session where actual attendance is less than 100 hours per fortnight.

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## Making a subsequent determination for Additional Child Care Subsidy (ACCS) (child wellbeing)

If a child in receipt of ACCS (child wellbeing) continues to be at risk beyond the first determination period (for example, up to 13 weeks), you will need to apply for a new subsequent determination. You can do this via your third party software or the Provider Entry Point. Note that you will need to upload new or existing evidence to support any new subsequent determination application.

Please note:

- evidence needs to be less than six months old
- uploading evidence to an existing determination will not trigger a subsequent determination assessment, a new subsequent determination application **must** be lodged.

If the evidence previously provided was a statutory declaration, this cannot be used for a subsequent determination. You should talk to the family (where appropriate) and ask for their assistance to gather further information to support the ongoing subsidy. The family may also provide consent for you to approach other third parties. If the required evidence is not provided, then the application for a subsequent determination will be rejected.

For more information on the evidence requirements refer to the [Guide to ACCS \(child wellbeing\)](#).

We have also developed a new [factsheet and checklist](#) to help providers gain relevant evidence from third parties in support of an ACCS (child wellbeing) application for a determination.

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## What you need when contacting the CCS Helpdesk

Our CCS Helpdesk operators are available to take your calls from 9:00am to 5:00pm Australian Eastern Standard Time, Monday to Friday (except ACT and national public holidays).

So that we can provide a faster service, you need to:

- have your **Service ID** ready to provide to our operators for authorisation verification, and
- be an **authorised contact** for their service.

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