



Australian Government  
Department of Education,  
Skills and Employment

# Have your families confirmed their 2018–19 income?

If they don't confirm by 31 March, they'll lose their Child Care Subsidy.

This means you'll need to charge them full fees.

If CCS stops it can start again once their family income is advised. But if there's a gap between CCS stopping and starting again, they'll miss out on CCS for that time.

To confirm their income, families need to:

- lodge their tax return, or
- tell Services Australia they don't need to lodge a tax return. Families can do this using their [Centrelink online account](#) through [myGov](#) or the [Express Plus Centrelink mobile app](#).

There's a [fact sheet](#) on our website you may want to share with families.

## Parents with ex-partners

If a parent separates from their partner/s Services Australia will also need their ex-partner's income.

If a parent at your service is concerned that their ex-partner/s won't lodge their tax return by the deadline they should call the [Families line](#).

Services Australia may be able to balance payments based on a recent estimate of their ex-partner's income so CCS won't stop.

## Recommencement of debt repayments

Repayments for Centrelink debts are starting again following the end of the COVID-19 debt pause.

If families have a CCS debt, Services Australia may start deducting money from their CCS payments from the date the debt is due. This means you may need to increase the gap fees you charge families.

Services Australia wants people with a debt to know that they're here to help. If people owe money they don't need to pay it all at once, they can repay it over time.

Families can find out more about the restart of the debt repayments on the [Services Australia website](#).

If families have any questions regarding their payments, please direct them to [Services Australia](#).

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