



# THE CHILD CARE SUBSIDY UNPACKED

**THE CHILD CARE SUBSIDY IS NOT  
ALWAYS EASY TO UNDERSTAND.**

**FROM BIRTH OF BABY TO FINAL  
ENROLMENT, WE'RE HERE TO SUPPORT  
YOU EVERY STEP OF THE WAY.**

The Government Child Care Subsidy (CCS) aims to make early learning more affordable; however, we understand it's not always easy to navigate.

## WE ARE HERE TO HELP.

Our ultimate purpose is to ensure our families have all the tools and information at their disposal to feel confident in their children's continued journey in early childhood education.

We've included the latest information and valuable resources for you in this free eBook to assist in your CCS journey. And if you still need help, rest assured our team is always available to assist.

Feel free to contact us anytime to chat more, and we look forward to welcoming you in centre.



## FAMILY CARE TEAM

Our Family Care Team are child care experts that know exactly what you're going through. They're here to help you book a tour and navigate everything you need to help sort out your subsidy. With a range of parents, grandparents and ex-educators on the team, their advice is sure to help every step of the way.

**MEET THE TEAM!**

## CENTRE MANAGER SUPPORT

Whether this is your first or fifth child going into care, our Centre Managers are always there to support you. When going through a tour at their centre, they'll ensure you have all necessary information to lock in your subsidy, and even assist to work out your out-of-pocket payment should you need to.



**CALL US  
ANYTIME  
TO DISCUSS ON  
1800 314 517**



“

*The CCS agreement was difficult being a first time mum, but the team were fantastic and took the time to explain and help me set it up.*

**Rhiannon Graziano, Coburg parent**



# THE CHILDCARE SUBSIDY IN 90 SECONDS

Our team has broken it down for you. This is everything you need to know about the Child Care Subsidy, according to our experts. Grab a cup of tea, sit down and take it all in.

FOR  
EVERYTHING  
YOU NEED  
TO KNOW,  
CLICK HERE



## GLOSSARY OF KEY WORDS

Let us break it down for you.

- Subsidy** Your child's day in centre is payable by a daily fee charged by the centre. The government may cover some of this fee, depending on your individual circumstances. This is what is referred to as the 'subsidy'.
- CCS** Simply the 'Child Care Subsidy', shortened!
- CWA** Complying Written Agreement. This is your agreement with the service for care. Your centre of choice will do up the agreement, and you will provide information and approval.

## CHILD CARE SUBSIDY REQUIREMENTS

There are several requirements to qualify for the Child Care Subsidy. You may qualify if...

- ✓ You or your partner care for the child a minimum of two nights / fortnight
- ✓ You or your partner are responsible for child care fees
- ✓ The child meets immunisation requirements
- ✓ You use an approved child care service – **like us!**

# CCS: THE TIMELINE

- 1 Your baby is born – yay!** 
- 2 Decide on when your child might be going into early learning and care.**
- 3 Apply for CCS via your MyGov Account, which is linked to Centrelink**

Do this as soon as you know when you might be sending your little one into care, so it's all set up and ready to go for your child's first day. Don't necessarily wait until you've found a centre that you're happy with. The entire process may take between four and six weeks, and if it's not set up when you begin care, you may be paying full fees until it's all complete.
- 4 Find a centre that suits your family best**

Call our team at 1800 314 517 and set up a tour. 
- 5 Once your spot is locked in, confirm your Complying Written Agreement (CWA).**

This needs to be done before your child starts at the centre – if it's not done, CCS will not be applied for those days.
- 6 Go into your MyGov and confirm your child care enrolment.**

 You'll also need to confirm your CWA via the **XPLOR HOME APP**, as well as in MyGov. Your Centre Manager can help with this step.
- 7 See you on your first day.**

**Did you know:** CCS is paid directly to the childcare centre that your child is attending, so your out-of-pocket expense is lower. You just pay the gap fee.



## HOW TO APPLY IN MYGOV

1. Sign in to MyGov and go to Centrelink.
2. Select 'Payment and Claims' from the menu, then 'Claims', then 'Make a claim'.
3. Under 'Families', select 'Get started'.
4. Answer all the questions. Each screen has information to help you complete the claim, this includes how to submit your supporting documents.
5. Submit your claim.
6. You can track the progress of your claim online, every step of the way.



  
**CLICK  
HERE TO  
WATCH  
OUR VIDEO  
ON HOW  
TO APPLY  
ONLINE.**

Need help setting up a MyGov account?  
**CLICK HERE** to find out more.

# HOW CCS WORKS: THE FULL EXPLAINER



The CCS works on three factors:

- **Your total combined family income.**
- **The service type.** This can be long day care, or outside-hours care such as vacation care.
- **How much 'work-related' activity you and your partner undertake each fortnight – even if it has been impacted by COVID-19.**

This includes paid work, volunteering, study and other activities as determined by [education.gov.au](http://education.gov.au).

Job hunting, studying, starting a new business and volunteering – among others – are all eligible activities that will allow you to claim subsidised hours of care, even if your personal circumstances have changed due to COVID-19.

## GOVERNMENT ACTIVITY TEST

### TYPES OF APPROVED ACTIVITY



Paid work, including leave



Volunteering



Studying  
(approved course)



Self-employed work



Working for free  
(in the family business)



Actively job  
seeking



Unpaid work experience or  
unpaid internship



Actively setting  
up a business



Doing training to improve work  
skills or employment prospects



Other activities on a  
case by case basis.



Time taken to travel between the child care service and your place of work, training, study, or other approved activity will also be included.

# HELPING WORK OUT YOUR OUT-OF-POCKET FORMULA



It's great to know what your child care centre charges for a day, but what you really need to know- for family finance purposes- is what you'll need to pay out of pocket.

To try calculating your out-of-pocket fee, **CLICK HERE** for a handy subsidy estimator. Simply enter your details and it will bring up an estimate for you!

Want to try to work out your out-of-pocket fee manually? You might like to check out this video for a formula that will help!



The subsidy you will receive and any applicable cap will depend upon your own personal circumstances and is subject to your combined family income, hours of recognised activity and child care details. Even if you are currently receiving the Child Care Benefit or Child Care Rebate, you will need to update your details through your Centrelink account on MyGov. For more information visit The Department of Education's website at [education.gov.au/childcare](http://education.gov.au/childcare).

## HERE'S HOW MUCH YOU CAN EXPECT TO GET COVERED, ON AVERAGE.

### SUBSIDY BY COMBINED ANNUAL INCOME



To read more about combined annual income and the annual cap, **CLICK HERE** for further information from [education.gov.au](http://education.gov.au).

# FLEXIBLE HOURS



We know that there is no one-size-fits-all option for our families when it comes to early childhood education and care. That is why we give families the freedom to choose which hours best suit their needs.

At our centres, you can choose from our nine-hour, ten-hour or full day sessions and make the most out of the Child Care Subsidy.

Designed to reduce out of pocket costs and increase access to subsidised hours, the new flexible model is part of our commitment to providing greater access to quality early childhood education and care.

Choose your drop off/pick up time	No late fees or charges	30-60 minute grace periods
No limits within licensed operating hours.	No additional fees within licensed operating hours.	No stress if you're late within licensed operating hours. 30 minutes grace for 9-hour sessions, 1 hour for 10-hour sessions.

  
**FIND OUT  
MORE  
ABOUT  
FLEXIBLE  
HOURS  
HERE!**



## FAQ'S

### What is the difference between sessional care and flexible hours?

Flexible hours provides flexibility for the child's attendance at the centre to allow different start and finish hours each day. Other providers offer sessional care with specified start and finish times, which may incur penalties if care is required outside of these times.

### What is a grace period?

We understand life doesn't always go to plan. That is why we have implemented a grace period of half an hour for the nine-hour session and one hour for ten-hour sessions that are scheduled within the centre's normal operating hours. If parents opt for a full day then no grace period applies, as this is outside of the centre's normal operating hours.

### If I choose to change my hours, do I need to contact Centrelink again?

A new Complying Written Arrangement (CWA) will be issued to your Centrelink account.

# CALCULATIONS: OUR CASE STUDY EXAMPLE

## THE JOHN FAMILY

The John family will be sending Sally to an early education centre for 8 days per fortnight, 10 hours per day, resulting in 80 hours of care per fortnight.

Based on their combined family income and their activity, their subsidy is 85% with 100 hours per fortnight. The centre's daily fee is \$120.00.

## THE MATHS:

$\$120.00$  (full day fee)  $\div$  10 (session hours) =  $\$12$  hourly fee

The CCS hourly cap is  $\$11.98$

(Hourly cap)  $\$11.98 \times$  (hours of care) 80 =  $\$958.40$

$\$12$  (Hourly fee) -  $\$11.98$  (CCS hourly cap) =  $\$0.02$

$\$0.02 \times$  80 hours =  $\$1.60$

(Family subsidy percentage) 85%  $\times$   $\$958.40$  =  $\$814.64$

5% (withheld by Government) 0.95  $\times$   $\$814.64$  =  $\$773.90$

$\$958.40 - \$773.91 + \$1.60$  =  $\$186.09$  out of pocket payment per fortnight

All calculations illustrating CCS concepts and out of pocket payments are estimates only and may differ to the actual payments calculated under the child care subsidy. These estimates are based upon the underlying information available as at the time of posting which may change at any time. Families should check their payments with Centrelink if they have any concerns.



**Bonus tip:** Make sure you download the Centrelink app, which can be very helpful, especially if your work situation is changing and you need to update your hours.

# WORRIED ABOUT BEING ABLE TO AFFORD CARE?



Here are some of your options.

## **Additional Child Care Subsidy (ACCS)**

ACCS provides support to families experiencing a significantly reduced ability to pay child care fees, such as if a parent has lost income due to being unable to attend work.

This can be applied for via Centrelink and MyGov. Click [HERE](#) to download an easy application guide.

You can also click [HERE](#) to access an ACCS calculator.

## **Preschool Exemption Program**

If your child is currently enrolled in our Government Approved Preschool or Kindergarten programs, this comes with a CCS exemption that is available for preschool-aged children, whose CCS subsidy is less than 24 hours per fortnight. You can access 36 hours of subsidised care per fortnight if you:

- Would usually be entitled to less than 36 hours of subsidised child care per fortnight because you do not meet the activity test; and
- Have a preschool-aged child attending an early education program at a centre-based day care service.

A preschool-aged child is one who is in the year before primary school e.g. if a child is starting school in February 2021, the child is deemed preschool-aged from February 2020. Click here for more information via the Federal Government FAQ page.



# DOCUMENTS YOU MAY NEED



As you complete your claim in MyGov, Services Australia will ask you to provide certain documents or information. These will come up as 'required' in your claim.

As they work through your claim, Services Australia may ask you for more information. If this happens, they will put your claim on hold as they wait for these documents. You need to provide them within 14 days of our request or your claim may be rejected.

**Here are some they may request, just to give you an idea of what you may need to think about preparing ahead of time.**

**Financial information** – Bank account details, your tax file number, and details on income and assets including real estate assets and superannuation

**Study** – Including planned and previous course details, fee receipts and academic transcripts

**Work** – Such as income tax returns, PAYG certificates, payslips or Taxation Notices of Assessment (NOA) if self employed

**Living arrangements** – Housing, rental property or real estate details, proof of assets ownerships documents, rates notices

**Relationships** – Parent or guardian details, including work and income details; partner details, including citizenship, study, work and income details; or separation details.

**Residence details if you've lived outside Australia** – Including visa information

**Children** – Birth certificates, adoption or surrogacy agreements

**Medical** – Health Care card claims, medical reports, Centrelink medical certificates and doctor-issued medical certificates.



## WHAT ABOUT CHANGES?

If your family requires a change in your booking patterns through any addition or reduction of days, or if your family's income changes, CCS and fee adjustments will apply and be added to your account. Your Complying Written Agreement (CWA) will need to be updated by the Centre and a new CWA will be issued for approval by the child's primary carer.

If your family is ineligible for CCS, the centre will create a Relevant Agreement for you to approve in place of a CWA.

**Families can view their current CWA on both the Xplor Home App and on the Xplor website once enrolled with a G8 centre.**

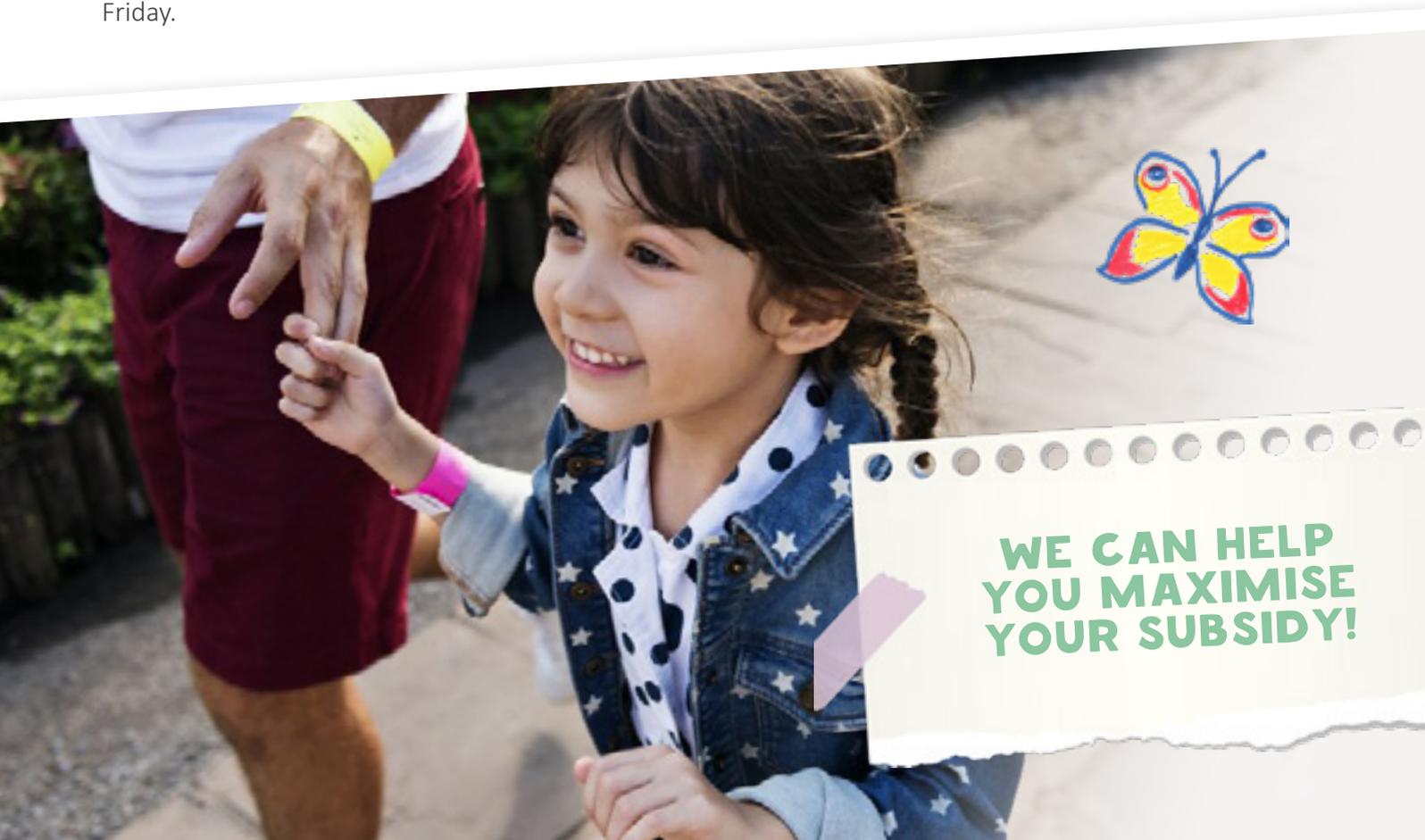
## NEED TO COMMENCE CARE?

We are steadfast in our commitment to ensure your children thrive through learning for life.

If you are a new family looking to find out more about how to enrol and make your subsidy work for you, please contact our Family Care Team on 1800 314 517.

## FOR MORE INFORMATION

Check out the [Services Australia website](#) for further information on the Child Care Subsidy. If you need to contact Centerlink, you can reach them on the Families line, 136 150 between 8am-8pm Monday to Friday.



**WE CAN HELP  
YOU MAXIMISE  
YOUR SUBSIDY!**

