CHILD CARE SUBSIDY (CCS) ACCOUNT POLICY

The Service's objective is to provide high quality educational care for all families while providing a clear understanding and accountability to ensure all financial business outcomes and goals are met to ensure financial viability of the service.

The Service will provide guidelines and procedures regarding the management of accounts and payment of fees including the administration of Child Care Subsidy (CCS) to family accounts in accordance with the Family Assistance Law.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined, and understood and support effective decision making and operation of the service

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
Part 2.1	Provider approvals
Part 2.2	Service approvals
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents
184	Storage of records after service approval transferred

RELATED LEGISLATION

Child Care Subsidy Secretary's Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	

Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook

RELATED POLICIES

CCS Data Security Policy	Governance Policy
CCS Governance Policy	Payment of Fees Policy
CCS Notifications Policy	Privacy and Confidentiality Policy
CCS Personnel Policy	Record Keeping and Retention Policy
Enrolment Policy	Safe Use of Digital Technologies and Online Environments Policy
Fraud Prevention Policy	

PURPOSE

The purpose of this policy is to ensure all families and staff are aware of their rights and responsibilities regarding the management of accounts for the provision of childcare at our Service. This policy is to be used in conjunction with our *Payment of Fees Policy*.

SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor and visitors of the Service.

IMPLEMENTATION

Our *CCS Account Policy* is to be used in conjunction with our *Payment of Fees Policy* to ensure a clear understanding of how accounts and payments are administered by our Service. We are committed to comply with the legislative obligations to maintain financial integrity, data management and privacy requirements contained in Family Assistance Law, National Law and National Regulations. We have effective systems in place to ensure payments and childcare funding is administered appropriately. Our Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

ACCOUNT HOLDERS

Upon enrolment, the Service and family will identify the individual person responsible for the payment of the childcare fees. In many cases this will be a parent of the child, however it may be an agency or another adult who is legally responsible for the care and wellbeing of the child who has arranged to be liable for the payment of childcare fees. The nominated account holder will be legally responsible for ensuring the payment of fees.

Each child will have an enrolment record set up which records attendance, payments and

identification details of each child. An appropriate enrolment type will be created dependent on the enrolment required.

- CWA Enrolment - Complying Written Arrangement – For families wishing to claim Child Care Subsidy (CCS) as a fee reduction
- RA Enrolment - Relevant Arrangement – For families who do not wish to claim CCS as a fee reduction. No CCS claimed
- OA Enrolment - Arrangement with an organisation (third party) – For families where an organisation is liable for fees, example an employer. No CCS claimed
- ACCS Enrolment - Additional Child Care Subsidy (child wellbeing) – provider eligible arrangement
- Families will be advised of the CCS system and encouraged to apply for CCS if applicable through Centrelink.

For families wishing to claim CCS as a fee reduction, it will be determined upon the time of enrolment which individual is responsible for claiming CCS or ACCS for each child.

FEES AND CHARGES

Families will be

- advised of fees and charges upon enrolment
- notified of any changes to fees or charges in writing with 4 weeks' notice
- made aware that fees for childcare attendance will be payable for all absences and non-attendance
- advised 'Gap Fees' must be paid via Electronic Funds Transfer (EFT), or Via Xplor

NOTICE OF TERMINATION OF ENROLMENT

Families are:

- to provide two weeks written notice of their intention to withdraw a child from the Service
- responsible for ensuring the account is paid until the last day of enrolment
- made aware that changes to CCS entitlements can occur after the enrolment has ended.

Families and any 3rd Party Billings are aware they are responsible for all fees payable including any changes to the gap fee after an enrolment has ended.

PRIVACY OF ACCOUNT

Our Service will

- ensure privacy and confidentiality is maintained at all times regarding enrolments and accounts
- ensure our enrolments and accounts are recorded via [Xplor]. Access to this software will be provided to nominated staff by the approved provider.
- ensure each staff member who has authorised access to [Xplor] will be provided an individual log in username and separate password. Staff are reminded to not share usernames and passwords
- not share information relating to enrolments and accounts without authorisation from the account holder.

Please refer to the *Privacy and Confidentiality Pol*icy for further information.

INVOICES AND STATEMENTS

- Our Service will issue invoices to parents on a weekly/fortnightly basis
- Invoices will be billed every week with payment due by close of business Friday each week
- Fees are to be paid weekly through a direct debit system, eftpos, or manually on Xplor app
- Invoices and Statements will be issued via email to the account holder nominated who has entered an agreement to be liable for childcare fees through our Service
- Families will be encouraged to log into [Xplor] as a parent to view accounts relating to their enrolment at the Service including fee information, payments and charges.
- A dated receipt will be provided for each payment [via email] to the account holder
- All Cash/EFT/Bank Transfer payments will be entered into [Xplor on a regular basis
- Records of invoices and statements will be made available to families upon request
- The Service will ensure copies of invoices and statements are available and suitably archived as part of the Record Keeping and Retention Policy
- Families will be issued with a *Statement of Entitlement* on a fortnightly basis in accordance with the fee payment and regulatory requirements
- The Statement of Entitlement will include details of the sessions of care provided and the resulting fee reduction amounts.

WHAT'S INCLUDED ON A STATEMENT

The Statement of Entitlement is generated using our CCS Software which meets all requirements as per Family Assistance Law legislation.

Statement Details

- Name of the individual to whom the statement is issued
- Name of the child to whom any sessions of care were provided
- Unique identifier (assigned by the Department of Education) to the enrolment of the child for care by the service
- Date of issue and start and end dates of the statement period.

Service Details

- Name of the provider
- Any business name of the service registered with the Australian Securities and Investments Commission
- Australian Business Number (if any) of the provider and (if different) the Australian Business Number under which the service trades
- Unique identifier of service and the provider (assigned by the Department of Education).

Information regarding Sessions of Care

- Daily and weekly totals of the number of hours of care provided during the statement period, including start and end times for each session of care
- Daily and weekly totals of the number of hours of the child's physical attendance during the statement period, including start and end times of the child's physical attendance
- For the statement period and cumulatively for the financial year until the date of issue of the statement—the sum of:
  - the number of days on which the service is taken to have provided a session of care to the child while the child was absent (up to 42 days in the financial year) (that is an initial absence day)
  - the number of days on which the Service is taken to have provided a session of care to the child, beyond 42 cumulative days in the financial year and particular circumstances apply (that is an additional absence day).

Fee information

- Hourly session fee for each session of care provided by the service to the child in the statement period.
- Daily and weekly totals of the amount of all fees charged by the provider for care provided during the statement period, including details about any discounting or refund applied in order to pass on fee reductions.

CCS payment information

For the statement period

- the number of hours for which the fees were reduced (or for which the individual otherwise received the benefit of a fee reduction amount)
- the total of the fee reduction amounts of which the provider was given notice by the department
- a breakdown of the amounts of fee reduction for each session of care and whether it related to a payment of Child Care Subsidy or Additional Child Care Subsidy.

ATTENDANCE RECORDS

Session reports are required to record actual attendance in and out times (except for absences). Session reports are submitted through the CCS Software and include required information as per Childcare Provider Handbook, including;

- Type of report (initial report, variation to a report or withdrawal of a report)
- Dates (the start and end dates of the week the report covers)
- Session details (date and session start and finish times)
- Attendance times (Actual in and out attendance times must be reported for each session of care, not including absences)
- Absences (notification of absences (if applicable), reasons for any additional absence (allowable absence days)
- Actual fee charged.

THIRD PARTY PAYMENTS

Parents are generally liable to pay the co-contribution for child care fees. Only state and territory governments (and their agencies) can contribute to the cost, in part of full, of childcare fees for families.

Where an agreement has been made between an employer or charity to assist in the contribution of fees the fees must be reduced accordingly before CCS has been applied. Our Service will record all documentation regarding any third-party payments.

Invoices and Statements will be emailed to the nominated 3rd Party Billing agency/employer/charity as arranged with the family.

REVIEW OF ACCOUNTS

Accounts will be reviewed on a weekly/monthly basis and the debt recovery procedure initiated if payments have not been made towards childcare fees according to the *Payment of Fees Policy.*

COMPLAINTS RELATING TO THE ADMINISTRATION OF CHILD CARE SUBSIDY

Families who wish to raise concerns regarding the management of accounts and Child Care Subsidy should speak with the nominated supervisor in the first instance. The nominated supervisor will follow the steps as outlined in the grievance policy, including advising the approved provider of all grievances.

Families can raise concerns regarding management of the Child Care Subsidy to the Department of Education via their Online contact form. Additionally, information about any potential breach of Child Care Subsidy can be reported anonymously by submitting an online report directly to the Department of Education. For more information visit the Department of Education website: Reporting fraud via a tip-off

CONTINUOUS IMPROVEMENT/REFLECTION

Our *CCS Account Policy* will be updated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

CCS Procedures Guide CCS Approval Guide	CCS Compliance Checklist / Audit

SOURCES

Australian Children's Education & Care Quality Authority. (2025). *Guide to the National Quality Framework*
Australian Government Department of Education. (2025) Child Care Provider Handbook
Australian Government Department of Education. *Early Childhood and Care*
Education and Care Services National Law Act 2010. (Amended 2025)
Education and Care Services National Regulations. (Amended 2025)
Western Australian Legislation Education and Care Services National Law (WA) Act 2012 (For WA Services only)
Western Australian Legislation Education and Care Services National Regulations (WA) Act 2012 (For WA Services only)

REVIEW

POLICY REVIEWED BY	[NAME] Amy Flockhart	[POSITION] office admin	[DATE] 16/07/2026
POLICY REVIEWED	NOVEMBER 2025	NEXT REVIEW DATE	NOVEMBER 2026
VERSION NUMBER	V9.11.25		
MODIFICATIONS	• annual policy maintenance • no major changes to policy • sources checked for currency and updated as required		

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
NOVEMBER 2024	• annual policy maintenance • no major changes to policy • sources checked for currency and updated as required	NOVEMBER 2025