CHILD CARE SUBSIDY (CCS) NOTIFICATIONS POLICY

The approved provider holds the responsibility of ensuring that all notifiable circumstances and situations pertaining to the administration of Child Care Subsidy are reported in accordance with relevant legislation.

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 LAW AND NATIONAL REGULATIONS	
S. 12	Applicant must be fit and proper person
S. 13	Matters to be taken into account in assessing whether fit and proper person
S. 21	Reassessment of fitness and propriety
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
175	Prescribed information to be notified to Regulatory Authority
176	Time to notify certain information to Regulatory Authority
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents
184	Storage of records after service approval transferred

LEGISLATION

LEGISLATION/ INSTRUMENT	MAIN REFERENCES
A New Tax System (Family Assistance) (Administration) Act 1999	Division 3 – Requirements in relation to records Section 204F – Requirements to notify Secretary of certain matters
Child Care Subsidy Minister's Rules 2017	Part 5 – Provider requirements
Child Care Subsidy Secretary's Rules 2017	Part 4 – Provider requirements Division 3 – Requirement to make records Division 4 – Requirement to keep records
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook	

RELATED POLICIES

CCS Account Policy CCS Data Security Policy CCS Governance Policy CCS Personnel Policy	Dealing with Complaints Policy Fraud Prevention Policy Safe Use of Digital Technologies and Online Environments Policy

PURPOSE

In addition to those required by the Education and Care Services National Regulations, Early Education and Care Services are required to keep records pertaining to the administration of Child Care Subsidy (CCS). We aim to accurately maintain and manage all required CCS records in a private and confidential manner, working in accordance with all legislative requirements and best practice. Our Service aims to work within legislative requirements at all times, which includes the need to notify the Department of Education, in writing, within a specified timeframe if particular changes are made within our Service.

SCOPE

This policy applies to the approved provider, nominated supervisor and any staff member involved in administering CCS to families and management of the Service.

IMPLEMENTATION

To remain eligible to administer Child Care Subsidy (CCS), our Service must notify the Department of Education of any of the changes noted in this policy within the specified timeframes as per the Childcare Provider Handbook. Failure to make required notifications may attract a penalty. Notification for the following must be made to the department and can be made through third-party software *or* the Provider Entry Point (PEP) with your username and password (Click here for access).

The approved provider must ensure their child care software can update and is updating required information.

MATTERS TO BE NOTIFIED

The approved provider is responsible for notifying the Department of Education of the matters below within the required timeframes via the PEP or CCS Software. Our Service will ensure the approved provider and nominated supervisor are aware of matters to be notified to the Department of Education and ensure all matters are reported within the required timeframes.

Source: Child Care Provider Handbook 2025. p59-63

MATTERS TO BE NOTIFIED	TIMEFRAME FOR NOTIFICATION
Fees The total hourly fee charged by the Service for care for each approved child care service of the provider (before any fee reduction amounts or other rebates or discounts), as set out in any policy or advertising information provided to individuals who enrol their children with the Service. Any change to the fee information.	Within 14 days of any of the following: • Receiving CCS approval (or opening the service if this occurs at a later date) • Changing your fees • Twice a year- after the end of the financial year and calendar year, including reporting no change in fees
Operating Hours The hours and days on which each approved child care Service of the provider operates, with opening and closing times notified in 24-hour format. Any change to the operating hours.	Within 14 days of: • commencement of the Service, or • notice of approval of the Service, or • any change
Vacancies The number of anticipated vacancies that the provider has available to fill in respect of each of its approved child care services in relation to each day of the following week (beginning on a Monday). A vacancy is an ongoing full day vacancy.	By 8pm (AEST) each Friday
Ceasing to operate an approved childcare service.	At least 42 days before the Service ceases operation.
Ceasing to operate an approved child care service: • to avoid being in breach of a law of the Commonwealth, a state or a territory, or • due to circumstances beyond the provider's control when 42 days' notice cannot be given.	Within 24 hours after ceasing to operate the Service.

Change of physical or postal address of: • the provider, or • the premises from which any of the provider's approved child care service operates.	No later than 30 days before the change, or, if the change was not foreseeable at that time, as soon as practicable.
Change to the name of: • the provider, or • any of the provider's approved child care services including evidence of name change.	Within 14 days after the change.
Change of any of the following contact details of the provider or of any of the provider's approved child care services: • email address • website • telephone number • fax number	Within 14 days after the change.
Information about any new person with: • management or control of the provider (including any person in day-to-day operation of any of the provider's approved child care services) • who becomes a Family Day Care educator or In Home Care educator for any such service The information must include: • the name and contact details of the new person • a declaration that the provider has undertaken all background checks required for the new person, together with details of the new person's working with children card, if applicable.	Within seven days after the new person becomes a person with management or control of the provider or a Family Day Care or In Home Care educator
Change of the name or contact details for any of the following persons: • A person with management or control of the provider (including any person who is responsible for the day-to-day operation of any of the provider's approved child care services) • A Family Day Care educator or In Home Care educator	Within seven days after the provider becomes aware of the change.
The provider becomes aware, because of a background check undertaken for a specified person, that the person: • has a serious conviction or finding of guilt for any of the following offences under a law of Australia or of a foreign country o an indictable offence punishable by a maximum of two years imprisonment or 40 penalty units	Within seven days after the provider receives a record of the check.

○ an offence involving violence or a sexual offence ○ an offence involving fraud, stealing or dishonesty • is an undischarged bankrupt, or • was a director or secretary of a corporation when the corporation went into administration, receivership or liquidation, or at any time during the 12 months beforehand.	
An event or circumstance in relation to a person with management or control of the provider (including a person responsible for the day-to-day operation of any of the provider's approved child care services) that reasonably indicates that the person is not likely to be a fit and proper person to be involved in the administration of Child Care Subsidy.	Within seven days after the provider becomes aware of the event or circumstance.
A person stops having management or control of the provider (including when a person stops having day-to-day responsibility for the operation of any of the provider's approved child care services). The provider must also notify the Secretary of the department of when, and the reason, the person stopped having management or control of the provider.	Within seven days after the person stops having management or control of the provider.
An educator obtains a childcare qualification from a registered training organisation and • the provider or person with management or control has an interest in the registered training organisation by virtue of which the provider or person owns, operates, controls or carries out the registered training organisation, and either ○ it appears that the educator has not obtained the qualification solely on her or his own merit ○ the qualification has otherwise been obtained in circumstances that might not be perceived as demonstrating a conflict of interest	Within seven days after the provider becomes aware of the matter.
A provider or a person with management or control of the provider obtains an interest or is likely to obtain an interest in a business which may affect their ability to comply with Family Assistance Law, where the approval may benefit the business or where a conflict of interest might reasonably be perceived to exist.	Within seven days of the provider becoming aware of the matter.

Change in the status of a working with children card for anyone who is required to have such a card under section 195D of the A New Tax System (Family Assistance) (Administration)Act 1999 - for example, if the card is amended, suspended or revoked.	Within 24 hours after the provider becomes aware of the change of status.
The provider enters into administration, receivership, liquidation or bankruptcy and the details of this event	Within 24 hours after the event.
Unexpected closure of nay of the provider's approved child care service due to unforeseen circumstances	Within 24 hours after the closure.
A serious conviction or finding of guilt of: • a person with management or control of the provider (including a person who becomes responsible for the day-to-day operation of any of the provider's approved child care services)	Within 24 hours after the provider becomes aware of the charging, conviction or finding of guilt.

CONTACT DETAILS

Child Care Subsidy System Helpdesk (9am-5.30pm Monday to Friday):

Phone: 1300 667 276

Email: ccshelpdesk@education.gov.au

CONTINUOUS IMPROVEMENT/REFLECTION

Our *CCS Notifications 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 Compliance Checklist / Audit CCS Approval Guide	CCS Procedures Guide Notification and Reporting Guide

SOURCES

Australian Government Department of Education. *Become an approved child care provider*
Australian Government Department of Education. Child Care Provider Handbook
Australian Government Department of Education. Provider obligations. Persons with management or control

REVIEW

POLICY REVIEWED BY	[NAME] Amy Flockhart	[POSITION] office admin	[DATE] 21/07/2026
POLICY REVIEWED	NOVEMBER 2025	NEXT REVIEW DATE	NOVEMBER 2026
VERSION NUMBER	V7.11.25		
MODIFICATIONS	• annual policy maintenance • sources checked for currency		

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
NOVEMBER 2024	• annual policy maintenance • minor editions of notification of fees added • sources checked for currency	NOVEMBER 2025