**Childcare Subsidy (CCS) Management Policy & Procedure**

**RATIONALE**

An approved provider under Family Assistance Law must accept the legal responsibilities associated with operating a child care service (or services) and passing fee reductions onto eligible parents (or guardians), if child care payments are paid to it by the Commonwealth for those parents’ benefit. All administrative processes in place at insert org name must support the integrity of data supplied to the Australian Government Department of Education and Training.

**PURPOSE**

The purpose of this policy is to ensure the accuracy and secure record-keeping of information relating to childcare enrolments, attendance and Commonwealth Childcare Subsidy (CCS) payments by detailing the procedures relating to roles in the organisation, background checks and access to third party software, training, compliance and reporting.

**SCOPE**

**Persons with management or control of the provider** are people who participate directlyin the decision making or management of the provider(the legal entity) that operates the child care service. This refers to insert org name management, Child Care Coordinator and Committee of Management (CoM).

These people may:

• change bank account details and other information regarding the childcare service

• add and remove other persons, such as persons responsible for the day-to-day operation of the

service from the Child Care Subsidy System

• authorise data submission transactions to the Child Care Subsidy System

• notify the Department of Education and Training of the cessation of operations

• submit an application to add or remove a service.

**POLICY STATEMENT**

Insert org name will manage CCS payments and any data relating to childcare service management securely and accurately to ensure compliance with Australian Government requirements.

**Responsibilities**

**Person or persons responsible for the day-to-day operation of the childcare service:**

Nominated by the persons with management or control of the provider, this is the Primary Nominee - Child Care Coordinator.

They may:

• add and remove persons responsible for the day-to-day operation of the service and service contacts

• authorise data submission transactions to the Child Care Subsidy System

• notify the Department of Education and Training of changes in respect of the service for which they

are responsible, excluding bank account details and cessation of operations

* once per Term; Manager/Coordinator meets with finance person to check income from CCS against enrolments
* Manager/Coordinator and Childcare Coordinator audit attendances, finances and enrolments at end of each term.

Insert org name Manager/Coordinator, Childcare Coordinator and Committee of Management will adhere to the following procedures and respond in a timely manner to a breach of this policy and procedure.

**PROCEDURE**

**Background Checks:**

The Manager/Coordinator will ensure any person with management or control of the provider and any person responsible for the day-to-day operation of the service, are fit and proper persons to be involved in the administration of Child Care Subsidy and Additional Child Care Subsidy and have completed or provided current National Criminal Police Checks and current Working with Children Checks according to the Adverse Police/WWCC Policy.

**CCS Operations:**

* Systems access and training for child care subsidy data reports
* Insert org nameadopts XPLOR software to manage all administrative systems pertaining to the Occasional Childcare service and the Child Care Subsidy system, including recording attendance and absences, and providing Statements of Entitlement, invoices and receipts
* The Primary Nominee of the Childcare Centre and Administration Officer will have secure access to third party software (XPLOR) to oversee all functions, including the enrolment process (arrangement for care of a child, submission of enrolment notice, ceasing enrolment) and submission of weekly session reports to Centrelink/DHHF
* The Bookkeeper and Administration Officer will also have secure access to the financial components of the third party software to complete Statement of Entitlement and invoices family for fees, less reduction amounts
* The Childcare Coordinator will have access to enrolment and attendance information for verification purposes to ensure accuracy of the session reports. The Childcare Coordinator will identify children who require extra support through Additional Child Care Subsidy (child wellbeing)
* Parents and guardians will have secure access to third party software for the purposes of signing children in/out in real time, booking sessions and making payments but only for their listed children.

**Training:**

* Relevant training and induction (webinars) will be provided for Manager/Coordinator, Childcare Coordinator, Administration Officer) utilising compliant third party software; XPLOR. This will include an understanding of the roles and responsibilities under Family Assistance Law.

* Evaluation to ensure staff training has been effective
  + Implement an evaluation process to ensure staff training has been effective.
  + Primarily the evaluation of a training session is concerned with:
    - Content of the training program
    - Participant’s feedback on the trainer's method of delivery, and the effectiveness to facilitate learning
    - The effect the training has had on the participant's knowledge, skills and abilities in the workplace
    - Changes that have occurred in the workplace or the organisation due to the direct result of the training.
  + Evaluation methods may include observation, discussion or interview, performance appraisal, or questionnaire.
  + Ensure quality of future training remains up-to-date with content and materials, or with changes to the CCS System or software. Review training content and update if necessary.
  + Eg. Manager/Coordinator, Finance Officer and Childcare Coordinator will watch the 60 minute webinar provided by Xplor to help organisations stay compliant under the Child Care Subsidy. The webinar covers the basics of the Child Care Subsidy, how to create and monitor enrolments, and types of enrolments. To ensure this training has been effective staff will buddy one another for the initial week of activation or for a longer period if needed for all responsible persons to demonstrate their understanding and ability to administer the system. Any new staff commencing in the roles of Manager, Finances Officer or Childcare Coordinator will receive a thorough induction including the legislative obligations of administering the Child Care Subsidy, and watching the Xplor Child Care Subsidy webinar.
  + The new staff member would be paired with an experienced user until their understanding and ability to administer the system is demonstrated.
* **Record keeping and notifications:**
* Eg. The following records will be maintained:
  + - complaints relating to compliance with the Family Assistance Law
    - attendance for each child for whom care is provided (regardless of eligibility for Child Care Subsidy and/or Additional Child Care Subsidy, including records of any absences from care)
    - statements or documents demonstrating that additional absence days (in excess of the initial 42 absence days) meet the criteria
    - copies of invoices and receipts issued in relation to the payment of childcare fees
    - copies of all Statements of Entitlement issued and any statements issued to advise of a change of entitlement

The following written records will be kept:

* + - notice given to a state or territory body about a child at risk of abuse or neglect
    - copies of the evidence and information provided with an application for approval about persons with management or control of a provider and persons responsible for the day-to-day operation of a service
    - evidence or information produced to obtain police checks and working with children checks for personnel and to support any statements about these checks in an application for provider or service approval
    - Required background checks will be kept for all specified personnel
    - Records will be kept for at least seven years.
* **Breach**

If there is a breach of this policy and procedure, the following process will be followed:

* + - All information will be documented and stored securely. This includes details of the breach, name(s) of parties involved, time and date of breach
    - Details of the breach to be discussed with relevant parties and investigated by a representative of insert org name
    - This representative will determine recommendations to prevent a similar breach and initiate disciplinary procedures.

**Complaints**

If parents, carers, volunteers or employees have complaints or concerns about practices relating to the administration of subsidies, **they are advised to contact in the first instance:**

* + - The Manager – insert org name.

If the complaint or concern remains unresolved – you can contact:

The Department of Education and Training - who provide a Child Care Tip-off line:

Phone: 1800 664 231

Email: [tipoffline@education.gov.au](mailto:tipoffline@education.gov.au).

**Relevant Legislation**

Family Assistance Law Act – 14 (C’Wealth)

**Related Documents**

Complaint and Appeals Policy and Procedure

Adverse Police/WWC Check Policy

Delegation of Authority Policy

Childcare Provider Handbook

**Definitions**

As identified in the chart below:

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| --- | --- |
| **Item** | **Definition** |
| Child Care Subsidy | Child Care Subsidy is the regular payment that assists eligible families with the costs of child care. Child Care Subsidy will be paid directly to providers to be passed on to families as a fee reduction. It will reduce the fees that a family pays a child care provider for the care of their child. |

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| --- | --- | --- | --- |
| Policy/Procedure name | CCS Management Policy and Procedure | Version | 1 |
| Policy number | Insert Policy Number | Date developed | Insert Month/Year |
| Drafted by | Manager/Coordinator | Approved by CoM | Insert Month/Year |
| Responsible person | Manager/Coordinator | Scheduled review date | Insert Month/Year |
| Policy Area | Operational | | |