



Australian Government

Department of Education, Employment  
and Workplace Relations



## Important information for families on the introduction of the Child Care Management System

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## What is the Child Care Management System?

The Child Care Management System (CCMS) is a national child care system that will bring all approved child care services online. Your child care services will use their CCMS registered software to record child, enrolment and attendance information. Services will report this data to the Department of Education, Employment and Workplace Relations (DEEWR) via the internet to allow calculation and payment of Child Care Benefit (CCB) fee reductions on behalf of children in their service.

The new system will better meet the needs of families and the government, and further support approved child care services to reduce red tape.

CCMS will be rolled out to all Long Day Care and Family Day care services from 1 January 2008. CCMS will be progressively rolled out to all other services during 2008. Under legislation, all services must be operating under CCMS by 30 June 2009.

## How will the CCMS affect me?

The new CCMS will use the latest technologies to ensure every dollar of funding for child care supports a quality place for parents/guardians and their children.

It enables the government to better track supply and usage of child care places. The changes will also allow services to focus on providing quality care rather than doing paperwork.

Parents/guardians of children in child care will be able to access an online statement via the 'view child care details' of the online services section of the Centrelink website ([www.centrelink.gov.au](http://www.centrelink.gov.au)). This statement includes details of CCB payments and absences.

CCMS ensures that CCB fee reductions are calculated on your child's actual use of care.

Eligibility for CCB and the Child Care Tax Rebate remain unchanged.

## What is an online statement?

Under CCMS parents/guardians will have access to an online statement which contains details of child care.

Parents/guardians will need to register with the FAO for access to online services. Call the FAO on 13 61 50 to register. You can also register online.

Once registered, you will be able to access information about your child care via the 'view child care details' of the online services section of the Centrelink website. ([www.centrelink.gov.au](http://www.centrelink.gov.au)).

Information provided in the statement includes:

- ▶ number of CCB hours charged for each child at each service for each day
- ▶ amount of fee reductions paid for each child at each service for each week
- ▶ total number of absences for each child for the period of the statement
- ▶ year to date absences for each child (lump sum customers will not see these details until their claim has been paid)
- ▶ eligible hours limit for each week.

## Does the CCMS affect my eligibility to receive Child Care Benefit?

No. Eligibility for CCB remains unchanged for families under CCMS. Families can still choose to receive CCB as either a fee reduction or lump sum.

## Should I take my CCB assessment notice to my service?

Parents/guardians should tell their service the Customer Reference Number (CRN) on the notice. You may wish to assist your service by showing them your assessment notice.

## Will CCB still be paid for absences from care?

Under CCMS, CCB is paid for up to 42 days absences for each child per financial year without the need to provide documentation such as medical certificates.

## Will CCB be paid if my child is absent for more than 42 days?

All absences beyond the first 42 will only be paid for 'additional absences' if parents/guardians provide evidence that the absence has occurred under a permitted circumstance.

Additional absences include:

- ▶ an illness (with a medical certificate)

- an outbreak of infectious disease when the child is not immunised
- any other absences due to sickness of the child, a parent or sibling, supported by medical certificates
- a temporary closure of a school or pupil free day
- a period of local emergency
- exceptional circumstances.

Additional absences do not include public holidays

Please note: CCB will NOT be paid for public holidays if 42 absences have already been used.

Cumulative absence totals will be available to parents online via the Centrelink website.

## What is the FAO role under CCMS?

Under CCMS parents/guardians will continue to deal with the FAO for all their CCB payments.

Parents/guardians are still required to advise the FAO about any changes to their circumstances such as changes to income or a child commencing school.

Families who have enquiries regarding their eligibility and entitlements for CCB, Grandparents Child Care Benefit, and Jobs, Education and Training Child Care Fee Assistance or who require a Customer Reference Number should visit a FAO or telephone 13 61 50.

## Will I still have to tell the FAO which service my child is attending?

No, you will not have to tell FAO this information, once your service transitions to CCMS.

## Do I still have to notify the FAO when my child starts school?

Yes. The requirement for families to notify when their child commences school remains unchanged. If a family does not tell the FAO this information, under CCMS a child will be deemed to be of school age for CCB purposes from their 6th birthday.

Where a child is aged 6 or more and not attending school, families should contact the FAO and advise that their child is not attending school. This may occur where a child has a disability and is unable to attend, or where a child will commence school after their 6th birthday to coincide with the beginning of a new school term.

## What information do I need to provide my child care service?

The new system will require enrolment records to be created for all children attending a service when that service changes over to the CCMS. To ensure that the new enrolment records can be matched and verified against the entitlement information held by the FAO, parents/guardians will need to provide their child care service with their child's and their own dates of birth.

Under CCMS, families need to manage their eligible hours themselves. This means working with your service or services to ensure that you pass on accurate information about the number of hours care you are claiming.

## Will I still have to tell my services about the type of care my children are using?

Yes. Parents/guardians will still need to tell their child care services the number of children in the family using the same type of care each week at all services used.

## My child attends different services during the week. Should I nominate my child's hours of attendance at each service?

If your child attends different services, you may nominate how many of your CCB eligible hours are claimed at each service.

Your services will provide you with a form to do this.

## Where do I get more information?

More information on the CCMS is available on the Department of Education, Employment and Workplace Relations (DEEWR) website at <http://www.fahcsia.gov.au/childcare> until the end of March 2008. From 1 April 2008 the information will be available on the DEEWR website at [www.deewr.gov.au](http://www.deewr.gov.au).

Parents/guardians may also wish to talk to their service or services about the introduction of CCMS. The information in this leaflet only applies to services using the CCMS. Existing arrangements apply to other services.

If you would like to order further copies or require this booklet in a language other than English please phone  
1800 050 009

