

CHILD CARE SUBSIDY (CCS) GOVERNANCE POLICY

To comply with legislation when either applying or maintaining the Child Care Subsidy (CCS) a CCS Governance Policy is required. Dalas Family Day Care policy covers: evidence ensuring ongoing compliance with Education and Care National Law and Regulations, Family Assistance Law, Australian Taxation laws, Australian Securities and Investment Commission (ASIC) and the Australian Government's guidelines provided in the Child Care Provider Handbook (2019). Our financial integrity is transparent as we provide information about our organisation size and structure, decision making processes, employment procedures, fit and proper check's operational structure, financial viability and risk management.

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

2.1	Provider approvals
2.2	Service approvals
Division 1	Applications for Service approvals
Division 3	Transfer of Service approvals

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 for Child Care Provider Handbook in Appendix G https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

CCS Notifications Policy	Payment of Fees Policy
CCS Personnel Policy	Personnel Policy
CCS Account Policy	Privacy and Confidentiality Policy
Cyber Safety Policy	Professional Development Policy
Dealing with Complaints Policy	Recruitment Policy
Enrolment Policy	Record Keeping and Retention Policy
Fraud Prevention Policy	Staffing Arrangement Policy
Governance Policy	

PURPOSE

Dalas Family Day Care Service aims to comply with the Child Care Subsidy legislative requirements associated with operating a fee reduction Service for eligible families. We understand the Department of Education, Skills and Employment (the department's) approach to maintaining the financial integrity of all child care funding. Our Family Day Care Service has a genuine commitment to meet our obligations to maintain financial integrity and have effective compliance systems in place to ensure child care funding we receive is administered appropriately. Dalas Family Day Care accepts the legal responsibilities associated with claiming Child Care Subsidy within the Family Assistance Law. We will continuously examine our business and service model to identify opportunities to cater to the needs of our families and community. (Child Care Financial Integrity Strategy, 2019).

SCOPE

This policy applies to the Approved Provider, Coordinator, Educators, Educator Assistants and families of the Family Day Care Service.

APPROVED PROVIDER DETAILS

To claim Child Care Subsidy to pass onto families as a fee reduction, our Family Day Care Service must be approved by a delegate of the Secretary of the Department of Education, Skills and Employment by showing the required evidence and information to ensure ongoing compliance with the Family Assistance Law. Our Family Day Care Service will ensure all reporting requirements for claiming and administering CCS payments will be maintained. These include the requirement for the provider to undertake fit and proper checks on all relevant key personnel and ensuring background checks have been undertaken for relevant key personnel.

- each person who has management or control of the provider
- each person who has responsibility for the day-to-day operation of the service
- Family Day Care educators

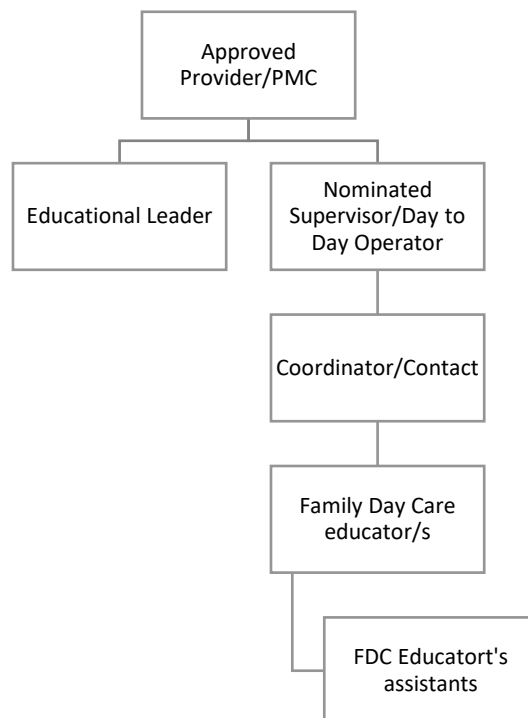
Required information includes:

Provider Approval Number	4000307
Service Approval Number	4000292
Business Name	Dalas Family Day Care
Trading Name	Dalas Family Day Care Pty Ltd
Contact Person	Shamsa Hassan
Telephone	(03) 94672441
Mobile	0423752437
Email	dalasfdc@gmail.com
Address	78 Snakegully Drive, Bundoora 3083
NQA IT System details	Are you registered? YES ☒ NO ☐
Provider Entity Name	Dalas Family Day Care Pty Ltd

DALAS FAMILY DAY CARE SERVICE BUSINESS STRUCTURE

The following information describes the type and size of our family day care service operation, including personnel, recruitment and professional development strategies, fee structure, philosophy and financial position.

Organisational Structure Diagram



CHILDCARE SUBSIDY (CCS)

Government fee reduction may be available to individuals (subject to eligibility from Centrelink) to reduce out-of-pocket expenses including CCS and Additional Child Care Subsidy (ACCS).

An individual's level of CCS is based on combined family income, activity level and service type. Some basic requirements must be satisfied to be eligible to receive CCS for a child including – the age of the child (must be 13 or under and not attending secondary school), the child meeting immunisation requirements, the individual, or their partner, meeting the residency requirements listed in the legislation.

A child who does not use care at least once in the previous 26 weeks will no longer be eligible for CCS. The individual will need to submit a new CCS claim if the child re-commences care.

Childcare subsidy eligibility has determining factors including the children that are being claimed, subsidy type, subsidy percentage, annual cap, subsidised hours per fortnight and 5% withholdings.

The individual is responsible for understanding Child Care Subsidy and ensuring their obligations are correct.

Dalas FDC can only apply subsidies received on behalf of the account in accordance with the CCS regulations. In order to apply any subsidy entitlement Dalas FDC must complete and submit an enrolment notice containing:

1. Correct CRN and date of birth for the eligible individual, listed as *Parent/Guardian One* on the Enrolment Form
2. Correct CRN and date of birth for the eligible child. It is the responsibility of the individual to provide this correct information on the Enrolment Form.

The individual will be notified of the enrolment notice (accessed via Centrelink, Express mobile application or via myGov) where they can confirm, dispute, or reject the enrolment.

Only when the enrolment is confirmed by the individual can any subsidy entitlement to be applied to sessions of care reported under that enrolment notice. It is the responsibility of the individual to inform the service in writing immediately if the *Parent/Guardian One* for the purpose of CCS changes. In this instance, a new enrolment notice will be created and will continue from when the service is notified, this may also include the creation of a new enrolment and new billing account.

The individual is liable for the full fee when there is no subsidy entitlement, which could include the following:

- Failure to meet Centrelink requirements.
- Absences above the allowable absences in a year.
- A subsidy to which they were entitled is later withdrawn, even if this takes place after the enrolment has ended e.g. First or last day absences.
- Failure to provide Dalas FDC with the necessary information.
- The enrolment notice has not been confirmed by the individual.
- The child has not used care in the previous 26 weeks and CCS eligibility has ceased.
- Individual has not been granted eligibility for CCS (Pending eligibility)

ADDITIONAL CHILDCARE SUBSIDY (ACCS)

This provides a high level of subsidy to support families who require practical help to support their children's safety and wellbeing, grandparents on income support who are primary carers, families experience temporary financial hardship, parents transitioning from income support to work.

An individual must first be eligible for CCS to have ACCS applied.

An ACCS Certificate can be applied for covering up to six weeks where an individual meets the criteria. If there is a 'continued risk', an application for Determination with the Department of Human Services can be lodged to request the subsidy for an additional 13 weeks, unless elidable for extending the determination period up to 52 weeks.

It is the responsibility of the individual to provide notices and/or evidence that are no less than six months old to apply for ACCS. Documentation and evidence for the application are retained by Dalas FDC.

See more in Payment of Fee Policy

FAMILY DAY CARE SPECIFIC ELIGIBILITY

PLEASE NOTE: There is no entitlement to Child Care Subsidy or Additional Child Care Subsidy where a Family Day Care Educator, or their partner, cares for:

- their or their partner's child, including a foster care child, adopted child, kinship child or child for which they otherwise have legal responsibility, or
- their or their partner's brother, sister, half-brother or half-sister, step-brother or step-sister.

The Family Day Care provider must ensure that less than 50 per cent of the children to whom the Family Day Care educator is providing care within the Child Care Subsidy fortnight at the service are related to the Family Day Care educator as a:

- niece or nephew

- cousin
- grandchild (including a great-grandchild).

INDIVIDUAL / ACCOUNT HOLDER

The enrolment of children with Dalas FDC is a formal agreement between Dalas FDC and an individual to provide care in return for fees which also includes the determination of who will incur fee liability.

This agreement, known as a Complying Written Arrangement (CWA), is required for each child in care, as set out in the Australian Government's Family Assistance Administration Act.

IMPLEMENTATION

ROLES AND RESPONSIBILITY

Approved provider will:

in regarding to **Service Approval and Compliance:**

- Obtain and maintain approval from the regulatory authority to operate a childcare service.
- Regularly review and ensure ongoing compliance with the National Quality Framework (NQF) standards, regulations, and relevant legislation including FAL
- Implement and monitor internal controls to prevent fraud and financial mis management.

in regarding to **Fit and Proper Requirements and Background Checks**

- Enforce Fit and Proper requirements for all staff and individuals involved in the childcare service.
- Conduct comprehensive background checks on all staff and relevant personnel to ensure the safety and well-being of children.

in regarding to **Enrollment and Documentation:**

- Oversee the enrolment process for children attending the service.
- Maintain accurate and up-to-date records for each child, including enrolment forms, medical information, and emergency contacts.

in regarding to **Financial Management:**

- Set and manage fees for childcare services in accordance with regulatory requirements and guidelines.
- Handle financial transactions and invoicing, ensuring transparency and compliance with the Child Care Subsidy.
- Collect gap fees from parents, ensuring accurate calculations in line with regulatory guidelines.

in regarding to **Child Care Subsidy (CCS) Compliance and Notification:**

- Implement and adhere to the guidelines and requirements of the Child Care Subsidy system
- Accurately assess and record families' eligibility for CCS based on their circumstances.
- Establish a clear communication channel to promptly notify parents or guardians of any changes in subsidy eligibility or related matters.

in regarding to **Reporting to the Department:**

- Submit accurate session reports on time as required by law. These reports are essential for Services Australia to calculate and process CCS payments.
- Adhere to the CCS Notification Policy, reporting a range of matters to the department within set timeframes to maintain approval.

in regarding to **Communication with Families:**

- Provide clear information to families about the childcare service, including policies, fees, and programs.
- Communicate effectively with parents or guardians regarding their child's development, well-being, and any issues that may arise.

in regarding to **Quality Improvement and Professional Development:**

- Develop and implement a Quality Improvement Plan (QIP) to continuously enhance the quality of care and education provided.
- Foster a culture of continuous improvement within the childcare service, including ongoing professional development opportunities for staff.

in regarding to **Staffing and Health and Safety:**

- Ensure appropriate staffing levels and qualifications in accordance with regulations.
- Support staff in their professional development and training, promoting a skilled and knowledgeable team.

- Prioritize the health and safety of children attending the service by establishing and maintaining robust policies and procedures.

in regarding to **Community Engagement and Accountability:**

- Build positive relationships with the local community, families, and relevant stakeholders.
- Participate in community events and activities that contribute to the well-being of children and families.
- Take responsibility for the overall operation of the childcare service, promptly addressing any issues and demonstrating accountability.

Nominated Supervisor will:

In relation to **Childcare Delivery:**

- Provide a safe, supportive, and engaging environment for children attending the service.
- Implement age-appropriate educational programs and activities aligned with the Approved Learning Framework

In relation to **Enrollment and Attendance:**

- Manage the daily sign-in and sign-out process for children attending the service.
- Keep accurate records of attendance and promptly communicate with parents or guardians regarding any changes.

In relation to **Communication with Parents/Guardians:**

- Maintain open and effective communication with parents or guardians, sharing information about children's activities, development, and well-being.
- Address concerns or queries from parents in a timely and professional manner.

In relation to **Child Care Subsidy Administration:**

- Ensure accurate recording of child enrolments and attendance for CCS purposes.
- Assist parents in understanding the CCS system, eligibility criteria, and subsidy entitlements.

In relation to **Health and Safety:**

- Implement health and safety policies and procedures, creating a secure environment for children.
- Conduct regular safety checks, including inspections of play areas and equipment.

In relation to **Staff Supervision and Collaboration:**



- Supervise and support Family Day Care Educators and staff in their day-to-day activities.
- Foster a collaborative and positive team environment.

In relation to **Documentation and Reporting:**

- Maintain accurate records of incidents, observations, and child assessments.
- Prepare and submit daily or weekly reports as required by regulatory authorities or the childcare service's policies.

In relation to **CCS Fee Calculations:**

- Work with families to ensure accurate information is provided for CCS calculations.
- Assist in invoicing and financial transactions related to childcare fees and subsidies.

In relation to **Quality Improvement:**

- Contribute to the implementation of the Quality Improvement Plan (QIP) to enhance the quality of care and education provided.
- Participate in professional development opportunities to stay updated on best practices.

In relation to **Continuous Feedback and Improvement:**

- Provide constructive feedback on programs and activities to promote continuous improvement.
- Stay informed about changes in regulations and policies related to the childcare industry.

Family Day Care Educator will:

In Relation to **Child Care Delivery:**

- Provide a safe, secure, and nurturing home environment for children in your care.
- Deliver age-appropriate educational programs and activities aligned with the Approved Learning Framework

In Relation to **Enrollment and Communication:**

- Follow the enrollment process for children attending Family Day Care.
- Communicate effectively with parents or guardians, sharing information about daily activities, developmental milestones, and addressing any concerns promptly.

In Relation to **Child Care Subsidy Compliance:**

- Understand and adhere to the requirements of the Child Care Subsidy system.



- Provide accurate information for CCS purposes, including maintaining attendance records and other required documentation.

In Relation to **CCS Fee Calculations:**

- Assist families in understanding the CCS system, eligibility criteria, and subsidy entitlements.
- Work with parents to ensure accurate information is provided for CCS calculations.

In Relation to **Health and Safety:**

- Implement health and safety policies and procedures within the home environment.
- Conduct regular safety checks, including inspections of play areas and equipment.

In Relation to **Documentation and Reporting:**

- Maintain accurate records of attendance, daily activities, incidents, and child assessments.
- Prepare and submit required reports, including timesheets, change booking request, availability of the service etc., to the Family Day Care service within specified timeframes.

In Relation to **Professional Development:**

- Engage in ongoing professional development opportunities to enhance skills and stay informed about best practices in childcare.
- Stay updated on changes in regulations and policies relevant to the childcare industry.

In Relation to **Collaboration with Coordinators:**

- Work collaboratively with the Family Day Care Coordination Unit to ensure compliance with regulatory standards.
- Participate actively in regular meetings and training sessions organized by the Coordination Unit.

In Relation to **Quality Improvement:**

- Contribute to the development and implementation of the Quality Improvement Plan (QIP) for the Family Day Care service.
- Actively seek ways to improve the quality of care and education provided.

In Relation to Emergency **Response and First Aid:**

- Be trained and prepared to respond to emergencies, including administering first aid when necessary.

- Conduct regular emergency drills and ensure familiarity with emergency procedures.

In Relation to **Relationship Building**:

- Foster positive relationships with children, parents, and families.
- Encourage open communication and collaboration to support the well-being and development of each child.

In Relation to **Cultural Competence**:

- Demonstrate cultural competence by respecting and valuing the diversity of families and children in care.
- Incorporate inclusive practices to meet the needs of all children.

Child's parents/guardian (Individual) will:

- Approve child's enrolment in myGov prior to the child's first day of attendance (to ensure the CCS is applied to the account).
- Correspond with the designated person responsible for account management at the service to notify of any alterations that are required in relation to bookings, cancellations, and fee payments
- Read and follow the Dalas FDC Service Policies
- Ensure that all fee paid in the timeframe specify in the Payment of Fee Policy
- Update Centrelink with any changes that might affect their CCS entitlement.

MANAGEMENT SYSTEM

Dalas Family Day Care uses Harmony Web software to manage all administrative systems pertaining to the Childcare Services and the Child Care Subsidy system, including recording attendance and absences, provide Statements of Entitlement, invoices and receipts.

Family Day Care Educators use Harmony Web for Educators for record keeping and submission the reports to the service in relation to the CCS

Sign In/Out:

Educators use e-Signature module as a part of Harmony for educators

- E-signature allows parents, educators and authorised nominees to sign children in/out digitally (using their own unique number – PIN) and the software records the actual time a child was both signed in and out of Educator's care

- Family Day Care educator require to keep the sig in/out accurate at all the time
- Nominated supervisor require verify accuracy of attendance record daily
- Coordinators are require verify the accuracy of sign in/out during home visits
- Approved Provider/Nominated Supervisor is requiring verifying the accuracy of attendance record before submission to CCMS

Attendance Record (Timesheet):

Family Day Care Educators will submit attendance records (timesheets) to the Service every fortnight. Digital attendance is recorded and logged into the Harmony software, which automatically marks the children's attendances and includes:

- Booking/Charged hours.
- The user who signed the child in/out.
- Time & Date (Includes the hour, minutes & seconds).

Family Day Care Educators are required to check with the parents for the correct charged (booking) hours, attendance, and absence. Parents are required to verify accuracy before signing the timesheet. Parents sign timesheets using their PIN.

Once parents have signed the timesheets, Educators will proceed to submit them to the service. It's important to note that the Approved Provider/Nominated Supervisor retains the authority to reject attendance records (timesheets) if any discrepancies or questions arise during the review process.

System Training

- The Approved Provider, Nominated Supervisor, and Family Day Care Educators have access to support materials, including printable resources, instructions, and videos.
- New Educators are required to complete an induction course before starting.
- The Approved Provider will allocate CCS compliance and Harmony software training at least once a year.
- A Harmony support line is available for the Provider.

COMPLIANCE**Submission of Enrolment Notices**



An enrolment notice is submitted for each child at the service, irrespective of what type of arrangement is in place. The initial enrolment notice must be submitted within seven (7) days in which the service enters into an agreement with the individual.

Session Reports

A session report is submitted for each week a session of care has been provided (including absences) through the CCS software system. Session reports must be submitted within 14 days after the end of the week when care was provided. Session reports can be varying or withdrawn up to 28 days after the start of the week to which the report relates to. If a withdraw or change is reported after the 28 day limit it requires a reason for the change for assessment by the Department of Education and Training.

Statements of Entitlements

The Parent/Guardian One will be provided a statement on a fortnightly basis, this statement includes details of sessions of care provided and any applicable fee reduction. The statement will be prepared through the third-party CCS software provider and is reflective of bookings and payments that are in the system at the time it is issued.

Recording Keeping and Notifications

Dalas Family Day Care will maintain records and notify the Department of Education and Training of qualifying events in accordance with the relevant compliance requirements. Complaints lodged with Dalas FDC relating to compliance with Family Assistance Law will be actioned in accordance with the Complaints Policy.

Records for each child's attendances, absences, invoice, receipts, and statements are available through third-party CCS software (Harmony Web).

Reasonable steps to protect your personal information required for Family Assistance Law in line with the Privacy Act 1988 (Cth), Dalas FDC Privacy and Confidentiality Policy and will be retained for seven years.

Required Background Checks for Specified Personnel

Each person who is, or will be responsible for the day-to-day operations of the services, service contacts and Family Day Acre Educators must complete and produce the following evidence of fit and proper checks:

Criminal History Record

Active WWCC (Working with children Check Card)

PRODA

Specified Personnel must remain CCS approved, where there is a change in status of information provided for background checks it may require to be notified Department of Education and Training if it meets the criteria within timeframe for notification. Application and evidence supplied for specified personnel are stored centrally on the server.

Family Day Care providers are responsible for ensuring they comply with the below requirements.

Provider will:

- update policies and procedures to reflect the requirements
- communicate the requirement with all Family Day Care (FDC) educators
- create a log for FDC educators to confirm on a regular basis that they are not in breach of the requirement
- incorporate a question in the provider's Complying Written Arrangement and enrolment notice asking if a child is related to the FDC educator so necessary information is gathered
- ensure there is a log of any educators who are currently providing care to the specified relatives across a given fortnight
- establish a weekly or fortnightly reporting mechanism for educators to flag what, if any, care is delivered to relatives
- provide details of the name of the individual who would otherwise be eligible for Child Care Subsidy (for example, the parent or their partner)
- provide the name of the Family Day Care Educator (whether this is the same individual) and their child care personnel identification number (ID), the relevant child and their customer registration number (CRN)
- whether the child is still eligible for Family Day Care because the child is an eligible disability or Inclusion Support Program child, or is a remote area child, or the educator is usually in paid work or formal study at the time care is usually provided
 - engage with the provider's child care software provider regarding the incorporation of a reporting mechanism into the attendance reporting system.

NON-COMPLIANCE RISK MANAGEMENT

To ensure our continued commercial, operational and financial viability our Family Day Care Service



will maintain a current Quality Improvement Plan, Professional Development and Training Plan, Personnel files, Professional Indemnity and Public Liability Insurance and a Child Care Management System. We understand our obligations to comply with requirements for the governance and financial administration of payments of child care funding and continually monitor and evaluate our FDC Service's financial viability.

FRAUD PREVENTION AND MANAGEMENT

Dalas FDC acknowledges that the service may be subject to fraudulent activity and therefore implements effective prevention strategies to minimize legal and financial exposure. Dalas FDC will not tolerate fraud in any aspect of its operations. Dalas FDC will investigate any suspected acts of fraud, misappropriation or other irregularity.

See more in Fraud Prevention Policy

CONFIDENTIALITY

The Dalas FDC staff and Educators will maintain the security and confidentiality of all personal, health and/or sensitive information relating to all FDC Stakeholders in accordance with Privacy Laws and Dalas Family Day Care Privacy and Confidentiality Policy.

Personal and/or health information may be released when required by law, for example, to State or Federal authorities, or Child Protection agencies or for a child's safety, for example if emergency services are in attendance. In other circumstances written permission may be sought to disclose information.

Educators will not discuss any personal or sensitive information disclosed to them with anyone except the appropriate Coordination Unit staff.

Dalas FDC will provide all Educators, prospective Educators, Staff and families with the Parent Information Handbook, Educator Hand Book. Staff Handbook providing information about privacy within FDC.

The Educators and Educator Assistants are required to sign Confidentiality Agreement

MANAGING CONFLICTS OF INTEREST

- Conflict of interest, whether actual, potential, or perceived, must be declared by all members of the Dalas Family Day Care Staff and Deactivators and managed effectively to ensure integrity.

- Every stakeholder that is in a position of management has a responsibility to ensure their transactions, external business interests and relationships will not provide potential conflicts and to make such disclosures in a timely manner as they arise.

SOURCE

Australian Government Department of Education, Skills and Employment. *Applying for Child Care Subsidy (CCS) Approval*

<https://www.education.gov.au/applying-child-care-subsidy-ccs-approval>

Australian Government Department of Education, Skills and Employment. *New Child Care Package for providers (from 2 July 2018)*

<https://www.education.gov.au/child-care-package-providers>

Australian Government Department of Education, Skills and Employment. *Child Care Provider Handbook (2018)*

<https://www.education.gov.au/child-care-provider-handbook-0>

Australian Government Department of Education, Skills and Employment. *Guide to Additional Child Care Subsidy (child wellbeing) (2019)* <https://www.education.gov.au/accs-child-wellbeing-guide>

Australian Government Department of Education, Skills and Training. *Business support tools and resources for child care services* <https://www.education.gov.au/business-support-tools-and-resources-child-care-services>

Australian Government Department of Education, Skills and Employment. *Child Care Financial Integrity Strategy, 2019* <https://docs.education.gov.au/node/52656>

Australian Government Department of Education, Skills and Employment. *Mandatory Documents for Care Subsidy Approval Applications August 2019*

<https://docs.education.gov.au/node/50221>

Australian Government Department of Education, *Child Care Subsidy (CCS) Specified Personnel Roles (2020)*

<https://docs.education.gov.au/documents/child-care-subsidy-specified-personnel-roles>

Australian Government Department of Education and Training (2017) *Child Care Services Business*

CCS Provider Handbook <https://www.education.gov.au/child-care-provider-handbook>

Support Resource – A guide for considering your business

https://docs.education.gov.au/system/files/doc/other/business_support_resource_1.pdf

REVIEW

POLICY REVIEWED	January 2024	NEXT REVIEW DATE	January, 2025
MODIFICATIONS	• Business structure – added educational leader • Updede Roles and responsibilities • Added sections: Management system, compliance		
POLICY REVIEWED	PREVIOUS MODIFICATIONS		NEXT REVIEW DATE

August 2022	• Inclusion of Personnel requirements • Additional source of references • Addition of reference to Family Law requirements • Update of source of references Update to review the scope of who this policy refers to	August 2023
August 2020	New Policy DRAFT Additional guidance added Policy checked for currency Financial management checks added Criminal history check added Inclusion of Child Care Financial Integrity Family Day Care Service specific requirements for logging information about relatives attending service included Policy purchased from Child Care Desk top	August 2021