

CCMS INFORMATION SESSIONS

FREQUENTLY ASKED QUESTIONS

- 1. A child who normally attends after school care is suspended from school and does not attend care for the day/s they are suspended and has had more than 42 days absence. Is the family able to claim additional absence day/s so they are eligible for CCB?**

No. The valid reasons for an additional absence are: 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 parent being on a rotating shift or rostered day off
- temporary school closure/pupil free day
- shared care arrangements due to a court order, consent order or parenting order
- a period of local emergency
- attendance at pre-school
- exceptional circumstances

Reference: pages 184 –192 CCMS Child Care Services Handbook Section I (Absences) Child Care Providers FAQ – CCMS webpage

- 2. Can you claim absences for children who attend casual (day to day)?**

Yes absences can be claimed as long as the child has been booked in for the day/s and the service is charging fees for the day/s.

- 3. When a child's information is up dated on the system and there is a CCB percentage change, does the service receive the old and new percentage, or some indication that the percentage has changed?**

Services will only ever see one CCB percentage against an enrolment record, but the records can be queried using an 'updated since' search. Services should speak with their software providers to learn how the query function can be used with their software package.

- 4. What type of enrolment will a child need to allow parents to claim the tax rebate?**

Parents will need to provide a CRN and have a formal enrolment for their child to enable them to claim the Child Care Tax Rebate.

- 5. If a parent wants to claim the Tax Rebate and brings their CRN in to the service sometime during the financial year (for example May) would the service need to formalise the enrolment and then cancel attendances for the child back to July 1 and resubmit new attendances under the formal enrolment?**

The process of formalising the enrolment by adding CRNs (and checking that dates of birth were entered correctly) is all that is needed. Any attendance data stored against the informal enrolment will automatically be passed from DEEWR to Centrelink/FAO upon the successful formalisation of the enrolment.

- 6. Are the 42 days initial absence days per child or per enrolment (for that child)?**

Under the CCMS, CCB is paid for up to 42 initial absence days per child per year across all approved LDC, FDC, IHC and OSHC services.

Where a child is considered a dependent child of two families, such as when separated parents share the care of a child, each family will be provided with 42 absence days per child per financial year. (Handbook p.186)

FREQUENTLY ASKED QUESTIONS CONTINUED

7. Can the last day of attendance be an absence if it is supported by medical certificate?

If the family have advised that their child will leave the service on a particular day, but the child does not attend their last session(s) of care because of an additional absence reason, the family may receive CCB for the days the child was expected to attend. (Handbook p. 185)

8. If a service enters attendance and receives the single child percentage (service forgot to enter the multiply child count) and there has been another child in care that week (in the family) will the service automatically receive the multiple child CCB adjustment when the other service enters their attendance?

No. In this case the family would receive the higher CCB entitlement through the end of financial year reconciliation process.

In this example the service could cancel the original attendance and submit a replacement with the higher multiple child count (which would mean the higher CCB amount is passed to the service, rather than the family having to wait until after the end of the year).