



PARENT HANDBOOK

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"We support positive learning and leisure experiences, in a warm, fun and friendly atmosphere which will foster each child's sense of self-worth, nurture positive group relationships and encourage cooperative and collaborative behaviour."

At Oatley West OOSH we acknowledge the Traditional Owners of the lands where our Centre now stands, pay respect to their Elders- past, present and emerging- and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within our Centre's community.

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Centre Philosophy

Oatley West OOSH aims to provide a safe, nurturing, stimulating and welcoming environment for school age children. Our Centre offers experiences which reflect the children's diversity, strengths, needs and interests. We support positive learning and leisure experiences, in a warm, fun and friendly atmosphere which will foster each child's sense of self-worth, nurture positive group relationships and encourage cooperative and collaborative behaviour. We understand that parents and families have busy lifestyles. We strive to create a supportive family atmosphere assisting to relieve any family pressure and providing quality care.

Our centre implements the My Time Our Place framework to ensure that school age children have the opportunity to engage in leisure and play-based activities that are a reflection of the interests and choices of the children. Our child directed program aims to provide for a variety of developmental levels. It allows for extension of learning through enjoyable, play experiences, encouraging autonomy and interdependence. As Educators we believe in practice and advocate for the principles outlined in the United Nations Convention on the Rights of the Child, the Early Childhood Code of Ethics, Children's Services Regulation and the My Time Our Place Framework.

The centre promotes its OPEN DOORS POLICY. We welcome and encourage all family members to come in and observe how we provide care for your child. We will always make time to listen, provide help and advice for each individual family. We are proud of the quality care we provide.

As Educators We Believe Children:

- ❖ Should have the opportunity to realise their full potential in a fun and safe environment.
- ❖ Should be challenged to be curious about what interests them while at the same time developing self-identity and social competencies.
- ❖ Be able to take part in a diverse range of interesting, creative, and physical activities.
- ❖ Be able to resource their own learning through connecting with people, place and technologies and natural and processed materials.
- ❖ Should learn to interact in relation to others with care empathy and respect.

For Families We Believe:

- ❖ Diversity should be accepted and family beliefs and customs respected.
- ❖ Families need to have confidence in the care provided by the centre.
- ❖ Families should be encouraged to contribute and engage in Centre activities and decision making.
- ❖ They can benefit from developing an awareness of the need and resources of the community.

For the Community We Believe:

- ❖ The centre should promote and support a productive and supportive partnership with local communities.
- ❖ Educators should work with children, families and the broader community to ensure successful transitions between settings and that the children feel secure and confident.
- ❖ Community resources and information should be made available to all families.

For the Environment We Believe:

- ❖ The centre should strive to incorporate sustainable practices where viable.
- ❖ We as educators should promote children's understanding about their responsibility to care for the environment on a day to day basis and for long term sustainability.
- ❖ Engage children to participate in sustainable practices.

The Program:

- ❖ Should reflect the interest of the child.
- ❖ Be offered to all children equally without discrimination or race culture, ethnicity, and disability.
- ❖ Should offer a diverse range of experiences through structured and unstructured activities and play opportunities.

Educators:

- ❖ Should recognise the connections between children, families, and communities and the importance of reciprocal relationships and partnerships.
- ❖ Should strive for consistent care practices.

The Centre:

- ❖ Should provide a safe, fun, caring and supportive environment for school age children.
- ❖ Should be welcoming and the space flexible to allow for a range of activities.
- ❖ Should provide activities which can be adapted to ensure all children feel a sense of accomplishment and achievement.
- ❖ Should respect the privacy of all families.
- ❖ Will promote and advocate for the rights and protection of all children.
- ❖ Should act and behave in a professional manner.
- ❖ Should assist children to understand routines and practices and to feel comfortable within the process of change.
- ❖ Should be responsive to all children's strengths, abilities and interests.

National Standards

Our Centre adheres to the National Quality Framework. The National Quality Framework provides our service with a case line standard from which we work.

From January 2012 a new National Quality Framework has been introduced into all Out of School Hours programs which attract Child Care Benefit from the Federal Government. Continued provisions of this benefit are conditional on services undertaking the Assessment process.

Assessments are undertaken on a regular basis. The process of being assessed involves a number of stages. Our Centre is currently working through its Quality Improvement Plan to ensure quality is always provided at the Centre.

We believe that our OPEN DOORS POLICY is a vital and intrinsic element of our Centre policy.

O	Our Centre is open at all times for parental interaction
p	Please come and see how we help your child's development
e	Entry by you at any time is welcome and encouraged
n	Never let it be thought we don't have time....to listen...to help....to advise.
d	Don't hesitate to visit us
o	Our Centre is proud of the quality care we provide
o	Our educators are qualified, trained, experienced and talented
r	Rather than take our word for this.....
s	See for yourself!

Source: NSW Curriculum Framework

NCAC-Putting Children First

Alan Hayes (2006)-Pathways to Quality and Equity for all Children

The Program

Our hands on, fun program is planned from observations of the children's interactions within the Centre. We program to meet the needs and interests of the children, as individuals and as social beings. We offer a range and variety of activities and experiences, structured and unstructured, which aim to stimulate all developmental areas of a child. The program will be displayed near the 'Sign In and Out Area' and is evaluated daily.

Programming ideas also come from within the wider community, be it the school, library, parents or families of the local area.

Our daily routine is flexible but also structured with its regular sequence of events. This allows the children to develop their self-esteem and develop a sense of responsibility for their actions.

With continuing to provide a program that supports children's interests and needs, reflects positive values on healthy lifestyles and regular participation in exercise and listens to family's needs and requests, Oatley West OOSH implements a structured afternoon sports program.

Sporting Bee, a sports coaching company will be visiting our service twice a week, to spend 1 hour of the afternoon with the children engaging them in sports activities such as cricket, soccer, soft ball, tee ball and much more. During these weekly sessions, the children will learn and practice new skills, participate in team activities, have fun and most of all, have a go.

My Time Our Place

Our Centre's curriculum program follows the My Time Our Place framework. This Framework creates school age care settings which promote collaboration between educators and children. The framework aims to provide opportunities to learn through play and leisure as well as to extend children's life skills. The framework hopes to establish an environment that provides activities and interactions that are meaningful to children and support their wellbeing, learning and development.

The Framework follows five Outcomes:

- Children have a strong sense of identity
- Children are connected with and contribute to their world
- Children have a strong sense of wellbeing
- Children are confident and involved learners
- Children are effective communicators.

The implementation of this program is governed by the Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments, (2011), My Time Our Place; Frameworks for school aged care Australia.

Vacation Care Program

The Vacation Care program is different to the Before & After School Care program in many ways. It operates from 7:00am to 6:00pm and is planned to create a fun holiday atmosphere. This program offers an array of fantastic craft, cooking, construction, painting, games and other activities to capture the children's energy. We attend regular outings which reflect normal children's holiday wants interests and habits.

Further information about future Vacation Care Programs will be made available five weeks before each school holidays.

Educators

Our educators are all experienced in the provision of care and recreation activities for children. Our Centre's energetic, empathetic, caring, fun and friendly educators, role model positive social interaction and development.

The Nominated Supervisor is responsible for the overall conduct of the program and is the person with whom parents/ guardians should communicate regarding the program and matters affecting their child/ren.

Educators are employed using a ratio of 1:15. One educator with a current first aid certificate is always on premises.

Senior and Junior OOSH

Before School Care: All children come together in our OOSH rooms adjacent to the Kindergarten veranda. During this time everyone supports and encourages each other. Many peer groups are formed which provide additional support and confidants in the school playground.

After School Care: During this time OOSH is separated into two groups.

Junior OOSH: Kindergarten, year 1, year 2. Located in our normal rooms, being the kindergarten combined rooms and veranda.

Senior OOSH: Year 3, year 4, year 5 and year 6. Located in the School Hall

This separation supports Kindergartens settling into their new school environments and allows more age appropriate experiences to be provided to both groups.

Hours of operation

Before School Care: 7:00am to 9:25am

After School Care: 3:25pm to 6:15pm

Vacation Care days: 7:00am to 6:00pm

Fees

Before School Care (permanent booking): \$24.00/Session

Before School Care (casual booking): \$26.00/ Session

After School Care (permanent booking): \$29.00/ session

After School Care (casual booking): \$31.00/ session

Vacation Care: \$55.00/ session

Payment of Fees

Fees are paid fortnightly, two (2) weeks in advance. A full session fee is charged regardless of the number of hours your child attends. Parents are required to pay for the full term/s of operation while their child is enrolled at the Centre. School holiday periods will not be charged as Before and After School Care times.

There are no concessions for personal School term holiday breaks, children away due to illness or public holidays (school term). Two full weeks written notice is required when children will be leaving the Centre. This should be addressed to the Nominated Supervisor. If written notice is not received, fees will continue to apply.

Our fee system is computerised using 'Qikkids' software. Receipts and invoices will be issued by email fortnightly. It is the parent/ guardian's responsibility to register with Centrelink for Child Care Benefit. You must forward the following information for CCB to be processed by the Centre: Child CRN, Child DOB, Parent CRN, and Parent DOB. If CRN numbers are not advised at the time of enrolment, no rebates will apply (if applicable). If your CRN numbers are advised after your child/ren commence attendances, all credits will remain on your account for future childcare fees. No refunds will be given.

FEES ARE REQUIRED TO BE PAID using Ezi Debit. The Centre's direct debit fee payment system is compulsory. Direct debit payments can be set up from your credit card or bank account. Any queries in relation to billing can be addressed by calling 9526 7000 and speaking to Administration.

As a parent/ guardian you have signed an agreement with Oatley West OOSH on enrolment that you agree to our payment of fee system. It is your responsibility to therefore pay your fortnightly fees on time, ensuring that your account/ credit card has sufficient funds for automatic transfer. Failure to do this regularly will result in your child's placement automatically being cancelled and your account will be referred to a debt collector where further fees will be incurred.

Enrolment

The annual enrolment process takes place during fourth term of the school year, alternatively throughout the year when care is required for new families.

It is important that parents/guardians read the Centre's handbook before submitting the enrolment forms. Once the enrolment form has been submitted online (all sections), you will receive confirmation via email within one week.

Priority of access

Our Centre works under the Governments Access of Priority Guidelines. It is a condition of approval and continued approval for Child Care Benefit (CCB) purposes that we must comply with Family Assistance Law. The Priority of Access Guidelines are set out in the Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000. Failure to meet these Guidelines is a breach of the conditions of continued approval and may result in a service being sanctioned under the Act.

The Priority of Access Guidelines must be used by approved services to allocate available childcare places where there are more families requiring care than places available. When filling vacant places, a service must fill them according to the following priorities:

- Priority 1: a child at risk of serious abuse or neglect
- Priority 2: a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- Priority 3: any other child.
- Within these main priority categories, priority should also be given to children in:
 - Aboriginal and Torres Strait Islander families
 - families which include a disabled person
 - families on lower incomes
 - families from culturally and linguistically diverse backgrounds
 - socially isolated families
 - single parent families

Upon enrolment families will be notified of their priority and advised that if the Centre has no vacancies and their child's position is a priority 3 under the Priority of Access Guidelines, it may be required that their child leave or reduce their days in order to make a place for a higher priority child.

Change of Details

During the year, many changes occur. If your family has any changed contact information it is important that you update your details online so that your child's details are updated immediately.

Bookings

Permanent bookings: Children who are attending the program regularly on the same days are encouraged to make a permanent booking. This ensures that your child will continuously hold your desired pattern of attendance during the year.

Casual bookings: Children who do not attend the program on set days can book into the program on a casual basis. Casual bookings need to be made by 5:00pm on the day prior of care. This is to ensure the appropriate Educator ratios are met. Casual bookings must be made online using the My Family Lounge icon on our website.

Casual bookings can be changed up until 5:00pm the day before the booking, **otherwise full fees will apply.**

Changing attendance: All changes must be made online using the My Family Lounge icon on our website online. Two weeks' notice is required for change of days for permanent bookings. Fees will still apply for two weeks after receiving your notice.

Arrival and Departure procedures

It is the parent/ guardian's responsibility to deliver their child/ren into the Centre on arrival and to pick them up from inside the Centre on departure. On arrival to the Centre the parent/ guardian must sign their child/ren in on the 'Sign In and Out Register'. On pick up of an afternoon the parent/ guardian must sign their child/ren out on the 'Sign In and Out Register'.

It is sometimes difficult for parents/ guardian to pick their child/ren up from the Centre, in these situations the parent/ guardian must phone the Centre and inform them of who will be picking up their child. This person must be on the child's enrolment form as an emergency contact person. The person will need to show proof of identification such as a driver's licence before the educators allow the child/ren to leave with another adult.

Late collection of children

Our Centre closes at 6:15pm SHARP.

Late Charges:

0 to 10 minutes late **\$10.00** / per family
10 to 20 minutes late **\$20.00** / per family
20 to 30 minutes late **\$30.00** / per family
30 to 40 minutes late **\$50.00** / per family
40 to 60 minutes late **\$100.00** / per family

Late fees are to be paid in cash direct to the educator on the day or following day.

If parents/ guardians are going to be late it is encouraged that they phone the Centre and let them know. This will allow the educators to make other arrangement for the child if requested during the parent/ guardian phone call. For example, the parent may ask the Centre to contact one of the emergency contact people on the child's enrolment paper to pick them up.

Centre Policies and Practices

Nutritious Meals

Our Centre aims to provide children with food and nutrition that is supported by national dietary guidelines. We also aim to support and provide adequately for children with food allergies or specific cultural practices. This dietary information will also be provided to families so they can plan their child/ren's home meals.

A variety of nutritious food is offered by the Centre. During before school care breakfast is offered to the children. In the afternoon, afternoon tea is provided along with cold water to drink. Anaphylaxis is a most serious form of allergy. Approximately one in two hundred individuals will experience such reactions. Nuts are responsible for many such reactions. For this reason, the Centre is a 'Nut Free Zone'. Peanut butter and other nut-based products are not used.

Compliments and Complaints

We believe that parents/ guardians have an important role in the Centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the Centre, educators, management, programs or policies, without any negative consequences. Our priority is to do everything possible to improve the quality of the service. If you wish to comment on any aspect of the service, first talk to the Nominated Supervisor, or put your comment in writing and hand it to the Nominated Supervisor. You can also contact head office and speak with our Operations Manager.

Sun Protection

We aim to ensure that all children attending the Centre will be protected from harmful rays of the sun. All educators model appropriate sun protection behaviour and enforce the sun protection policy. Children must attend the Centre with a sun hat and appropriate protective school clothing. Sun Screen is available at the Centre.

Hygiene

We aim to provide a healthy and hygienic environment that will promote the health of the children, educators and parents. All people in the Centre will follow preventative measures in infection control. Educators will ensure that they maintain and model appropriate hygiene practices.

Medication

Information about regular medication, health conditions, disabilities or medication provided for allergies such as bee stings must be recorded on the enrolment form so that educators are able to provide appropriate care for your child.

We are only able to administer medication to your child if:

- You have completed a 'Permission to Administer Medication Form' including details of time and dosage.
- The medication is in its original container and is prescribed for that child
- Non-prescription medication will only be given if accompanied by a Doctor's Certificate stating the dosage and the time to be administered.
- Educators will administer medication as required provided parental permission has been granted.

All medication will be administered by an educator with a current first aid certificate; this action will be witnessed by another educator and recorded on the 'Permission to Administer Medication Form'.

Confidentiality

We aim to ensure that all appropriate and required records are kept for the specified period of time. We aim to protect privacy and confidentiality by ensuring that all records and information about individual children, families, educators and management are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the Centre or have a legal right to know.

Asthma Action Plan

Parents/ guardians of any child with asthma are required to submit an 'Asthma Action Plan'. This will advise the educators of the actions they take should your child become unwell with asthma. An appropriate form is available from the National Asthma Council Australia website and should be completed by a Doctor. Formally inform educators and the Centre, either upon enrolment of their child with Asthma or on initial diagnosis (without undue delay), that their child has a history of asthma.

Please:

- Provide all relevant information regarding the child's asthma via the Asthma Record as provided by the child's doctor.
- Notify the Centre educators, in writing, of any alterations to the Asthma Record.
- Ensure that their child maintains adequate supply of appropriate medication (reliever) and spacer device clearly labelled with the child's name including expiry dates.
- Communicate all relevant information and concerns to educators as the need arises.
- Parent/ guardian must give written authority for medication to be dispensed by filling in a Medication Form. If the medication Form is not filled in, except in the case of an emergency, medication will not be administered on that day.
- Do not leave medications in your child's bag or locker. Give it directly to an educator upon arrival.

Accidents and Illnesses

Continuous supervision, support and caregiving are provided to all children by educators within a safe environment. If an accident was to occur, first aid will always be administered by qualified educators to comfort your child. This may range from an ice pack or a band aid.

In the occurrence of a more severe accident your child will be treated following correct first aid procedure. The child's parents/ guardians will be immediately contacted and informed of the situation. It will often be encouraged that someone picks up the child from the Centre to be examined by a Doctor if educators are concerned about the child's well being.

In the case of a serious injury requiring hospitalisation, procedures for the transportation of the child to the hospital will be made and the parents/ guardians notified. Please note any expenses arising will be borne by the parents/ guardians.

If a child becomes unwell whilst at the Centre, the educators will monitor the child while they are supported and guided to a passive area. If the educators feel that the child's condition is deteriorating the child's parents/ guardians will be immediately contacted for the child to be collected.

All accidents and illnesses will be documented on an 'Injury/ accident Report Form'. This form will be filled out by the primary educator who cared for the child. The Nominated Supervisor will proof and sign the report before showing the child's parents/ guardians and will be kept in the child's file. These reports are reviewed to increase quality control within the Centre.

Infectious Diseases

Documented evidence of immunisation is required for each child on enrolment. Children who are not immunised will have to be removed from the Centre for the duration of any disease outbreak.

The Centre reserves the right to request that children stay away from the Centre when suffering from an infectious illness. A Doctor's Certificate may be required when the child returns to the Centre.

If a child suffers from vomiting or diarrhoea the child is not to return to the Centre until 24 hours has passed after the last incident has occurred. Please view our policy folder for our exclusion policy.

Immunisation

We respect the right of individual parents whether to immunise or not to immunise their children.

However, children who are not immunised will be excluded for the period of an outbreak that is a vaccine-preventable disease. Proof of immunisation will be sought at the enrolment stage and recorded in the enrolment form.

Transportation

We believe that children travelling to and from school have the right to be safe. We will ensure that all modes of transportation undertaken will be safe and comply with all the required regulations.

When transporting children by foot educators will:

- *ensure that the safest route is taken.
- *ensure children cross the road at the crossing or lights where available, and obey the road rules.
- *undertake extreme care crossing all roads.
- *keep children together as a group and walking in line formations on the footpath. Educators are to remain vigilant to ensure that no child runs ahead, lags too far behind the group or acts inappropriately.
- *take appropriate wet weather gear, jackets or sun hats to use as required.
- *Children should be made aware of all the rules associated with all the modes of transport.

Educators will ensure that these rules are enforced.

Child Protection

We believe that the welfare of all children is of paramount importance and that the Centre has an obligation to defend the child's right to care and protection. Educators and management have a responsibility to take action to protect children they suspect may be abused or neglected.

Our Centre will carry out responsibilities of mandatory reporters as indicated under legislation. This responsibility involves following the procedures as outlined by the NSW Early Childhood and Care Directorate, Department of Education and Community Services and the Commission for Children and Young People involves following the procedures as outlined by the Education and Care Services National Regulations under the Education and care services National Law 2011.

Child Management

We aim to provide an environment where all parents, educators and children feel safe cared for and relaxed and which encourages co-operation and positive interactions between all persons. Rules will be clearly established based on safety, respect for others, order, cleanliness which help create a caring

environment. Positive behaviour will be encouraged and self-control skills developed through positive example and direction.

Participation and Access

We believe that participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcome and valued. Involvement of parents/ guardians in activities will be actively sought and open communication constantly maintained. Parents/ guardians are encouraged to be involved in issues that relate to them and their children, through participation and discussion about all issues relevant to the running of the Centre.

Equipment and Property

Parents/ guardians are expected to reimburse the Centre for any deliberate damage caused by their child to the Centre's equipment and property.

The Centre and educators do not take any responsibility for the children's personal belongings which they may choose to bring to the Centre. Please remember that toys such as swords, guns and weapons are not allowed at the Centre.

Homework/ Family Needs and Expectations

Our Centre provides consistent homework expectations. During the After-School Care routine, homework time is allocated daily. This is when educators work with groups or individual children, supporting and encouraging children to focus on their homework. Time allocation and settings may differ depending on the child's year at school. If your child does not have homework with them, it is encouraged that they spend this time quiet reading, problem solving alternative work or assisting a peer.

Many families may have specific requests of the educators and their child. These requests need to be personally addressed with the Nominated Supervisor so that both parties can implement an effective strategy to meet everyone's needs.

Evacuation

Our Centre has developed a procedure to follow in the event of an emergency within the premises or within close proximity of the premises, which is designed to ensure the safe evacuation of all the children, educators, families and visitors. The Evacuation Procedure is displayed at all exits.

The evacuation procedure is practiced regularly throughout the year, in accordance with requirements specified in Education and care services National Regulations under the Education and Care Services National Law.

Further Policies: please review the Centre's Policy Folder

Child Care Benefit (from 1 July 2018 changes will take effect. New details will be advised)

Eligible families will receive Child Care Benefit that may assist with the cost of Childcare. Prior to your attendance at our Centre, families should lodge an application for CCB with Centrelink. Until your application is processed full fees will be charged. However, reimbursements may be received when applications are finalised.

The Federal Government provides funding for all Australian residents' children using childcare via the Family Assistance Office (FAO). This funding, known as the Child Care Benefit (CCB), can be claimed either as a reduction in the daily fee or as a lump sum at the end of the financial year.

If you wish to claim the CCB/CCMS as a fortnightly fee reduction, or choose to claim your entitlement from the Government at the end of the financial year you must register with the FAO.

Once registered, with the FAO, you may be able to receive a reduced rate. The exact amount of the fee reduction is means tested and will depend on your family's income level.

Once you have registered with the FAO you must forward the provided parent CRN and Child CRN and DOB's to the Centre. The Centre will then process this information into their software program which will configure CCB fee reductions based in the information provided by the FAO.

Attendance levels are submitted to FAO by our Centre.

Invoices issued by the Centre will detail the hours of care for which you are entitled to funding and the amount of CCB funding being provided to you.

Invoice statements will be handed directly to parents. These receipts can be used for tax purposes. It is your responsibility to claim this amount when you submit your tax paperwork for more information, contact FAO on 13 61 50.

The Child Care Tax Rebate

The Child Care Tax Rebate helps families with the cost of child care. The Child Care Tax Rebate (CCTR) covers 50 per cent of out-of-pocket child care expenses for approved child care, with a rebate of up to approximately \$7500 (indexed) per child per year, for eligible families.

You must meet certain requirements in order to be eligible for the Child Care Tax Rebate. You must have:

- Used approved child care during the year (Yes, our Centre is approved)
- Been assessed as eligible for Child Care Benefit (Registered for CCB)
- Worked or had work related commitments at some time during the period. Information on work related commitment is available at the Child Care Benefit work, training, study.
- **Please note:** If you have been assessed as eligible for Child Care Benefit, but you receive a zero-rate entitlement due to income, **you are still eligible for the Child Care Tax Rebate.**

How much Child Care Tax Rebate can I be paid?

If you meet the eligibility criteria, you can get 50 per cent of your out-of-pocket expenses for approved care up to a maximum of approximately \$7500 (indexed) per child per year. Out-of-pocket expenses are the total fees you had to pay for child care expenses for approved care; less the amount of Child Care Benefit and JET (if applicable) you received. Yes, out-of-pocket expenses include excursions costs at vacation care and any additional in term sports charges.

How can I get paid?

The Child Care Tax Rebate has changed from previous years- the claiming arrangements for 2010-11 onwards are: The Child Care Tax Rebate can be paid quarterly or fortnightly, rather than annually. These payments can be paid direct to your family or the Centre. Please contact Centrelink to inform them of your preferred payment option.

The Child Care Tax Rebate is based on your Child Care Benefit entitlement. If you choose to claim Child Care Benefit as a lump sum payment, you will not receive your Child Care Tax Rebate entitlement until the end of that year, once your Child Care Benefit entitlement has been determined.

Parents' obligations when claiming CCB

Parents must inform FAO as their circumstances change to ensure the funding they receive (either as a fee reduction or as a lump sum) is correct. If for any reason you receive more than you are entitled to, the FAO will require repayment of the excess. Conversely, if you do not receive everything you are entitled to during the year, you will be paid any owing amounts. Please note that under the CCMS system families no longer need a Centre Provider Number to claim their rebate.

Absence days

Each child is eligible for CCB for the initial 42 days absence from care across all approved childcare services during each financial year. These absences can be taken for any reason and do not require supporting documentation, but they are only available on a day on which care would otherwise have been provided if the child was not absent, and the family was charged for that care.

Public holidays will be counted as an additional absence day for CCB if:

- *The child would normally have attended the service or individual carer on the day if it were not a public holiday **and***
- *Fees are charged in respect of the absent child for the day.*

CCB is payable for public holidays at the usual rate.

All absence days must be reported on the online weekly Attendance Record Report provided to DEEWR. It is best practice to separately obtain a parent signature for each absence.

Families can also view their absence count via the 'view child care details' of the online services section of the Centrelink website at **Centrelink.gov.au**.

Additional absence days

Once the initial 42 absence days have been used, CCB is payable for any additional absences where:

- The absence relates to a day on which care would otherwise have been provided if the child was not absent **and**
- The absence is one taken for an additional absence reason **and**
- Your service obtains and keeps the required documentation **and**
- You meet the requirements for recording attendance and absences **and**
- Child care fees are charged.

To ensure CCB is paid correctly, services and carers must keep a record of all absences for each child, including the date and reason for absence. All additional absence days must be reported on the Attendance Record Report provided online to DEEWR for the purpose of calculating fee reductions. It is best practice to separately obtain a parent signature for each absence.

Parents' Responsibilities

Whether you claim CCB as a fee reduction or a lump sum, it is each parent's responsibility to ensure that:

- You only receive the CCB/CCMS you are entitled to
- You only receive the CCB/CCMS when you have correctly signed in and out of the Centre each day
- You have provided appropriate supporting documentation for Approved Absence Days.

Should an audit of the Centre's records reveal that you have not signed in and out of the Centre correctly on days when your child attended, you will be required to repay any funding received for these days.

Receipts

The statements you receive from the Centre details payments made during the previous fortnight and therefore can also act as a receipt. This statement/ receipt will itemise the child's attendance for the period, the amount of CCB that you have claimed and the number of Allowable Absences used for CCB/CCMS you claim. It is a parental responsibility to ensure that your statement is correct and that your child has not been absent from care for more than the allowable number of days.