



# Overview for Providers and Services: Transition from ECEC Relief Package to Child Care Subsidy and Transition Payments

## ACTION REQUIRED NOW

### Providers prepare for Transition Payments:

- Review Transition Payment Grant Offer received from Department.
- Return signed copy** of the Transition Payment Grant Offer to Department by **5pm AEST 1 July 2020**. **Delayed return will affect timing of transition payments received by services.**
- Contact the Department via the CCS Helpdesk by telephone 1300 667 276 or email at [ccshelpdesk@dese.gov.au](mailto:ccshelpdesk@dese.gov.au) for assistance.

### Providers prepare for return to CCS/ACCS:

- Communicate changes to families** and encourage them to update income and activity information through myGov or the Express Centrelink mobile app immediately. Many COVID-19 impacted families can access 100 hours of care per fortnight under a relaxed activity test for 12 weeks.
- Ensure **enrolments** are up to date and **Complying Written Agreements** are in place for new families.
- Ensure **ACCS (child wellbeing)** determinations or certificates are in place for 'at risk' children. These can be submitted in CCSS now to avoid delays in payment.

### Families prepare for return to CCS:

- Discuss **care needs with providers**, including considering changes to activity test that come into effect from 13 July.
- New families** should submit their child care subsidy claim (not just enrol) now and not wait until 13 July.
- Existing families** ensure all their information is up to date, including **activity and income information** through myGov or the Express Plus Centrelink mobile app. Families continue to meet immunisation requirements.
- Families to confirm their income by lodging their 2019-20 tax returns.
- Encourage potentially eligible families to apply to Centrelink for **ACCS (temporary financial hardship) or ACCS (transition to work)**.
- Families with outstanding 2018-19 tax returns should **lodge these immediately** with the ATO.

## JULY 2020 AUGUST 2020 SEPTEMBER 2020 OCTOBER 2020

12 July: ECEC Relief Package ends for eligible providers

20 July: JobKeeper payments end for eligible providers

### 13 July – 27 September: Transition Payments provided to services

- Transition Payments will be made to services, in accordance with the grant agreement, and providers must ensure compliance with conditions of the agreement to **maintain eligibility**.
- Timing of Transition Payments will be affected by when services return documentation to DESE and indicative dates are reflected below.
- The last two Transition Payments scheduled for September have been **brought forward and paid as a one-off payment** at the end of the Relief Package. Therefore there are 9 scheduled payments between 13 July and 27 September.



### 13 July – ongoing: Child Care Subsidy System resumes for all services

- Services resume CCS administration activities and reporting obligations (record attendance, submit session reports, invoice families, issue statements of entitlement etc.).
- Services receive CCS and ACCS payments on behalf of families, and collect gap fee.
- A \$0 session of care will be recorded on 12 July 2020 for every CCS enrolment current at that time. It will show in the PEP and third party software with the note "COVID-19 System Update". This is to ensure enrolments remain current for any family unable to immediately return to care when CCS resumes. Existing families will see \$0 session of care in their MyGov account to keep enrolment current. Families do not need to do anything or contact Centrelink about this.
- Automatic debt recovery will start at the default rate of 50 per cent.
- Session report lock lifted for pre-6 April sessions. 2019-20 CCS year session report lock will occur on 9 August 2020. From then, reports can only be changed with Departmental approval. Session reports for 6 April to 12 July will remain quarantined – no session reports can be submitted for this period.

### 13 July – 31 December 2020: Fee waiving when services are closed

- Services are permitted to waive families' gap fees in the event their service is forced to close on public health advice as a result of COVID-19.

### 13 July – 4 October: Relaxed activity test requirements apply for families impacted by COVID-19

- Families whose activity level has been impacted by COVID-19 can receive **100 hours of child care per fortnight**, by applying through myGov or the Express Plus Centrelink mobile app. The relaxed activity test will only be backdated up to 28 days to a CCS Monday (but not before 13 July 2020).
- The relaxed activity requirements apply until 4 October 2020, when it will **revert to their last updated entitlement**. **Families should be aware of their current activity test entitlement to avoid unexpected fees.**

### August 2020 – ongoing: FY19/20 Payment balancing process commences

- Families must confirm their 2019-20 income.
- Families can do this by lodging their tax return for FY 19/20, or by advising Centrelink they do not need to lodge.
- Once families have confirmed their 2019-20 income, CCS payment balancing starts. This ensures families receive the correct entitlement and helps families to provide more accurate income estimates in future years.

### FY 18/19 income

- Some families still have not confirmed their 2018-19 income, which means they may not have received the correct CCS entitlement. These families should lodge their tax return for FY 18/19, or advise Centrelink they do not need to lodge a FY 18/19 tax return as soon as possible.
- Families have until 31 March 2021 to confirm their 2018-19 income. Families who have not confirmed their 2018-19 income by 1 April 2021 will have no entitlement for CCS and will pay full fees until their returns are lodged. No payments will be backdated. ACCS (child wellbeing) payments will not be affected.



### For assistance with the CCS system or Transition Payments:

- CCS Helpdesk: 1300 667 276 or [ccshelpdesk@dese.gov.au](mailto:ccshelpdesk@dese.gov.au)
- Contact your Third-party Software Provider
- PRODA Helpdesk: 1800 700 199 or [proda@servicesaustralia.gov.au](mailto:proda@servicesaustralia.gov.au)



### For regular updates from the Department:

- Subscribe to the department's ECEC newsletter
- See the [ECEC Coronavirus Information page](#)
- See the [ECEC coronavirus FAQs page](#)



### Assistance for families:

- See the [Child Care Subsidy web page](#) on the Services Australia website