



Frequently Asked Questions

Becoming an approved child care service – 2018 transition arrangements

What happens to applications that have been lodged before 31 March 2018, but have not been approved by 1 July 2018?

Any Child Care Benefit (CCB) applications for which no decision has been made as at 1 July 2018 will be determined to have not been made. This means that there will be no further assessment of these CCB applications and the applicants must reapply for Child Care Subsidy (CCS) approval. For this reason, applicants are encouraged to ensure that their applications are complete and not missing any information when they lodge them.

If an applicant chooses to reapply for CCS approval, the start date of the approval cannot be earlier than the date of application or 2 July 2018 (whichever is the later).

Will I transition to CCS provided my CCB application is submitted on or before 31 March 2018?

Whether or not your CCB approval will transition to CCS approval will depend on the day approval was granted, not the date you submitted your application. If your approval is granted on or before 31 March 2018, it will be possible for your eligible service to transition to CCS and the new Child Care Subsidy System (the new IT payments system through which CCS will be paid). However, if CCB approval is granted on or after 1 April 2018, your CCB approval will not transition to CCS approval and you will need to apply separately for CCS approval.

How much time should I allow for an assessment of my CCB application?

Each application for approval is assessed on its merits and against specific criteria and the department endeavours to reach a decision as soon as possible for all applicants. Assessment for some services may also require applicants to attend an information session and undertake a written assessment. The family assistance law does not define a timeframe in which the department must make an approval decision. Ensuring that the information in your application is complete and accurate and attaching all required documents will minimise delays in the assessment of your application.

Will I transition to CCS if I am granted CCB approval on or before 31 March but start operating between 1 April and 1 July 2018?

Yes. Whether or not you transition to CCS approval will depend on the day approval is granted regardless of the date your service starts operating. If approval is granted prior to 31 March 2018, it will be possible for your eligible service to transition to the CCS and the new Child Care Subsidy System– but you will need to complete an online transition form that will be available in April.

Will I transition to CCS if my CCB approval was granted between 1 April and 1 July 2018 but the start date is backdated to prior to 1 April 2018?

No. Whether or not your CCB approval will transition to CCS approval depends on the day that the approval was granted even if the start date is backdated to before 1 April 2018. In this case the CCB approval would be effective from the start date and you would need to apply separately for CCS approval.

What should I do if my CCB application has not been granted by 2 July 2018?

CCB will cease on 1 July 2018 and therefore it is not possible to be approved to administer CCB on behalf of families after that date. If your CCB application has not been finalised by 2 July 2018, you will need to apply for CCS approval. CCS approval can be backdated to the date of your application or 2 July 2018 whichever is the later.

What application do I submit if my service does not commence operating until on or after 2 July 2018?

Because the service will not commence providing care until after the current CCB payment ceases, it is not possible to apply for CCB approval. In this case you would need to submit an application for CCS.

If I need to apply for CCS approval, when and how can I do this?

From April 2018, new providers seeking CCS approval will be able to submit an online application using the department's Provider Entry Point (a secure, authenticated environment within the new Child Care Subsidy System). New providers may apply for CCS approval in anticipation of early assessment of the application and approval on or as soon as possible after 2 July 2018. CCS approvals cannot have a start date prior to 2 July 2018.

What if my CCS application has not been assessed by 2 July 2018? Can I continue to claim CCB payments for my families under my existing approval while I am waiting for CCS approval to be granted?

No. CCB and CCR cease on 1 July 2018. Whether or not you decide to operate your service while awaiting the outcome of your CCS application is a business decision. If CCS approval is granted, payments can be backdated to 2 July 2018.

Can I update my CCB or CCS approvals details during the Transition Period?

Existing providers must continue to update changes to service details under the conditions of their CCB approval. However, where changes occur on or after 1 April 2018, updates will need to be made to the CCS approval using the new Child Care Subsidy System (the IT payments system through which CCS will be paid).

Can CCS approval dates be backdated?

A CCS approval start date cannot be backdated prior to the date of application. This means that new providers and services that are granted CCS approval from 2 July 2018 may have their effective start date backdated to either 2 July 2018 or the date of their application, whichever is the later.

New providers and services that have their CCS application assessed and approval granted between 1 April and 2 July 2018 will have an effective CCS start date of 2 July 2018. CCS payments cannot be backdated prior to this date even if the service was providing care because the CCS does not commence until 2 July.

When can I apply for CCS approval?

Providers may apply for CCS approval from April 2018 in anticipation of early assessment and approval on or as soon as possible after 2 July 2018. Applicants seeking CCS approval will be able to submit an online application using the department's Provider Entry Point (a secure, authenticated environment within the new Child Care Subsidy System). Once a complete application is submitted, it will be assessed by the department against the eligibility requirements. Applicants will be able to use the Provider Entry Point to communicate with the department about their application and to submit any additional information that may be requested for the assessment process.

How do I request consideration of a CCB application on or after 1 April 2018?

If you consider that there is an exceptional circumstance and you were unable to submit your CCB application before 1 April 2018, you should contact the CCB Assessment Team in your state or territory by calling the department on 1300 363 079 and asking to speak to the CCB Assessment Team.

I am adding a VAC component to my OSHC service which already has CCB approval for After School Care. Can I apply after 31 March 2018 for this component to be added?

No. Under current legislation, the VAC component requires separate CCB approval. Except in cases where the Secretary determines that exceptional circumstances exist, no applications for CCB approval can be submitted after 31 March 2018. Once the CCB approved OSHC service has transitioned to CCS, it will have a single approval rather than separate approvals for each component. This means that, from 2 July 2018, the service can provide any combination of OSHC care under its CCS approval.

Can I apply for CCB approval while I am waiting to receive my National Law approval from my State Regulatory Authority?

Yes. Your service cannot be approved for CCB until you have National Law approval (if required) but you may still apply for CCB and provide your National Law approval details later. If you are approved on or after 1 April 2018, your CCB approval will not transition to CCS approval and you will need to apply separately for CCS approval.