



Maldon Neighbourhood Centre Occasional Childcare

## **Childcare Subsidy (CCS) Management Policy & Procedure**

### **RATIONALE**

An approved provider under Family Assistance Law must accept the legal responsibilities associated with operating a child care service (or services) and passing fee reductions on to eligible parents (or guardians) if child care payments are paid to it by the Commonwealth for those parents' benefit. All administrative processes in place at the Maldon Neighbourhood Centre must support the integrity of data supplied to the Australian Government Department of Education and Training.

### **DEFINITIONS**

**Child Care Subsidy:** Child Care Subsidy is the regular payment that assists eligible families with the costs of child care. Child Care Subsidy will be paid directly to providers to be passed on to families as a fee reduction. It will reduce the fees that a family pays a child care provider for the care of their child.

### **AIM**

To ensure the accuracy and secure record-keeping of information relating to childcare enrolments, attendance and CCS payments by detailing the procedures relating to roles in the organisation, background checks, access to third party software, training, compliance and reporting.

### **POLICY**

The Maldon Neighbourhood Centre will manage CCS payments and any data relating to childcare service management securely and accurately to ensure compliance with Australian Government Department of Education and Training expectations.

### **RESPONSIBLE PARTIES**

**Persons with management or control of the provider:** These are people who participate directly or indirectly in the decision making or management of the provider (the legal entity) that operates the child care service. This refers to the Maldon Neighbourhood Centre Management Staff and Committee of Management.

These people may:

- change bank account details and other information regarding the childcare service
- add and remove other persons, such as persons responsible for the day-to-day operation of the service from the Child Care Subsidy System
- authorise data submission transactions to the Child Care Subsidy System
- notify the Department of Education and Training of the cessation of operations
- submit an application to add or remove a service.

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**Person or persons responsible for the day-to-day operation of the childcare service:**

Nominated by the persons with management or control of the provider, this is the Centre Coordinator. They may:

- add and remove persons responsible for the day-to-day operation of the service and service contacts
- authorise data submission transactions to the Child Care Subsidy System
- notify the Department of Education and Training of changes in respect of the service for which they are responsible, excluding bank account details and cessation of operations

The Maldon Neighbourhood Centre Coordinator, Childcare Coordinator and Committee of Management will adhere to the following procedures and respond in a timely manner to a breach of this policy and procedure.

**PROCEDURES**

Maldon Neighbourhood Centre uses XPLOR software to manage all administrative systems pertaining to the Occasional Childcare service and the Child Care Subsidy system, including recording attendance and absences, provide Statements of Entitlement, invoices and receipts.

- **Background Checks:** The Centre Coordinator will ensure any person with management or control of the provider and any person responsible for the day-to-day operation of the service, are fit and proper persons to be involved in the administration of Child Care Subsidy and Additional Child Care Subsidy and have completed or provided Police Checks (no more than 6 months old) and current Working with Children Checks according to the Qualified Staff Employment Policy and Committee of Management Office Bearer Policy and Position Descriptions.
- **Access to software and Roles:**
  - The Centre Coordinator will have secure access to third party software (XPLOR) to oversee all functions, including the enrolment process (arrangement for care of a child, submission of enrolment notice, ceasing enrolment) and submission of weekly session reports to Centrelink/DHS
  - the Book keeper will have secure access to the financial components of the third party software to complete Statement of Entitlement and invoices family for fees, less reduction amounts
  - the Childcare Coordinator will have access to enrolment and attendance information for verification purposes to ensure accuracy of the session reports. The Childcare Coordinator will identify children who require extra support through Additional Child Care Subsidy (child wellbeing).
  - parents and guardians will have secure access to third party software for the purposes of signing children in/out in real time, booking sessions and making payments but only for their listed children.
- **Training:** relevant training and induction (webinars) will be provided for each party (CoM President, Coordinator, Childcare Coordinator, Bookkeeper, parents) using the third party software by XPLOR training staff, this will include an understanding of the role responsibilities under Family Assistance Law.

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- Data Quality: random data checks are carried out by persons with management and control (specifically the CoM President) to ensure accuracy of data records and reports. Session reports must include information as outlined in the Child Care Provider Handbook.
- Record keeping and notifications:

We will keep and maintain the following records:

- complaints relating to compliance with the Family Assistance Law
- record of attendance for each child for whom care is provided (regardless of eligibility for Child Care Subsidy and/or Additional Child Care Subsidy, including records of any absences from care)
- statements or documents demonstrating that Additional absence days in excess of the initial 42 absence days meet the criteria
- copies of invoices and receipts issued in relation to the payment of child care fees
- copies of all Statements of Entitlement issued and any statements issued to advise of a change of entitlement.
- any notice given to a state or territory body about a child at risk of abuse or neglect
- copies of the evidence and information provided with an application for approval about persons with management or control of a provider and persons responsible for the day-to-day operation of a service
- any evidence or information produced to obtain police checks and working with children checks for personnel and to support any statements about these checks in an application for provider or service approval.
- all Required background checks for all specified personnel.
- Records will be kept for seven years.

### **BREACH**

In the case of a breach of this policy and procedure, the following process will be followed:

- All information is to be documented and stored securely including details of the breach, name of parties involved, time and date of breach.
- Details of the breach to be discussed with relevant parties and investigated by a MNC representative
- MNC representative to determine recommendations to prevent a similar breach and to initiate disciplinary procedures.

### **COMPLAINTS**

If parents, carers, volunteers or employees have a complaints or concerns about practices relating to the administration of subsidies, they are advised to contact

The Department of Education and Training provides a Child Care Tip-off line:

Phone: 1800 664 231

Email: [tipoffline@education.gov.au](mailto:tipoffline@education.gov.au).