Dear OSHC Families,

There have been many changes to the childcare subsidy system since July last year that are impacting on both families and services. BEPS OSHC also introduced two new online Management systems that have also change the way we and families work together. There has been and still is much to learn and remember. A couple of changes that are vitally important to know;

* **Government Compliance, CWA & Enrolment forms**

All enrolment forms and Complying written Agreements need to be signed by the families – this is a Government compliance requirement and services must have these signed by you and on file – they do come out and do spot checks. All families must come in and sign their enrolment form – and any new changes generates a new form that then has to be signed

* **OSHC Invoices**

OSHC has had to change when and how we send out invoices to families – this is to reflect the subsidies that come in once the attendance information has been sent to DHS (which we do every Friday), it then takes a couple of days to be retrieved back into our online system with the subsidies on them. Due to this OSHC will now be sending out two week invoices fortnightly (in arrears- every Monday (unless there is an unforeseen issue/ holiday). In the event that the subsidy retrieval has not occurred (we are not in control of this) it should adjust by the following fortnightly invoices.

* **Kiosk Sign in/out Compliance and loss of subsidy**

It is also Government compliance that families sign in/out their child every day they are in attendance – as they wish to track times of usage. Families are also required to authorise when a staff member has signed out on their behalf, and absences when they occur. If the Government does not get this information, they may not pay the subsidy for that day. So, it is vital that you check to make sure you have signed out on the Kiosk tables/IPADS properly. The sign out button must turn purple – then you can confirm signed.

* **Changing your Permanent Booking Pattern Days for Aftercare or Beforecare**

Changing permanent days happens a lot at BEPS OSHC. This is fine if it can be accommodated, however there are a couple of steps that you need to do to ensure you are still receiving your childcare subsidy. Every time you make a permanent change to the days you use you must confirm this in your MyGov online account under ‘childcare subsidy’. If you do not, your Child Care Subsidy (CCSS) will sit ‘pending’ or may cease – and you will not be receiving any subsidies. If using Casual days, then you do not have to do this. The Government expects that you are checking into your MyGov account regularly to pick up any changes.

If you have changed your permanent days, added extra or cancelled days, you will need to go in and confirm the changes.

* **Child Care Subsidy and Absences**

If you get the Child Care Subsidy and use a Child Care Service, you have an ongoing responsibility to keep your information up to date. 42 Absences a year will be paid with no reason. However, subsidies will not be paid if your child has not attended care for a continuous 8 weeks – this affects OSHC families after the Christmas holidays if they do not start their care patterns at the beginning of term.

The Subsidy can be paid for absences over the 42 absences if you have a medical certificate (which you must provide to the service straight away) , and in certain circumstances (speak with the OSHC Coordinator). Once you have incurred absences over 8 weeks your status will be ‘ceased’ – If your child resumes care, OSHC will need to resubmit your enrolment and you will have to confirm this in your MyGov online account.

All information regarding the childcare subsidy can be found at;

<http://www.humanservices.gov.au/childcaresubsidy>