

Family Fact Sheet

21 September 2020



Frequently asked questions and more detail around the transition to Step 2 in Victoria for childcare.

How many absences do I have available?

All Victorian children have an extra 30 days of allowable absences. These are in addition to the existing 42 days for the 2020–21 financial year, making for a total of 72 days.

Until 31 December 2020, CCS can be paid for additional absences for COVID-19 related reasons without the need for medical evidence. Families can only access additional absences where children have already used their initial allowance of 72 absence days per child, per financial year.

What impacts are there for us continuing with non-attendance?

Absences

- After the initial 72 days of initial absences there are 'Covid related' additional absences available until 31 December without medical evidence.
- Centrelink will not pay CCS entitlements for continuous absences of 14 weeks or more. Your Campus Director or Family Support will be contacting families who have not been in care to ensure their CCS entitlements will not be impacted. You may be asked to attend one day to reset this and continue to have the gap waived if not attending.
- For families who haven't attended care since July or earlier, the 14 weeks may apply and therefore Oac is working to get clarity from the Government on what this means and how this might impact CCS.
- More information on absences and CCS is available [here](#)

CCS Entitlements

- From 13 July until 31 December 2020, services in an area of Stage 3 or higher are able to waive families' out of pocket fees where a child is not attending due to COVID-19, and an absence is recorded.
- Update your annual income information to ensure your CCS entitlements are accurate. How much CCS a family can get is based on their individual circumstances.
- The relaxation of the activity test for Australian families whose activity level has been impacted by COVID-19 will be extended to 4 April 2021.
- You can find information about eligibility and how much CCS families can get on the [Services Australia](#) website.

I'd like to pick up more days? Can I do this?

Yes – speak with your Campus Director or contact Family Support who can increase the days your child is enrolled.

Can I pick up casual days?

Yes – speak with your Campus Director and they will confirm whether a casual day is available.

Can I reduce my days to save on fees?

Oac will be covering your gap fee for any day of non-attendance under stage 3 or higher restrictions up until 31 December. Leaving your booking pattern will ensure your booked days are still available when you need them. Contact your Campus Director to discuss a change in booking pattern.

What are the options for me if my child will not attend in the near future?

Oac will continue to waive your gap fee and receive the government contribution of CCS for your child's absent days. The CCS contribution received will be included in your CCS annual cap amount

I want to end my enrolment, is there flexibility with the 4 week notice period?

The expectation is that 4 weeks notice is provided. At this stage Oac is able to waiver the CCS Gap fee and therefore there will be no charge to families during this period as long as their CCS entitlement remains in place.

What occurs with Billing?

Billing will remain in arrears until further notice, advance notice will be provided before Oac returns to normal enrolment and billing practices.

When do you expect normal childcare enrolments to recommence?

At this stage, Oac will follow Government guidelines regarding normal enrolment terms and conditions to recommence. This will then require families to recommence their normal enrolment patterns with childcare fees payable.

For more information on the announcement and your CCS entitlements, go to Services Australia through your [Centrelink online account](#) through [myGov](#) or the [Express Plus Centrelink mobile app](#).