



# Frequently asked questions

## Ex-Tropical Cyclone Alfred Support Payments

### Overview

#### What is the ex-Tropical Cyclone Alfred Support Payment?

The ex-Tropical Cyclone Alfred Support Payment (the Payment) is a one-off payment of \$10,000 per service for services impacted by ex-Tropical Cyclone Alfred in March 2025.

The Payment will assist providers to waive the gap fees for families and assist providers where revenue has been impacted by service closures due to the impacts of ex-Tropical Cyclone Alfred.

### Eligibility

#### Who is eligible?

Services are eligible, if the service:

- is CCS-approved
- is in a local government area (LGA) covered by a [CCS period of emergency](#) in relation to ex-Tropical Cyclone Alfred
- was closed, or partially closed, for 8 days or more during the period of emergency
- agreed to waive gap fees for families while closed during the period of emergency.

Providers with services in an LGA covered by the ex-cyclone period of emergency have been sent payment offers for these services. The provider can accept the offer for any of those services that the provider thinks meets all the eligibility criteria.

#### How do I know if my service is in a period of emergency?

The CCS period of emergency relating to ex-Tropical Cyclone Alfred was in place from 5 to 18 March 2025 and covered 34 LGAs in Queensland and New South Wales.

Local Government Areas (LGAs) in periods of emergency areas are listed on our website [here](#).

## Does my service need to be damaged to be eligible?

No.

Your service does not need to be damaged to be eligible for the Payment, though it is anticipated that many services closed for 8 or more days will have been damaged or unable to meet National Quality Framework (NQF) staff:child ratios due to local community impacts.

## Are all service types eligible for the Payments?

Yes.

All four service types (Centre Based Day Care (CBDC), Outside School Hours Care (OSHC), Family Day Care (FDC) and In Home Care (IHC)) will be considered for eligibility.

## How will the location of Family Day Care and In Home Care services be considered for eligibility?

For FDC and IHC, the head office of the service must be located within one of the Local Government Areas (LGAs) covered by a Child Care Subsidy period of emergency for the service to be eligible. One payment will be made per service, with the expectation that the payment will support the waiving of gap fees for families and be shared with educators employed/contracted by the service located in relevant LGAs.

If an FDC or IHC service is not located within the relevant LGAs but has concerns about their service's financial viability as a result of ex-Tropical Cyclone Alfred, the service may be eligible for a [CCCF Special Circumstances grant](#).

Individual educators may also be eligible to receive Disaster Recovery Allowance or Australian Government Disaster Recovery Payment if they live in an affected area and meet the eligibility criteria.

## My service is new, will it be eligible for support?

Yes.

New CCS-eligible services will receive support if they meet the eligibility criteria, so long as their CCS approval commenced before or during the period of emergency.

Your new service will also be eligible if it was due to open for CCS-approved care during the period of emergency but had to postpone opening by 8 or more days due to the impacts of ex-Tropical Cyclone Alfred.

## My service ownership has just been transferred, will it be eligible for support?

Yes.

Each potentially eligible service will receive an offer for the Payment.

There may be a lag between changes in a provider's approval status for a service, when a service is transferred from one provider (the former provider) to another provider (the receiving provider). If the Payment has already been made to the former provider prior to the transfer being finalised, there will be no adjustment to account for these circumstances. This will be a matter for providers to resolve.

## Should I prioritise places for families and children affected by ex-Tropical Cyclone Alfred?

Yes.

Services are encouraged to prioritise places for families with children enrolled at the service that have been impacted by ex-Tropical Cyclone Alfred.

## Service closure

### How will the closure days be counted?

Your service needs to be closed or partially closed for 8 or more days within the period of emergency timeframe, to be eligible for the Payment. Closures, either full or partial, will be deemed to meet the eligibility criteria where they are:

- 8 or more consecutive days within the period of emergency. The days may include days the services does not usually operate, such as weekends and public holidays, but the closure period must commence on a day the services normally operates.
- A total of 8 or more days during the period of emergency (whether consecutive or not) on which the services would ordinarily operate.

Providers will not be eligible for the Payment if the period of emergency ends and the service has not been closed for 8 or more days (either consecutive or non-consecutive).

### What constitutes a partial service closure?

Partial service closures may include one or more rooms in a service have been closed/are not operating due to damage or safety concerns, including where the service cannot meet the required staff:child ratios.

An FDC or IHC service will be considered partially closed where an educator is unable to provide care at a particular location, even if other educators attached to the FDC or IHC service at other locations are able to provide care.

You must [report partial service closures](#).

## Where do I have to report my service closure as evidence of eligibility to receive the Support Payment?

You are required to report a full-service closure in [Provider Entry Portal \(PEP\)](#).

Approved providers of education and care services must also notify the regulatory authority of service closures or reduction in numbers due to an incident, i.e. an incident causing the service to reduce the number of children attending (regulation 175). A notification can be made via the NQA ITS or by contacting the regulatory authority directly.

There is a full list of regulatory authority contact details on the [ACECQA website](#).

## My service was closed for less than 8 days but has incurred financial costs due to the event – what do I do?

If your service viability is impacted as a result of ex-Tropical Cyclone Alfred, your service may be eligible for a CCCF Special Circumstances grant.

More information is available at [Community Child Care Fund](#).

## If my service has been closed for a reason other than the effects of ex-Tropical Cyclone Alfred, will it be eligible?

No.

This support is specifically in place to provide timely financial assistance to services that were closed due to the effects of ex-Tropical Cyclone Alfred.

## Requirement to waive gap fees

### Can I waive gap fees retrospectively to receive this support?

Yes.

To be eligible for the Payment, services can retrospectively waive gap fees for families where the service has been closed and/or partially closed during the period of emergency.

It is a requirement of receiving the payment that you waive the gap fees for families within 14 days of submitting the form to accept the payment. The department may ask you to provide evidence that you have waived the gap fees and failure to comply may impact your continued provider approval.

## My service was partially closed during the declared period of emergency and children attended. Do I need to waive the gap fee?

To be eligible to receive the Payment, if a service is partially closed, services are required to waive the gap fee if a child cannot attend due to room closures.

Gap fees **cannot be waived** where children attend care.

## Accessing the support

### What do I need to do to apply?

The Department of Education has emailed providers that have services in the affected LGAs with an offer for them to accept the payment for their eligible services via a secure online form.

The payment offers were emailed to the provider-level email addresses registered in the Child Care Subsidy System (CCSS). Providers with more than one service in the affected LGAs may receive more than one payment offer.

Please ensure you have updated your contact details in the CCSS via the Provider Entry Point (PEP) or your third-party software.

It is the responsibility of the provider to monitor their emails.

Not all providers that receive the offer will have services that meet the eligibility criteria. If you receive an offer for a service that does not meet the eligibility criteria, you should not complete the online form to accept the offer for that service.

### How and when will payments be made?

The payment will be made after providers complete and submit the online forms for any services that meet all the eligibility criteria.

The payment will be paid directly to each service confirmed to be eligible.

Payments will be paid directly to services into the bank account currently nominated for the service in the Child Care Subsidy System (CCSS). This is the same account used to pay CCS. Services should ensure their bank account details in the CCSS are up to date.

Payments will usually be made within three weeks of submitting a completed form for an eligible service.

### My service is in a period of emergency area relating to the ex-cyclone but has not received an offer – what do I do?

Emails with the payment offer have been sent to the email address registered for your provider in the CCSS.

If you have services in the affected LGAs and haven't received an email offering the payment, you should:

- check your junk mail
- check the email address for your provider registered in CCSS via the Provider Entry Point (PEP) or your third-party software
- update your provider email address if you don't have one registered or it is out of date
- contact the helpdesk at [CCShelpdesk@education.gov.au](mailto:CCShelpdesk@education.gov.au).

Please note, there may be a delay in extending offers to new services or those where ownership has recently transferred.

Once you have confirmed you have not received an offer, please email [ccshelpdesk@education.gov.au](mailto:ccshelpdesk@education.gov.au) asking to receive one.

## Other available support

### What if this payment is not sufficient to cover related costs and/or make my business financially viable?

You may be able to lodge a claim with your insurer if you are covered against disasters and for business disruption. This may help you cover your losses during the recovery period.

If your service viability is impacted as a result of ex-Tropical Cyclone Alfred, your service may be eligible for a CCCF Special Circumstances grant.

More information is available at [Community Child Care Fund](#).

### Does the payment affect my service accessing other government support?

No.

Applying for or receiving other State and Territory or Australian Government support for businesses or individuals does not affect your eligibility for the support payment.

However, it is the responsibility of providers/services to review and consider whether receiving this one-off payment will affect eligibility for other government grants and supports.