



Service closures for national child safety training

Sector guidance

This guidance is general in nature. Providers should consider their specific circumstances and ensure compliance with all obligations under the Family Assistance Law and the National Law and Regulations.

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Service closures for national child safety training

1. What are the changes and why are they being introduced?

From 27 February 2026, services can claim the Child Care Subsidy (CCS) when they close from 5 pm, for up to 5 hours annually, for staff to complete national child safety training. This supports staff to complete the national training while minimising disruption to families.

2. What counts as national child safety training?

To be eligible for CCS as part of these service closures, staff must complete the Child Safety Training which is [available on Geckko](#).

3. Can we claim CCS for a service closure to complete child protection training?

No. Service closures for national child safety training do not apply for completion of mandatory child protection training in each state and territory.

Conditions

4. Conditions for Centre Based Day Care (CBDC) and Outside School Hours Care (OSHC)

A session affected by a part-day service closure for national child safety training is not eligible for CCS unless all of the following conditions are met:

- the closure commences at or after 5 pm
- the total time the service closes at or after 5 pm for this purpose does not exceed 5 hours in a calendar year.

The closure should not extend beyond your usual operating hours, as reflected in your Complying Written Arrangements (CWA) with families. For example, if your service generally ceases operating at 6 pm, the service closure may run from 5 pm to 6 pm.

5. Conditions for Family Day Care (FDC) and In Home Care (IHC) educators

A session affected by an educator's unavailability due to completing national child safety training is not eligible for CCS unless all of the following conditions are met:

- the educator is responsible for the session of care for the enrolled child or children
- the educator's unavailability occurs between 5 pm and midnight
- the total time the educator is unavailable between 5 pm and midnight for this purpose does not exceed 5 hours in a calendar year (this cap applies per educator).

The closure should not extend beyond your usual operating hours, as reflected in your CWAs with families. For example, if your session of care generally ceases at 8 pm, the closure may run from 5 pm to 8 pm.

6. Can we use the 5 hours in multiple blocks?

Yes. You may schedule several shorter closures (for example: 2 hours + 2 hours + 1 hour).



Reporting and record-keeping obligations

7. Do we need to change how we report sessions?

No. You can continue to report sessions through existing processes and report as though the full session of care occurred. For detailed instructions, refer to the department's [guidance on managing session reports](#).

8. What records do we have to make when using the measure?

You must keep written records of any service closure for national child safety training.

For **CBDC and OSHC**, you must record:

- confirmation that the service closed for national child safety training
- the date of the closure
- the start and end times of the closure.

For **FDC and IHC**, you must record:

- confirmation that the educator was unavailable because they were completing national child safety training
- the date of the educator's unavailability
- the start and end times of the unavailability
- the full name of the educator who was unable to provide care.

9. Who is legally responsible for making and keeping the records?

Providers, not individual educators, are responsible for making and keeping records. Providers will need to collect information from educators and should have processes in place to do this such as keeping an annual tally to track 5-hour allowances at the service level for CBDC/OSHC services or per educator for FDC/IHC.

10. How long must we keep these records?

Providers must keep these records for 7 years from the end of the financial year in which the relevant session occurred.

Impacts for families and notification

11. Will families still receive CCS during service closures for national child safety training?

Yes. If the conditions above are met, CCS will continue to be paid for the affected sessions.

12. Do families have to pay gap fees during service closures for national child safety training?

Yes. To receive CCS, the CWA between the family and their provider must make the family liable for the session fee and a gap fee must be charged.

If a service does not charge the gap fee for the affected sessions, CCS cannot be claimed.



13. What notice do we have to give families?

There is no minimum notice period required. However, to support families to make alternative arrangements, it is recommended providers give as much notice as possible.

Ideally, families would be notified several weeks ahead of the closure, with reminders sent 1–2 weeks out and the day before.

To assist families, providers may wish to include in the notice:

- that the closure is to complete national child safety training
- the time window of the closure
- that families are still liable for gap fees.

14. Do we have to notify the department of each service closure for national child safety training?

No. Services are only required to make and keep records and produce them on request.

Other supports to complete training

15. Are service closures for national child safety training compulsory?

No. While completing the training itself is mandatory, it does not need to be undertaken during a service closure. Service closures for national child safety training are optional and are offered as additional support for services and educators.

16. What support is available if we don't want to use service closures for national child safety training?

A professional development subsidy will be available to help cover educator wage costs while they complete the required training. Find out more about [wage grants to support national child safety training](#).

You can only claim one type of support for the same hours of mandatory training. This means providers cannot claim both CSS for a service closure and the professional development subsidy for individual staff to complete the training.

Some states and territories may also offer training support. Contact your regulatory authority for more information.

17. Can educators use personal devices to complete the training during service closures for national child safety training?

Yes. Where the service is closed for training and educators are not providing education and care to children, staff may use a personal device such as their phone to complete the training. The device restrictions in the National Law focus on when educators are working directly with children. Services should still ensure their own policies cover how and when personal devices may be used.



Key references

- [*Child Care Subsidy Amendment \(Mandatory Child Safety Training\) Minister's Rules 2026*](#)
- [Explanatory Statement — Child Care Subsidy Amendment \(Mandatory Child Safety Training\) Minister's Rules](#)
- [*Child Care Subsidy Amendment \(Mandatory Child Safety Training\) Secretary's Rules 2026*](#)
- [Explanatory Statement — Child Care Subsidy Amendment \(Mandatory Child Safety Training\) Secretary's Rules 2026](#)

