Australian Government
Department of Education

Application for CCS during absences at the start or end of an enrolment

Note: This form is a SmartForm designed to be used in Adobe Acrobat Reader. Adobe Acrobat Reader software must be set as the default program for PDF documents. If you do not do this you may experience difficulties using this form. If you do not currently have the Adobe Acrobat Reader software program, it is available as a free download from the Adobe website.

When to use this form

Use this form if you are a family seeking to claim Child Care Subsidy (CCS) or Additional Child Care Subsidy (ACCS) for absences at the start or end of an enrolment, due to exceptional circumstances.

Generally, you are not entitled to CCS or ACCS for absences that occur:

- before your child's first physical day of attendance at the start of an enrolment, or
- after your child's last physical day of attendance at the end of an enrolment.

In some situations, CCS may still be paid for allowable and additional absences that occur within an 'extended period' at the start or end of an enrolment. The extended period is as set out below.

Before first physical attendance: Begins 6 days before your child's first physical day of attendance and ends on that first attendance day

After last physical attendance: Begins on your child's last physical day of attendance and ends 6 days after that day

Outside of the extended period, absences which occur before the first or after the last physical attendance day can only be paid where the Department of Education determines exceptional circumstances exist.

Exceptional circumstances

You only need to complete this form if you want to claim CCS or ACCS for absences due to exceptional circumstances. **You do not need** to complete this form for absences in the extended period.

In exceptional circumstances, CCS or ACCS may be paid for absences outside the extended period.

Exceptional circumstances are situations that are unusual or out of the ordinary. They must relate directly to the day or days your child is absent.

Examples include situations where your child, their carer, the carer's partner, or someone your child lives with is:

- affected by, or at high risk of, domestic violence that prevents attendance
- impacted by a significant event, such as the death of a carer or a local emergency not covered by a period of emergency declaration
- experiencing a serious injury, health condition or hospitalisation that prevents attendance.

This list is not exhaustive. These examples do not automatically qualify as exceptional circumstances. All applications are assessed by the department on a case-by-case basis.

More information

For more information about absences, including absence reasons, visit: www.education.gov.au/early-childhood/providers/howto/manage-absences.

Privacy statement

Personal information

Personal information is protected by law, including under the *Privacy Act 1988* (Cth) (Privacy Act). Personal information is information or an opinion about an identified or reasonably identifiable individual. Personal information includes names, date of birth, contact details and details of personal circumstances.

Sensitive information is a subset of personal information. It includes information or an opinion about racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of associations or unions, sexual orientation or practices, criminal record, or health, genetic or biometric information.

Purpose of collecting your personal information

The department's collection of personal information, including any sensitive information, via this form is authorised by or under the *A New Tax System (Family Assistance) (Administration) Act 1999*. The information is being collected in connection with administering Child Care Subsidy and Additional Child Care Subsidy payments and for the purposes of assessing and processing your application form for absences at the start or end of care in exceptional circumstances.

The department may also collect personal information from third parties, including other Commonwealth agencies such as Services Australia, for the purposes of assessing the application. If you do not provide some or all of the information requested, the department may not be able to assess your application.

Disclosure of your personal information

The department may disclose the personal information (including sensitive information) to other Commonwealth agencies such as Services Australia for the purposes of assessing the application. The personal information provided may also be disclosed to other parties where you have agreed, or where it is otherwise permitted by the Privacy Act.

The personal information collected is unlikely to be disclosed to overseas recipients.

Privacy policy

The department's Privacy Policy, including information on how to make a complaint and how to access and correct your personal information, can be found at www.education.gov.au/privacy or by requesting a copy from the department at privacy@education.gov.au.

To contact the department about your personal information email privacy@education.gov.au.

Your child care service may help you complete this form and provide you with the evidence required to assess your application.

*Sections marked with a * are mandatory.*

Part A – Family details

Parent/guardian

Parent/guardian full name*

Parent/guardian CRN (CRN – nine digit number with a letter on the end)*

Parent/guardian date of birth (dd/mm/yyyy)*

Only the details of the child/ren requiring exceptional circumstances for absences need to be included below.

Child one

Child full name*

Child CRN (CRN – nine digit number with a letter on the end)*

Child date of birth (dd/mm/yyyy)* Child Enrolment ID

Child two

Child full name*

Child CRN (CRN – nine digit number with a letter on the end)*

Child date of birth (dd/mm/yyyy)* Child Enrolment ID

Child three

Child full name*

Child CRN (CRN – nine digit number with a letter on the end)*

Child date of birth (dd/mm/yyyy)* Child Enrolment ID

If your family is applying for more than 3 children, please provide details of the additional children in your email when you return the completed form.

Part B: Service details

Find service, absences and gap fee details on your fortnightly statement of entitlement.

Service name*

Service address*

Have you discussed this matter with your child care service?*

☐ Yes ☐ No

Has your child care service contacted the department on this matter?*

☐ Yes ☐ No ☐ Unsure

If yes, provide reference number the service received from the department (Nine characters, starting with 'CC').

Do you consent to the department contacting your child care service regarding this matter?*

☐ Yes ☐ No, *if you select 'No' we will be unable to assess your application.*

Part C: Absence details

Are the absences:

☐ Before the first physical attendance ☐ After the last physical attendance ☐ Both

First or last physical date of attendance at your child care service (dd/mm/yyyy)

Absences start on this date (dd/mm/yyyy)*

Absences end on this date (dd/mm/yyyy)* How many absences

Did you pay gap fees for absences to the service?*

☐ Yes ☐ No

What date did you tell your child care service that your child/ren would not be attending care as expected (dd/mm/yyyy)?*

Evidence required

You must provide:

- a statement of entitlement for the full absence period
- a copy of the notice given to your service that your child or children would be absent from care.

Absences due to exceptional circumstances can only be considered if your child has allowable absences available, or if the absence also meets the criteria for a valid additional absence reason. Further information about additional absence reasons is available on our website: www.education.gov.au/early-childhood/providers/howto/manage-absences.

How to check your allowable absences balance

If your Centrelink online account is linked to myGov, you can track your absences online.

To do this:

1. Sign in to myGov.
2. Select **Child Care** from the **My Family** menu.
3. Select **Absences**.

You can also use the Express Plus Centrelink mobile app. Select your child's name from the **Child Care Subsidy** menu option, then **Absences**.

If this application is approved, your allowable absences for the financial year (if not already exceeded) will be reduced.
Do you understand and agree?*

☐ Yes ☐ No

If you select 'No', we will be unable to assess your application.

Part D: Exceptional circumstance details

Provide a statement explaining the circumstances that caused these absences and why they should be considered exceptional.

Your statement should include:

- why the circumstances are unusual or out of the ordinary
- any supporting evidence of these circumstances, such as:
  - medical certificate(s) covering the absences
  - a hospital discharge summary
  - support letter from third party organisation the family is accessing for assistance
  - court documents
  - emergency details
  - media coverage
  - a police report.
- any communication between you and your child care service about the absences and the circumstances, such as:
  - emails
  - text messages
  - app messages.

Details:* [max 300 words]

Declaration

- I declare that the information given in this application is complete and correct.
- I understand that it is an offence under section 174 of the *A New Tax System (Family Assistance) (Administration) Act 1999* to provide a false statement or document, and that penalties may apply for providing false or misleading information.

Full name of parent/guardian*

Signature of parent/guardian* Date (dd/mm/yyyy)*

Email*

What to do next

- Once you have completed the form, email it with all required supporting evidence to ccshelpdesk@education.gov.au.
- Use the subject line:
  - Exceptional circumstances absence application – [*insert your family name(s)*].

Outcome

- We aim to finalise applications as quickly as possible. However, we cannot provide exact timeframes. Processing times may vary depending on the complexity of each case.
- We may contact you if further information is needed to assess your application.
- Once a decision has been made, we will notify you using the email address you provided.

Checklist

Before emailing this form and evidence, please ensure all parts have been completed and evidence attached. Without this information and evidence attached, assessment of your application may be delayed.

- Part A - Family details completed
- Part B - Service details completed
- Part C - Absence details completed
- Part C - Statement of Entitlement attached
- Part C - Ending enrolment notification attached
- Part D - Exceptional circumstance details completed
- Part D - Exceptional circumstance evidence attached
- Declaration and contact details completed