



# Emails to the early childhood education and care sector

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## From the department

### Worker retention payment extended to 30 June 2028

**The Australian Government is committing \$3.6 billion to extend the worker retention payment, supporting a wage increase for early childhood education and care (ECEC) workers through to 30 June 2028.**

Family Day Care (FDC) and In Home Care (IHC) services will also become eligible if they engage their educators as employees.

The worker retention payment was introduced in 2024 to attract and retain high-quality ECEC educators.

### The Family Day Care and In Home Care

FDC and IHC services that engage all their educators as employees will be eligible for the worker retention payment.

These services must meet the grant conditions, including:

- limiting fee growth by a set percentage
- engaging workers under an eligible workplace instrument.

Eligible services may seek payments backdated to July 2026.

We will provide more information on applications for FDC and IHC services soon.

### Fee growth cap

To get the worker retention payment, services must limit fee growth by a set percentage. The fee growth cap will continue under the extension to support affordability for families.

Services that already get the worker retention payment must not increase their fees by more than 5.8% between 8 August 2026 and 7 August 2027.

Services that wish to join the program, including FDC and IHC services, must not increase their fees by more than 5.8% between 17 June 2026 and 7 August 2027.

### Strengthening quality and safety

We are also strengthening child safety through the worker retention payment.

From July 2027, services that are not 'Meeting' Quality Area 2 relating to child health and safety under the National Quality Standard may have their funding cut or suspended.

### Existing workplace instruments

To get the worker retention payment, you must engage workers through a workplace instrument that meets grant conditions.

We understand that you may need time to update your workplace arrangements to stay compliant under a program extension. More information on this will be available soon.



## More information

We will provide more details over the coming weeks. To get the latest updates:

- [keep an eye on our website](#)
- [subscribe to our weekly newsletter](#)
- [join our Facebook group](#).

## Annual Wage Review and the worker retention payment

The Fair Work Commission (FWC) has announced a [4.75% increase to minimum award wages](#) from 1 July 2026, following its Annual Wage Review (AWR).

The FWC is yet to confirm the exact new rates from 1 July. Once confirmed, we will update the minimum rates that you must pass on to workers under the worker retention payment.

The AWR increase will change how the worker retention payment interacts with updated minimum award rates. As a result:

- workers who were previously paid at the minimum award rate will receive a wage increase in line with the 4.75% increase
- workers paid above award may receive an increase, depending on how close their current pay is to the new award rate.

## What this means for your service

### ***Educational Services (Teachers) Award 2020***

- Both award wages and worker retention payment amounts will increase in line with the 4.75% decision.
- This ensures eligible workers will continue to be paid at least 15% above the award.

### ***Children's Services Award 2010***

- The minimum hourly rate that each eligible worker must be paid will increase to maintain a total of 15% above what the 1 December 2025 award rate would have been *had it continued and increased by 4.75%*. This means that the worker retention payment absorbs the increases of the [gender-based undervaluation – priority awards review](#) decisions.
- The increase will be applied following the next gender-based undervaluation increase on 30 June 2026.
- The minimum worker retention payment amount that must be passed on to eligible workers, regardless of what they are paid relative to the award, will also increase due to the AWR decision.

We will update the [worker retention payment minimum rates](#) and [grant guidelines](#) to reflect these changes shortly.

## Tell us what it costs to deliver ECEC

**The Early Education Service Delivery Prices project will help us understand the costs of delivering safe and quality ECEC across Australia.**

## Provider participation

We have invited all Child Care Subsidy (CCS) approved providers to take part in the project. To participate, you must respond to the email from Deloitte Access Economics. If you are unsure about taking part or need help, you can:

- email [EESDP@deloitte.com.au](mailto:EESDP@deloitte.com.au)



- call 1800 371 146.

## Staff participation

The workforce survey will close this Friday. Encourage your staff to [complete the survey](#) before this date. This survey is for all ECEC staff working in CCS-approved services.

All responses will be recorded anonymously and not linked to the services. Feedback from the survey will help us better understand what it takes to deliver safe and quality ECEC.

Find out more about the [Early Education Service Delivery Prices project](#).

## Final call: CCTV survey closes on 18 June

**This is your final opportunity to contribute to our evaluation of CCTV in ECEC settings. If you haven't yet completed the survey, we encourage you to take part before it closes on, 18 June at 6 pm AEST.**

Your feedback will help capture a broad range of perspectives and ensure your voice is heard.

Complete the [service provider and educator survey](#).

More information on the national CCTV assessment is [available on our website](#).

## Facts from FAL

### Making a reasonable estimate when reporting prescribed discounts

**When reporting prescribed discounts, you're expected to use accurate information. However, there may be times when you don't yet have all the details you need.**

If this happens, you may need to make a reasonable estimate. Any estimate should be based on the most accurate information you have available at the time you submit the session report.

### Family's first session report

A family's CCS entitlement is only determined after their first session report has been processed. When submitting this initial session report, you may not yet know the family's gap fee.

If you know a child is eligible for a prescribed discount, enter a nominal amount of \$0.01 when reporting the prescribed discount amount in the session report.

### State and territory preschool payments

Each state and territory decides how they pay prescribed preschool payments to providers. Read examples for the 3 main types of payments and [how to estimate the prescribed discount](#) on our website.

For more detailed guidance and examples, read more about [making a reasonable estimate](#) on our website.

### Updating enrolments and care arrangements

**Approved providers must ensure enrolment information is accurate and kept up to date. Any changes to a child's care arrangements must be recorded in writing and updated in the Child Care Subsidy System.**

You must update an enrolment notice when:



- the care arrangement between the service and the family changes
- you identify that enrolment information is incorrect
- a family disagrees with enrolment details and you agree that an update is required
- the care arrangement ends.

In each case, you must update the enrolment notice within 7 days of the change occurring.

Find out more about [enrolments and how to update them](#) on our website.

## Workforce support

### Final weeks to apply for the workforce subsidies

**Applications for the professional development and paid practicum subsidy close in 2 weeks.**

The **professional development subsidy** supports completion of [national child safety training](#).

The **paid practicum subsidy** supports early childhood teachers- and educators-in-training to complete the practicum components of their degree.

Due to high application volumes, we are encouraging applications only from:

- small and medium providers for professional development subsidies
- First Nations educators, educators from regional and remote locations and small providers for paid practicum subsidies.

Due to limited funding availability:

- we cannot fund all the applications that we receive
- there **will not be** a second round of subsidies in 2026–27.

Please note that [other supports](#) remain available to help staff complete national child safety training.

Learn more about the [professional development subsidy](#) and [paid practicum subsidy](#).

### How to acquit 2025–26 workforce subsidies

**All providers who got a workforce subsidy in the 2025–26 financial year must acquit funding by 14 July 2026.**

An acquittal is how you report what you've spent your funding. It helps us confirm you've used the funding correctly.

You must acquit **all funding** received under the 2025–26 professional development and paid practicum subsidies, even if your service has:

- closed
- transferred to a new provider
- had its CCS approval cancelled.

You can acquit your funding through the [grants portal](#).



If you need help, contact [ececgrants@deloitte.com.au](mailto:ececgrants@deloitte.com.au).

This acquittal process is separate from the 2026–27 workforce subsidies, which are currently open for applications.

## Workforce Reference Group meets to progress key workforce priorities

**The Early Childhood Workforce Reference Group met in May 2026 to discuss workforce and child safety.**

The group includes frontline educators, peak bodies, unions and sector representatives.

The [Australian Children's Education and Care Quality Authority \(ACECQA\)](#) provided members with an update on the National Early Childhood Worker Register, noting:

- strong national uptake
- future implementation considerations.

Discussions focussed on:

- impacts on casual workforce arrangements
- privacy and data security
- links with Working With Children Check systems.

Members also highlighted the need for clear communication to support:

- parent confidence
- sector understanding of child safety reforms.

The group will meet again in August 2026.

## News for families

### If you got Child Care Subsidy in 2024–25, confirm your family income now

You need to confirm your family income for Child Care Subsidy (CCS) before 30 June 2026.

Read more on the [Services Australia website](#).



## From the department

### Child Care Subsidy (CCS) hourly rate caps are changing soon

The CCS hourly rate caps and family income thresholds will go up from 6 July 2026.

The hourly rate caps and income thresholds are adjusted annually based on the Consumer Price Index (CPI).

The maximum hourly rate we subsidise depends on the type of care you provide. The 2026–27 hourly rate caps for each care type are outlined below.

Care type	Hourly rate cap for children below school age	Hourly rate cap for school-age children
Centre Based Day Care	\$15.19	\$13.30
Outside School Hours Care	\$15.19	\$13.30
Family Day Care	\$14.08	\$14.08
In Home Care (per family)	\$41.31	\$41.31

Learn more about hourly rate caps and see the rates for second and younger children on our [website](#).

The family income thresholds have also changed in line with CPI, as outlined below:

Family income	Subsidy rate
Up to \$88,520	90%
More than \$88,520 to below \$538,520	Between 90% and 0%
	The percentage decreases by 1% for every \$5,000 of income a family earns
\$538,520 or more	0%

A family's CCS subsidy rate is the percentage of the hourly rate the government will subsidise.

Read more about [how much CCS a family can get](#) on our website.



## After you complete national child safety training: certificates and evidence

Staff, volunteers and students across the early childhood education and care (ECEC) sector are now completing foundations of national child safety training.

If your team is starting to finish foundation training, here's what you need to know about **completion certificates** and how they're used.

### Completion certificates

Once a learner has completed **both courses** in foundation training, a completion certificate is available to download in Geccko.

Each certificate includes a unique certificate number and can be saved or printed for records.

For instructions on downloading your completion certificate, visit our [Geccko page](#).

### Evidence of completion

Completion certificates are used as **evidence that foundation training has been completed**.

Providers are responsible for ensuring that staff, volunteers and students at their service have completed the required training within the set timeframes. This includes:

- asking learners to provide their completion certificate as evidence of completion
- keeping certificates on your records.

State and territory regulatory authorities, supported by ACECQA, are responsible for monitoring and enforcing compliance. For more information, visit [ACECQA's website](#) or [contact your regulatory authority](#).

[Log in to Geccko](#) to complete your training and access your certificate.

## CCTV survey is closing soon

**A reminder to provide your feedback on the use of CCTV in ECEC settings. The survey will close 6 pm AEST on 18 June.**

- Complete the [service provider and educator survey](#).
- Share the [parent and carer survey](#) with families at your service. We have a [flyer for you to print and display](#) in reception areas.

More information on the national CCTV assessment is [available on our website](#).

## Get involved in the Early Education Service Delivery Prices project

**The Early Education Service Delivery Prices project is an important step in understanding the costs to deliver safe and quality ECEC.**

### How providers can participate

We have invited all CCS-approved providers to take part.

**Look for your invite email from Deloitte Access Economics to get involved.**

If you are unsure about taking part or need help, you can:



- email [EESDP@deloitte.com.au](mailto:EESDP@deloitte.com.au)
- call 1800 371 146.

## How ECEC staff can participate

**Encourage your staff to complete the workforce survey and tell us what it costs to deliver safe and quality ECEC. This survey is for all ECEC staff working in CCS-approved services.**

You can:

- ask staff to [complete the survey](#)
- [display a poster](#) at your service to encourage participation.

All responses will be recorded anonymously and not linked to the services.

The survey closes on 19 June 2026.

Find out more about the [Early Education Service Delivery Prices project](#).

## Inclusion Support Program – Inclusion Agency update

**Inclusion Agencies have been confirmed for the [Inclusion Support Program \(ISP\)](#) from 1 July 2026.**

[Inclusion Agencies](#) work with ECEC services to identify and address barriers to inclusion.

From 1 July 2026, the Inclusion Agency in each state and territory will be:

- KU Children’s Services – NSW, ACT and QLD
- Gowrie South Australia – SA
- It Takes a Village (ITAV) – VIC
- One Tree (Inclusion Support West) – WA
- Early Childhood Australia (ECA) – NT
- Lady Gowrie Tasmania – TAS

These providers were selected through a competitive process.

The updated approach strengthens how Inclusion Agencies work with services, while maintaining continuity across the sector.

Services will continue to receive support, with a greater focus on:

- targeted assistance for services that need it most
- building capability and confidence in inclusive practice
- more flexible ways of delivering support.

## Sector spotlight

### Update your details for the National Workforce Census

**The sixth ECEC National Workforce Census (NWC) will take place this year. Update your contact details now.**



The NWC helps us develop and measure policies and programs for the ECEC sector. Participation is **compulsory** for all CCS-approved providers and services.

It is important that your contact details are up to date in the CCS System so you can participate.

You need to do the following as soon as possible:

- check your provider and service contact details
- check contact details for all persons with management or control (PMCs)
- add any new or missing PMCs
- remove anyone who no longer has management or control.

You can check and update these details via the [Provider Entry Point](#) (PEP) or your third-party software.

Find out more about the [National Workforce Census](#) on our website.

To receive updates and alerts about the census, [subscribe to this weekly newsletter](#) and [join our Facebook group](#).

## Facts from FAL

### Additional absences from child care

**Families can get CCS when their child is absent from a session of care they would normally attend, for up to 42 days each year.**

Families may be able to get additional absences once they have used all their allowable absence days, in certain circumstances. A public holiday is **not** considered an additional absence reason.

Allowable absence reasons include:

- the child, or a member of the immediate household, is ill
- the child is spending time with another carer under a court order or parenting plan
- alternative arrangements have been made for the child on a pupil-free day.

Evidence is required for some absence reasons. Where formal evidence is not required, you must be reasonably satisfied the reason has been met.

Find a list of [additional absence reasons including evidence required](#), on our website.

### How to manage session reports

**You must submit accurate session reports on time. Services Australia uses session reports to calculate and process CCS payments.**

[Visit our website](#) to learn about:

- how to submit session reports in the CCS System, via the [PEP](#) or your third-party software
- what information you must include in session reports
- how to update a session report if the details are incorrect.



You can learn more about submitting accurate session reports by:

- reading [how to manage session reports](#) on our website
- completing the **Session reports** course in [Gecko](#).

## Workforce support

### Be You resources – strong relationships for child development

**Relationships with families, communities, and educators shape children’s development and learning.**

Starting from birth, children rely on the adults around them to meet their physical and emotional needs. When caregivers provide nurturing care, children learn that their actions lead to a response.

These everyday [serve and return](#) interactions:

- form the foundation for healthy brain development
- strengthen the neural pathways responsible for communication and social skills.

When children feel safe in their relationships, they are more likely to explore, try new things, and develop new skills.

To learn more about what educators can do to support children’s development:

- see a fact sheet on [child development](#)
- visit the [Be You](#) website.

## Share with families

### Did you receive an invitation to have your say on child care?

**The Australian Government is conducting a national survey about family, work and child care arrangements.**

Parents who used paid child care in 2026 may be randomly selected to take part. If you’ve been invited, you can access the survey using the QR code in your letter or the link sent via SMS or email.

By participating, you can enter a draw to win one of fifty \$200 gift vouchers.

Please complete the survey by 10 am AEST on Tuesday 30 June 2026. It should take around 10 to 15 minutes to complete.

Your feedback will help improve child care quality, availability and affordability across Australia.



## From the department

### 2026–27 workforce subsidies update

**We have received a high volume of applications for the professional development and paid practicum subsidies.**

Applications close on **3 July 2026**, or earlier if funding is fully allocated.

To support those most in need, we are prioritising:

- small and medium providers for professional development subsidies
- First Nations educators, educators from regional and remote locations and small providers for paid practicum subsidies.

Due to high demand and limited funding:

- we cannot fund all applications
- we will not proceed with round 2 in 2026–27.

Providers can access [service closures](#) to help staff complete national child safety training.

Learn more about the [professional development opportunities](#).

### Reminder: complete the CCTV survey

**We are conducting an evaluation on the use of CCTV in early childhood education and care (ECEC) settings. Service providers, educators, parents and carers are invited to share their views.**

Your feedback will help capture a broad range of perspectives and ensure your voice is heard.

#### How to participate

Complete the [service provider and educator survey](#). The survey will close 18 June.

#### Help us support family participation

To help ensure parent and carer voices are included, please share the below information through your family communication channels.

##### **Have your say on CCTV in child care services**

Governments across Australia are working to keep children safe and improve quality in early childhood education and care.

CCTV can help with safety, but there are important questions about how it should be used.

Families are invited to share their views.

- Click the link to complete the [parent and carer survey](#).
- It takes less than 15 minutes.



- Your answers are anonymous.
- The survey closes at 6 pm AEST, 18 June.

If you have any questions, email [cctvevaluation@kpmg.com.au](mailto:cctvevaluation@kpmg.com.au)

More information on the national CCTV assessment is [available on our website](#).

## Help us understand the costs of early childhood service delivery

**Data collection is underway for the Early Education Service Delivery Prices project. Your participation is vital to understanding the costs of delivering ECEC in diverse settings.**

The project will help to:

- identify the cost drivers of safe and quality ECEC
- quantify reasonable costs
- inform future reforms on the pathway to universal ECEC.

Your data will be used to:

- analyse how and why costs vary
- develop a dataset and model that informs the development of service delivery prices.

## How to get involved – providers and services

Look for your invite email from Deloitte Access Economics to get involved.

If you are unsure about taking part or need help, you can:

- email [EESDP@deloitte.com.au](mailto:EESDP@deloitte.com.au)
- call 1800 371 146.

## How to get involved – staff

**All ECEC staff working in Child Care Subsidy (CCS)-approved services are invited to take part in a workforce survey as part of the project.**

The survey is open to ECEC staff working in:

- Centre Based Day Care
- Outside School Hours Care
- Family Day Care
- In Home Care.

[Complete the survey](#) and tell us about:

- your work
- the time and care you provide
- professional development
- what it takes to deliver safe, quality ECEC.

All responses will be recorded anonymously and not linked to the services. The survey closes on 19 June 2026.

Providers should:



- share the [survey link](#) with staff
- [display a poster](#) in staff rooms.

Find out more about the [Early Education Service Delivery Prices project](#).

## CCS Provider Helpdesk closed Monday 8 June

**The CCS Provider Helpdesk will be closed on Monday 8 June for the public holiday.**

The helpdesk will re-open at 9 am AEST on Tuesday 9 June.

You can contact the helpdesk anytime at [CCShelpdesk@education.gov.au](mailto:CCShelpdesk@education.gov.au) and we will respond during business hours.

CCS payments may be affected by the public holiday.

## Report session fees correctly on StartingBlocks.gov.au

**We publish your fees on [StartingBlocks.gov.au](#). This helps parents choose the best ECEC for their family.**

You must keep your **fee details** up to date to ensure they display correctly. This includes:

- ensuring you update the fees against the correct session type in the CCS System
- reporting your standard fees before any subsidies, discounts or reductions
- reporting any fee changes within 14 days.

To avoid errors:

- report **detailed** fee information, including the effective date and fee amount
- avoid submitting URLs as they will not be displayed on [StartingBlocks.gov.au](#)
- do not enter **full day or session fee** into an **hourly** fee field, and vice versa.

You must report this information in the Child Care Subsidy System through:

- the Provider Entry Point (PEP), or
- your third-party software.

The information then flows through to [StartingBlocks.gov.au](#).

Find out how to [update your fees in the PEP](#).

## Facts from FAL

### How to streamline your CCS application process

**Planning to buy or add a new child care service? There is important evidence you must provide to administer the CCS.**

To offer CCS, you'll need two types of approvals:

#### National Law (state or regulatory approval)

This confirms you're suitable to ensure the health, safety, wellbeing and educational outcomes of children.



## Australian Government approval (CCS approval)

This confirms you're suitable to administer CCS.

The good news? You can apply for both approvals at the same time through the [National Quality Agenda IT System](#). CCS approval can't be finalised until National Law approval is granted.

Visit our [website](#) for detailed guidance and resources.

## Helpful tips for advertising your service

**There are many ways to promote your service while meeting your obligations. Here are some helpful tips to keep in mind when advertising.**

### Promote discounts carefully

You can offer and advertise discounted or free care. If families claim CCS, make sure all fee discounts are reported correctly.

### Invite families to learn more

You can advertise your service to prospective families and offer free site visits or trial periods.

### Use promotional merchandise appropriately

You can provide marketing merchandise valued up to \$30 per complying written arrangement.

### Include transport where it's part of your service

You can advertise transport to or from your service if this is part of your normal business practice.

### Offer extracurricular activities

Extracurricular activities can be included as part of the session fee, provided correct billing practices are used.

### Share your social impact

You can promote your service's social impact, such as charitable donations or community initiatives.

Learn more about [advertising or inducements](#) on our website. If you have any questions, contact the CCS Provider Helpdesk at [CCShelpdesk@education.gov.au](mailto:CCShelpdesk@education.gov.au).



## From the department

### Have your say on the cost of delivering ECEC

The Early Education Service Delivery Prices project is an important step in understanding the costs to deliver safe and quality early childhood education and care (ECEC). This includes where costs vary meaningfully by location and cohort.

To participate, you should:

- locate your email from Deloitte Access Economics
- confirm your intention to participate by responding
- set up your account in the secure online portal.

Find out more about the [Early Education Service Delivery Prices project](#). If you have questions, contact [EESDP@deloitte.com.au](mailto:EESDP@deloitte.com.au).

### Workforce survey

All ECEC staff can now have their say on the cost of delivering quality ECEC through a survey.

The survey is open to ECEC staff working in:

- Centre Based Day Care
- Outside School Hours Care
- Family Day Care
- In Home Care.

[Take part in the survey](#) and tell us about:

- your work
- the time and care you provide
- professional development
- what it takes to deliver safe, quality ECEC.

All responses will be recorded anonymously and not linked to the services. The survey closes on 19 June 2026.

Providers can also [display a poster](#) at their service to encourage participation.

### Building early education in New South Wales

The Australian Government, in partnership with the New South Wales Government, will deliver 9 new ECEC services in areas of need across the state.

Through the Building Early Education Fund, the Australian Government is providing \$59 million to support the new ECEC services in the following regions:

- Northern New England



- Hunter Valley
- Greater Sydney
- Southern Tablelands
- South Coast.

Together, these projects will create around 400 new ECEC places for children and families. Services in Calderwood and Googong are expected to open in early 2028, following completion of construction. Construction of the remaining 7 is scheduled to be completed from late 2028.

Funding is being delivered through a Federation Funding Agreement schedule with the NSW Government. This agreement is one funding stream within the \$1 billion Building Early Education Fund, part of a broader commitment to chart the course to universal ECEC.

Learn more about the [Building Early Education Fund](#).

## Professional development subsidy: before you apply

**Applications for the professional development subsidy are currently open.**

The subsidy is designed to help cover wages while staff complete [national child safety training](#). It will cover 5 hours per eligible staff member.

If you are applying, remember:

- the subsidy is for staff who provide direct ECEC or supervise children
- you can only apply for staff who don't complete the training during service closure periods
- you can apply for staff who have received the subsidy before
- you can apply for staff who have already completed the training
- you should apply as soon as possible, as applications are first come first served
- we are prioritising applications from providers who operate fewer than 25 services.

We have already received a high volume of applications, and not all eligible applicants may receive funding. Applications close on 3 July 2026 or earlier if funding is fully allocated.

Learn more about the [professional development subsidy](#).

## Have your say on CCTV in ECEC

**We are conducting an evaluation on the use of CCTV in ECEC settings. Service providers, educators, parents and carers are invited to share their views.**

Your feedback will help capture a broad range of perspectives and ensure your voice is heard.

KPMG is leading the survey on behalf of the department.

### How to participate

Complete the [service provider and educator survey](#). The survey will close 18 June.

### Help us support family participation

To help ensure parent and carer voices are included, please share the below information through your family communication channels.



## Have your say on CCTV in child care services

Governments across Australia are working to keep children safe and improve quality in early childhood education and care.

CCTV can help with safety, but there are important questions about how it should be used.

Families are invited to share their views.

- Click the link to complete the [parent and carer survey](#).
- It takes less than 15 minutes.
- Your answers are anonymous.
- The survey closes at 6 pm AEST, 18 June.

If you have any questions, email [cctvevaluation@kpmg.com.au](mailto:cctvevaluation@kpmg.com.au)

More information on the national CCTV assessment is [available on our website](#)

## National child safety training update

**Thank you to everyone across the ECEC sector for the strong engagement with national child safety training so far. Many staff, volunteers and students have already completed the foundation training.**

We also know that some services are still planning when and how their teams will complete the training. Support is available to help you plan in a way that works for your service.

To complete the training, staff must:

- [register on Geccko](#) and create their account
- enrol in the foundation training
- complete both foundation training courses by 27 August, at a time and pace that suits them.

If you haven't already, you may wish to:

- check that all staff who need to complete the training can access [Geccko](#)
- encourage staff to log in early, so any account or access issues can be resolved before the deadline
- plan how your team will complete the training over the coming months, including use of [available supports](#).

## Advanced training coming soon

Advanced training will be available from 31 July 2026. It will build on foundation training and must be completed by certain people. We'll share more information about advanced training ahead of its release.

Visit our website for:

- [more information about the training](#)
- [help with Geccko accounts](#).

## Service closures for national training

**Child Care Subsidy (CCS)-approved services can use up to 5 hours per year to close so staff can complete the new national child safety training.**



CCS can still be claimed during this time, and closures must start no earlier than 5 pm.

Remember to notify families early and keep the required records.

[Find out more on our website.](#)

## CCS Provider Helpdesk closed Monday 1 June

**The CCS Provider Helpdesk will be closed on Monday 1 June for an ACT public holiday.**

The helpdesk will re-open at 9 am AEST on Tuesday 2 June.

You can contact the helpdesk anytime at [CCShelpdesk@education.gov.au](mailto:CCShelpdesk@education.gov.au) and we will respond during business hours.

CCS payments may be affected by the public holiday.

## Sector spotlight

### It's National Reconciliation Week



**National Reconciliation Week is a time for all Australians to learn about shared histories, cultures, and achievements.**

The theme for National Reconciliation Week 2026 is **All In**. It reminds us that reconciliation and improving the rights of Aboriginal and Torres Strait Islander peoples needs action. It is not a passive task. It should not rest only with First Nations people, who have carried this work for too long.

You can learn more about what you can do on the [National Reconciliation Week website](#).

### Closing the Gap

The Australian Government is investing in targeted measures to improve the lives of First Nations children through better access to quality ECEC.

Read more about [Closing the Gap in ECEC](#).

### The National Workforce Census is coming

**We're conducting the ECEC National Workforce Census from September to November this year.**

The National Workforce Census helps us develop and measure policies and programs for the ECEC sector. It is **compulsory** for all CCS-approved providers and services.

We'll send you a letter with more details, including how to register, in July.

In the meantime, please ensure your contact details are up to date in the Child Care Subsidy System. Check your details via the [Provider Entry Point](#) (PEP) or your third-party software.

Find out more about the [National Workforce Census](#) on our website.

To get alerts, [subscribe to this weekly newsletter](#) and [join our Facebook group](#).

## Facts from FAL

### Keep your fee information up to date

**It is important that families can easily find accurate information about fees. We publish this information on [StartingBlocks.gov.au](#).**

You must tell us:

- your current hourly or session fees before CCS, discounts or reductions are applied
- any changes to your fees, within 14 days of the change
- your fees twice a year – after the end of the financial year and calendar year (including reporting that there has been no change in fees).

Update your current fees in the Child Care Subsidy System using [PEP](#) or your third-party software.

Learn more about keeping fee information up to date by:

- reading [notify us of fees](#) on our website
- completing the *Fee Reporting* course in [Geccko](#).

### Avoiding an infringement notice

**Under Family Assistance Law, providers must meet all their obligations. This includes making sure they, their employees and their educators follow the rules at all times.**

Most providers do the right thing and comply with the law. When obligations are not met, however, we may issue an infringement notice.

What is an infringement notice?

An infringement notice is a financial penalty. It is used to address non-compliance and encourage changes in behaviour.

These penalties can be significant. For example, if a provider fails to pass on or remit fee reduction amounts, the fine can be up to \$19,800.

Infringement notices are intended to help providers avoid more serious penalties. They give providers the option to pay a smaller fine instead of going to court, where much higher penalties may apply.

You can read more about [infringement notices](#) on our website.



## Workforce support

### We've processed worker retention payments

**We have processed worker retention payments for the period 23 March to 19 April 2026.**

We processed this payment on 18 May 2026. Note that this is the day we processed the payment, not necessarily the date you will receive funds.

We make payments at the service-level through the Child Care Subsidy System. We send payments to the same bank account as your CCS payments.

Learn more about [when and how we make worker retention payments](#).

## News for families

### It's time to estimate your 2026–27 family income

You need to estimate your family income, so we pay you the right amount of Family Tax Benefit (FTB) and Child Care Subsidy (CCS).

Read more on the [Services Australia website](#).



## From the department

### Get involved in the Early Education Service Delivery Prices project

**We have started collecting data for the Early Education Service Delivery Prices project. The project looks at what it really costs to deliver safe, high-quality early childhood education and care (ECEC) across Australia.**

Deloitte Access Economics is supporting us to conduct this research. We have invited all Child Care Subsidy (CCS)-approved providers to participate in the project.

You should have received an email from Deloitte Access Economics with instructions on how to take part. If you'd like to participate, you must confirm your intention by responding to the email.

If you haven't received an invitation yet, you will need to:

- check your provider-level email address as recorded in the CCS System
- check your spam or junk folder
- contact [EESDP@deloitte.com.au](mailto:EESDP@deloitte.com.au) for help.

Your input matters. The data you provide will be used to:

- analyse how and why costs vary
- develop a dataset and model that informs the development of service delivery prices.

### Register for an upcoming webinar

**Deloitte Access Economics will host webinars about the project, with the opportunity to ask questions.**

You can find out more about:

- the data collection process
- how providers can take part
- the available support measures for providers and services.

You can register for any of the sessions that best suit you by clicking on the links below.

#### Centre Based Day Care

- [Tuesday 26 May, 2:30 pm to 3:30 pm AEST](#)
- [Tuesday 2 June, 11 am to 12 pm AEST](#)

#### Outside School Hours Care

- [Thursday 28 May, 10 am to 11 am AEST](#)
- [Thursday 4 June, 4 pm to 5 pm AEST](#)

#### Family Day Care

- [Wednesday 27 May, 3 pm to 4 pm AEST](#)



- [Wednesday 3 June, 11:30 am to 12:30 pm AEST](#)

SNAICC – National Voice for our Children will:

- hold separate information sessions for Aboriginal Community Controlled Organisations (ACCOs)
- share more details on this over the coming weeks.

For questions on the webinar, contact [EESDP@deloitte.com.au](mailto:EESDP@deloitte.com.au) or 1800 371 146.

Find out more about the [Early Education Service Delivery Prices project](#).

## Support your staff with workforce subsidies

**Applications are open for the professional development and paid practicum subsidies.**

The professional development subsidy supports staff to complete [national child safety training](#).

The [paid practicum subsidy](#) supports early childhood teachers and educators-in-training to complete the practicum components of their degree.

Providers should:

- read the grant guidelines to confirm eligibility
- apply on behalf of eligible staff
- contact [ececgrants@deloitte.com.au](mailto:ececgrants@deloitte.com.au) for help.

We have already received a high volume of applications, and not all eligible applicants may receive funding. Applications close on 3 July 2026 or earlier if funding is fully allocated.

Learn more about the [workforce subsidies](#).

## Families can have their say about work and child care

**We're inviting parents and carers to have their say about child care.**

Parents who used paid child care in 2026 may be randomly selected to take part in a national survey.

Selected parents will receive a letter over the next week with a QR code linking to the survey, and a link via SMS or email. The letter will come from ORIMA, who are conducting the research on our behalf.

The survey will start on 2 June and close at 10 am AEST on Tuesday 30 June 2026.

The survey takes around 10 to 15 minutes to complete. Participants can enter a draw to win one of fifty \$200 gift vouchers.

## What providers can do to help

Please encourage parents and carers at your service to complete the survey. Parents can find out more about the survey on [ORIMA's website](#).

The survey will help us better understand families' experiences of work and child care, and evaluate child care policies. This includes how policies impact quality, availability and affordability.

If you have any questions about the survey, email the department at [ECECSurveys@education.gov.au](mailto:ECECSurveys@education.gov.au). You can read our [privacy policy on our website](#).



For technical questions, contact ORIMA on (02) 6109 6355 or [surveys@orima.com](mailto:surveys@orima.com). You can read ORIMA's [privacy policy on their website](#).

## Sector spotlight

### Latest National Quality Framework Snapshot out now

**The latest National Quality Framework (NQF) Snapshot is now available.**

92% of education and care services with a quality rating are rated *Meeting National Quality Standard (NQS)* or above.

The NQF Snapshot is a national report on children's education and care services. It gives a clear picture of the sector, including the number of services and how they are rated against the NQS.

As at 1 April 2026, there were 18,207 NQF-approved children's education and care services operating across Australia.

You can read the latest [Q1 2026 snapshot](#) on ACECQA's website.

## Facts from FAL

### Ready to become an approved provider?

**Thinking about running a child care service and offering the CCS? Before you start, you'll need approval from both the Australian Government and your state or territory authority.**

We've made the process easier with step-by-step guidance on our website. You'll find information on:

- the two types of approval required
- eligibility rules
- the evidence you need to provide
- how to submit your application
- what happens after you apply
- how to add, remove or relocate a service
- why approvals can be suspended.

Read this information carefully and make sure your application is complete. If details are missing, we'll request more information before assessment can begin.

Learn more about [the approval process](#) on our website.

### Gap fee audits

**Collecting gap fees from families using electronic funds transfer (EFT) is a requirement under Family Assistance Law (FAL). We conduct regular audits to check providers are taking all reasonable steps to collect gap fees electronically.**

We may conduct audits by:



- requesting information through a compliance notice
- visiting your service to complete a face-to-face audit.

If we contact you about an audit, please respond promptly. We may request additional documents and statements about how you collect gap fees.

Read more about:

- [what to do if you get a compliance notice](#)
- [guidance on collecting gap fees.](#)

## CCS approval can be cancelled

**Did you know we can cancel your CCS approval for not complying with the conditions of continued approval under FAL?**

This includes where:

- you fail to provide care for 3 continuous months
- you cease to operate all the approved services for which you are approved as a provider
- you no longer have any services for which you are approved as a provider
- there are serious risks to CCS payments and/or child safety and wellbeing.

We can also cancel your CCS approval if your National Law provider or service approval is cancelled.

Find out more about [cancellation of approval](#) on our website.

## Overpayments and debt

Sometimes, you may receive more CCS than you're entitled to. This is known as an [overpayment](#). If this happens, we'll use your future CCS payments to pay back the difference.



## From the department

### Budget 2026–27: early childhood education and care

#### More funding for the National Early Childhood Worker Register

**The 2026–27 Budget includes \$17.6 million funding to enhance and expand the National Early Childhood Worker Register.**

The Register helps keep children safe by ensuring only qualified and checked staff work in the sector.

All approved providers must enter who is working in their services and update the Register within 14 days of any change. This is a mandatory requirement under the National Law.

The additional investment for the Register will support enhancements, including:

- identity verification
- integration with the Family Day Care register
- other system improvements.

[Read a fact sheet to learn more.](#)

#### Support for children with additional needs

**The 2026–27 Budget includes \$54.8 million funding towards the Inclusion Support Program (ISP).**

While all early childhood education and care (ECEC) providers are inclusive, some services need extra support. ISP funding will help ECEC services support children with additional needs, as demand for the program continues to grow.

In 2024–25, the ISP supported more than 26,000 children by helping services address barriers to participation.

This new funding is in addition to the \$59.2 million funding provided in 2025–26, bringing total supplementary funding for the Inclusion Development Fund subsidy in 2026–27 to \$114 million.

[Read a fact sheet to learn more.](#)

Learn more about the [Inclusion Support Program](#) on our website.

#### A national Commission for early education and care

**The Australian Government will work with states and territories to consider the potential development of a national early education and care Commission.**

Establishing a Commission was a recommendation of the Productivity Commission in its [2024 inquiry report](#) outlining a path to universal ECEC.

If established, a Commission is the next possible step to strengthen the ECEC system, and it could:

- have a role in ensuring services are located where families need them



- also involve reforming the existing Australian Children's Education and Care Quality Authority (ACECQA).

Further details about the Commission will be discussed at the next Education Ministers Meeting in July.

[Read a fact sheet to learn more.](#)

## Tell us what it costs you to deliver quality ECEC

### We want to know what it costs you to deliver quality ECEC.

The Early Education Service Delivery Prices project will build a clear, evidence-based picture of the costs of delivering safe, quality ECEC across Australia.

Deloitte Access Economics is supporting us to conduct this research.

We are inviting all Child Care Subsidy (CCS)-approved providers to participate. Look out for an email from Deloitte Access Economics ([EESDP@deloitte.com.au](mailto:EESDP@deloitte.com.au)). If you can't find it:

- check your provider-level email address as recorded in the Child Care Subsidy System
- check your spam or junk folder
- contact [EESDP@deloitte.com.au](mailto:EESDP@deloitte.com.au) for help.

Your insights will help:

- identify the cost drivers of safe and quality ECEC
- quantify reasonable costs
- inform future reforms on the pathway to universal ECEC.

Help is available to ensure all providers can take part. You will also be able to register for a webinar to learn more about the project. We will share more details on this with you soon.

Learn more about the [Early Education Service Delivery Prices project](#) on our website.

## Supports for completing the national child safety training

**With national child safety training now underway across the sector, providers can access a range of supports to help staff complete the training in a way that works for their service.**

### Service closures

CCS-approved services can use [service closures for national child safety training](#). Services can:

- close for up to 5 hours each year, from 5 pm
- continue to claim CCS while closed
- use this time specifically for national child safety training.



## Professional development subsidy

[The professional development subsidy](#) is now open and can help cover wages while staff complete national child safety training. We are prioritising applications from small and medium providers on a first come, first served basis. Applications close on 3 July 2026 or earlier if funding is fully allocated.

## Using the supports together

Services can choose the option, or combination of options, that best suits their workforce. You may claim both supports, but not for the same educators and training hours.

## Foundation training available now

Foundation training is available on [Geccko](#). To complete the training, you must:

- [register on Geccko](#) and create your account
- enrol in the foundation training
- complete both foundation training courses by 27 August, at a time and pace that suits you.

## Advanced training coming soon

Advanced training will be available from 31 July 2026. It will build on foundation training and must be completed by certain people.

We'll share more information about advanced training ahead of its release.

Visit our [national child safety training page](#) for more information.

## Paid practicum subsidy: check your eligibility

**The paid practicum subsidy helps providers support staff with paid leave while they complete their practicum. It covers up to 8 weeks of practicum per staff member.**

You may apply on behalf of staff who:

- are completing a diploma-level, degree-level or a post-graduate early childhood teacher (ECT) qualification
- are an Australian citizen, permanent resident or hold a valid work visa
- work at a CCS-approved service
- work full-time, part-time or casual
- have worked more than 40 hours overall in the last 3 months.

Applications will be considered on a first-come, first-served basis. We have already received a high volume of applications, and not all eligible applicants may receive funding.

If the demand is high, we will prioritise applications for:

- First Nations educators
- educators from regional and remote locations
- educators by provider size (small, then medium, then large providers)



- ECT qualifications (including post-graduate qualifications) over diploma-level qualifications.

Applications close on 3 July 2026 or earlier if funding is fully allocated.

Learn more about the [paid practicum subsidy](#).

## Sector spotlight

### Get ready for the National Workforce Census

**The sixth ECEC [National Workforce Census](#) will take place from September to November 2026. Update your details now, so you don't miss out.**

The National Workforce Census helps us develop and measure policies and programs for the ECEC sector. Participation is **compulsory** for all CCS-approved providers and services.

#### Update your details by 15 June 2026

It is critical that your contact details are up to date in the Child Care Subsidy System so you can participate in the census.

Please take the following actions now:

- Check your provider and service-level contact details.
- Check contact details for all persons with management or control (PMCs).
- Check all PMCs are correctly identified, and add any new or missing PMCs.
- Remove anyone who no longer has management or control.

You can update your details via the [Provider Entry Point \(PEP\)](#) or your third-party software.

#### Alignment with the National Early Childhood Worker Register

We know services already give a lot of information to government. As we plan the next National Workforce Census, we will work to avoid asking for the same information twice.

This includes making sure our work lines up with the new National Early Childhood Worker Register.

To help reduce the workload for services, the census will no longer ask for information about each individual worker. Instead, it will collect simple, service-level data. This will make the census easier and faster to complete, while still giving us the information we need.

#### Participation is a legal requirement

Completing the National Workforce Census is part of your obligations under Family Assistance Law. We may take compliance action if you do not participate.

#### Stay informed

Find out more about the [National Workforce Census](#) on our website.

We will provide updates and alerts about the census in this newsletter and on [our Facebook group](#).



# Facts from FAL

## Balance of allowable absences

**By this time of the year, many families have used all or most of their [42 allowable absences](#) from child care.**

If absences are not being paid when submitting session reports, we recommend checking the family's remaining absence balance.

**Allowable absences will reset on 1 July 2026.**

Providers can check a child's year-to-date absence count via the [PEP](#) or your third-party software.

Families can find out more about absences on [the Services Australia website](#) and check their year-to-date absence count:

- in their Centrelink online account via MyGov
- using their Express Plus Centrelink mobile app.

## Understanding prescribed discounts

**[Prescribed discounts](#) allow third parties or providers to contribute to gap fees without reducing a family's CCS entitlement.**

These discounts can reduce or remove the gap fee, and provide extra support for families.

They apply to:

- state and territory government third-party payments
- provider discounts for the early childhood workforce
- provider discounts during a period of emergency.

You must include information about prescribed discounts when submitting and updating session reports.

To learn how to apply prescribed discounts, see the [examples on our website](#).

## Getting enrolments right: agreeing on care arrangements

**Before enrolling a child, providers and families must agree on the care arrangements. These arrangements set out how care will be provided and form the basis of the enrolment.**

There are 4 types of care arrangements. This includes the **Complying Written Arrangement (CWA)**, which is the most common for families receiving CCS.

A CWA must be agreed in writing and include:

- provider name and contact details
- the child's information
- starting date of the arrangement



- care type and schedule
- fee details.

A separate enrolment notice is required for each child, even if one arrangement covers multiple children.

Providers must keep a record of the agreed arrangements. You don't need to submit care arrangements upfront, but we may request them in certain circumstances.

Read more about each step in the [enrolment process](#) on our website.

## Strengthening safety through CCS

**Quality and safety are paramount considerations when we deliver CCS. To get CCS, providers and services must deliver safe and high-quality ECEC.**

We will take compliance action where there are identified risks to child safety. This includes applying conditions or preventing access to CCS.

Where there is an imminent risk to a child's health or safety, a provider's CCS approval can be:

- refused
- suspended
- cancelled
- have conditions placed on it.

We can do this under [Family Assistance Law](#), or state and territory regulators can do this under [National Law](#).

Read more on [our website](#).

## Workforce support

### Secure, responsive educator-infant relationships to support mental health

**Join Be You for an online event on how secure, responsive educator-infant relationships can support children's mental health.**

This event will also explore opportunities for services to help educators connect with infants.

The session will take place online at 4 pm AEST on 21 May 2026.

[Register for the webinar.](#)



## From the department

### Professional development subsidy: check your eligibility

**The professional development subsidy helps providers cover wages while staff complete national child safety training.**

You may apply on behalf of staff who:

- provide direct early childhood education and care (ECEC) or supervise children
- do not complete the training during [service closure periods](#)
- are an Australian citizen, permanent resident or hold a valid work visa
- work at a Child Care Subsidy (CCS)-approved service
- are part of the [educator-to-child ratio](#)
- work full-time, part-time or casual
- have worked more than 40 hours overall in the last 3 months.

All CCS-approved providers can apply on behalf of eligible staff, even if those staff have received the subsidy in earlier years.

You can apply for staff who have already completed the training, but funding is not guaranteed until an application is approved.

We're prioritising applications from small and medium providers on a **first come, first served basis**.

Applications close on 3 July 2026.

Learn more about the [professional development subsidy](#).

### Strengthening the Family Day Care model this National FDC Week

**This week is National Family Day Care (FDC) Week.**

It's a chance to recognise the vital role FDC plays in supporting children's learning, development and wellbeing in local communities.

To mark the week, we're highlighting the [FDC Capability Trial](#).

#### About the Trial

The Trial is being led by Family Day Care Australia. It is exploring ways to strengthen the integrity of CCS and reduce the risk of non-compliance with Family Assistance Law (FAL).

One part of the Trial focuses on **educator recruitment**. This work is testing new ways to attract and support educators, especially in regional areas where families need flexible, local care options.



## A new case study

Nature Alliance Family Day Care in Western Australia is taking part in this work. We've just published a case study featuring one of their services – **Bambini Di Natura**.

The case study shows how FDC can provide strong, community-based early learning options. Children are encouraged to connect with their environment. They can grow and explore at their own pace.

Read the [case study and learn more about the Trial](#) on our website.

## Building Early Education Fund small-scale grant closes soon

**The Building Early Education Fund small-scale grant will close on 29 May 2026.**

This grant, part of the small-scale grants package, provides funding to:

- build or expand Centre Based Day Care (CBDC) services or
- deliver in-venue FDC in communities with no existing ECEC services.

Small not-for-profit providers operating 1 to 9 CBDC services can apply if they have:

- local council support
- secure tenure over land.

The small-scale grants package also includes 2 other grant opportunities, which remain open:

- funding for new or expanded ECEC services led by Aboriginal and Torres Strait Islander Community Controlled Organisations (ACCOs)
- operational funding for Building Fund-supported ECEC services.

For more details, visit the [small-scale grant opportunities page](#).

## Sector spotlight

### Are your fees correct on StartingBlocks.gov.au?

**We publish your fees on [StartingBlocks.gov.au](#). This helps parents choose the best ECEC for their family.**

You must keep your fee details up to date to ensure they display correctly. You must report:

- your current **hourly** or **session** fees before any subsidies, discounts or reductions
- any changes to your fees within 14 days of the change.

You report this information in the CCS System through:

- the Provider Entry Point (PEP), or
- your third-party software.

The information then flows through to [StartingBlocks.gov.au](#).

Please report **detailed** fee information to ensure your fees display correctly. Fees will not be displayed if a URL is submitted.

Find out how to [update your fees in the PEP](#).



# Facts from FAL

## Operating a Family Day Care or In Home Care service without approval

**Educators are engaged by an approved provider to deliver care at one of the provider's services. They cannot run their own child care service.** Doing this may breach the law because the educator's own business is **not approved** to deliver care or administer CCS.

Providers need to understand this requirement and clearly explain it to their educators.

## Keep documents accurate

All documents must show the name of the **CCS-approved service**. This includes:

- statements
- invoices
- receipts.

Educators must use the correct service name whenever they deliver care. This includes advertising, social media pages, websites and newsletters.

## If educators want to run their own service

Educators must apply to their regulatory authority and submit a CCS approval application.

They can learn more and [check their eligibility](#) on our website.

## What to include in session reports

**You must submit a session report for each child, every week a session of care is provided.**

If a child has more than one enrolment – for example, if their parents are separated – you must submit a weekly session report for each enrolment.

Each session report must include:

- dates
- times
- absences
- fee information
- third-party payments
- educator details
- preschool information.

Find more information about [what to include in session reports](#) on our website.

## When we impose conditions on your CCS approval

**If you don't comply with your obligations or treat regulatory risk, we can impose additional conditions on your approval.**



We can impose conditions:

- at the time of approval
- following compliance audits, investigations and reviews.

Providers with additional conditions imposed must comply with them. A breach could result in further enforcement action.

Conditions will be:

- proportional to the level of non-compliance or regulatory risk identified
- clear, unambiguous and reasonable
- either ongoing or have an end date.

We may publish conditions we've imposed on providers on the [enforcement action register](#).

We can impose any additional conditions which will support the provider's compliance with FAL.

Examples of conditions imposed include, but are not limited to:

- placing limits on educators engaged and providing FDC
- requiring persons with management or control to complete Gecko training
- requiring a provider to supply particular documents, such as a statement of tax record
- [conditions](#) to address quality and safety risks in a specified timeframe.

Find out more about [imposing conditions](#) on our website.

## Workforce support

### ECEC workforce measures staff experience survey

**Has your service accessed any of our professional development opportunities? Tell us about your experience to help inform future policy development.**

We have engaged dandolo partners (dandolo) to conduct a survey about our [professional development opportunities](#).

This includes the:

- professional development subsidy
- paid practicum subsidy
- practicum exchange network.

If your service has received a subsidy, you may have received an email from dandolo with a link to the survey.

If you have been invited, please complete the survey before it closes on **14 May 2026**.

You may also have been invited to take part in an interview. If so, you must contact dandolo to participate.

The survey forms part of the broader workforce measures evaluation process being undertaken by dandolo.



Please contact [ECECworkforce@education.gov.au](mailto:ECECworkforce@education.gov.au) if you have any questions.

## News for families

### Confirm your 2024-25 family income for Child Care Subsidy (CCS) before 30 June 2026

**If you got CCS in the 2024-25 financial year, you need to confirm your family income now.**

If you don't do this by 30 June, your CCS will stop and you'll have to pay full fees for any child care you use from 6 July 2026.

Read more on the [Services Australia website](#).



## From the department

### National child safety training: 2 months in

Thank you to everyone across the early childhood education and care (ECEC) sector for the strong interest and early engagement with national child safety training.

#### Foundation training available now

Since launching, more than:

- 280,000 people have registered in Geccko
- 223,000 are currently enrolled in foundation training
- 186,000 have already completed the foundation training.

If you haven't registered yet, visit the [Geccko registration page](#) and follow the prompts to create your account.

Once registered, you will need to **enrol** in foundation training. You don't need to do the training all at once. We encourage learners to complete the training by 27 August at a time and pace that suits them.

If you've already enrolled but haven't progressed with the training, we encourage you to complete it before **27 August 2026**.

[Log in to Geccko](#) to complete the training.

#### Advanced training coming soon

**Advanced training builds on foundation training, and we'll share more information about advanced training ahead of its release.**

Visit our [national child safety training page](#) for more information.

### Service closures for national training

Child Care Subsidy (CCS) approved services can use up to 5 hours per year to close so staff can complete the new national child safety training. CCS can still be claimed during this time, and closures must start no earlier than 5 pm.

Providers must notify families early and keep required records.

Find out more about [service closures](#) on our website.

### Apply now for our workforce subsidies

**Applications are now open for 2 subsidies to help staff complete national child safety training and practicums.**

The **professional development subsidy** will support completion of [national child safety training](#).

The subsidy:

- is for staff who provide direct ECEC or supervise children, including centre directors, early childhood teachers and educators



- funds 5 hours of training per staff member
- can be used to backfill staff while they complete the training or pay staff to complete the training outside work hours
- cannot be used for staff who complete the training during [service closure periods](#)
- will prioritise small and medium providers on a first come, first served basis.

You can apply for staff who have already completed the training, but funding is not guaranteed until an application is approved.

The **paid practicum subsidy** supports early childhood teachers- and educators-in-training to complete the practicum components of their degree.

The subsidy:

- is for staff completing an eligible ECEC qualification
- funds up to **8 weeks of practicum** per staff member
- can be used to give staff leave with pay while they undertake a practicum.

We pay both subsidies to providers who pass funding on to staff. Staff cannot apply themselves. If you work in the sector and think you would be eligible, talk to your provider about applying.

To find out more, go to [professional development opportunities](#).

## Building early education in Queensland

**The Australian Government is partnering with the Queensland Government to deliver 5 new ECEC services across Southern and Central Queensland.**

Through the Building Early Education Fund, the Australian Government will provide nearly \$50 million to deliver ECEC services in the first half of 2028 in:

- Rosewood, supporting 75 new ECEC places
- Yarrabilba, supporting 75 new ECEC places
- Chinchilla South, supporting 75 new ECEC places
- Clermont, supporting 52 new ECEC places
- Yorkeys Knob, supporting 75 new ECEC places.

Funding is being delivered through a Federation Funding Agreement schedule with the Queensland Government. This agreement is one funding stream within the \$1 billion Building Early Education Fund, part of a broader commitment to chart the course to universal ECEC.

Learn more about the [Building Early Education Fund](#).

## Facts from FAL

### Absences at the start or end of an enrolment

**In some circumstances, families may still receive CCS for absences that occur at the start or end of an enrolment.**

This only applies in specific situations, including where:



- the child care service changes ownership during the child's extended period
- the child's usual service is closed and the child attends a different service, requiring a new enrolment under the same provider
- a family tragedy occurs within the 28 days before the absence in the child's extended period
- the enrolment was ceased incorrectly
- any of the additional absence reasons apply.

What is the extended period?

The extended period:

- begins 6 days before the child's first physical attendance and ends on their first attendance day, or
- begins the day of the child's last physical attendance and ends 6 days after that day.

Keeping enrolments up to date

To reduce the risk of a CCS debt, it's important to update a family's enrolment when their circumstances change.

This includes:

- foreseen absences of more than 14 weeks
- unforeseen absences where you become reasonably sure the child will not return to care before the enrolment ends, or within 14 weeks.

Read about [absences at the start and end of an enrolment](#) on our website.

## Calendar year reporting deadline is this Friday

**Large providers must report financial information each year. This includes information about revenue, profits and leasing arrangements.**

Large providers who report on the **calendar year** must:

- complete the [2025 Large Provider Financial Input Report](#)
- email it to [ECECFinancialViability@education.gov.au](mailto:ECECFinancialViability@education.gov.au) by this **Friday 1 May 2026**.

Please include financial statements and any other information outlined in the 'Important Information' tab.

If you report on a **financial year**, your deadline will be 1 November 2026. We'll provide more information about what you need to do closer to the deadline.

A large provider is one that currently operates, plans to operate, or shares operation of 25 or more services. If you're not sure whether this applies to you, please email [ECECFinancialViability@education.gov.au](mailto:ECECFinancialViability@education.gov.au).

Learn more about the [financial reporting obligations for large providers](#) on our website.

## Have you made any changes to your business this year?

**Under Family Assistance Law, you must notify us about changes to your business, including changes to fees, vacancies, closures and contact details.**

You must notify us of these changes to maintain your CCS approval.

Find out more about [how to notify us about changes](#), including:



- when you must notify us
- who can notify us, and
- step-by-step instructions, called task cards.

## Workforce support

### Worker retention payment update

#### Updated minimum rates tables

**We have updated the worker retention payment minimum rates tables to clarify the minimum *Children's Services Award 2010* rates from 1 March 2026.**

The updated tables show minimum rates for workers:

- engaged on or before 28 February 2026
- engaged on or after 1 March 2026.

These updates support the implementation of the Fair Work Commission's decision from the [gender undervaluation priority awards review](#) of the *Children's Services Award 2010*.

The decision introduced a simpler classification structure and phased wage increases from 1 March 2026. View the updated [worker retention payment minimum rates](#) on our website.

All worker retention payment funding must continue to be used for wages or eligible on-costs.

The priority awards review does not impact the *Educational Services (Teachers) Award 2020*.

#### We're processing payments

**We have processed worker retention payments for the period 23 February to 22 March 2026.**

We processed this payment on 20 April 2026. Note that this is the day we processed the payment, not necessarily the date you will receive funds.

We make payments at the service-level through the CCS System. We send payments to the same bank account as your CCS payments.

Learn more about [when and how we make worker retention payments](#).



## From the department

### Prepare for the paid practicum subsidy

**Applications for the paid practicum subsidy open on 28 April 2026.**

The subsidy supports early childhood teachers- and educators-in-training to complete the practicum components of an early childhood education and care (ECEC) qualification.

The subsidy is designed to support providers to give staff leave with pay while they undertake practicums. It will fund up to 8 weeks of practicum per eligible staff member.

Here are a few ways you can prepare:

- check if your staff are completing an eligible degree or diploma level qualification
- confirm whether they need to complete a practicum and when
- read the grant guidelines to confirm eligibility.

Find out more about the [paid practicum subsidy](#).

### National Child Safety Reform – survey closing soon

**National consultation is now open on child safety reforms. Your feedback will help inform future decisions about child safety.**

You can share your views on 7 areas for reform:

- supervision practices
- more transparency for families
- fitness and propriety of persons with management or control (PMC)
- suspension, supervision and training directions, and information sharing
- stronger protections for whistleblowers
- updating quality ratings for providers during or after an investigation
- safer fencing.

The survey closes on 28 April 2026. Learn more and [complete the survey](#) online.

The Queensland Department of Education is hosting the national survey on its website.

### CCS Provider Helpdesk closed for Anzac Day public holiday

**The Child Care Subsidy (CCS) Provider Helpdesk will be closed on Monday 27 April for the Anzac Day public holiday.**

The helpdesk will re-open at 9 am AEST on Tuesday 28 April.

You can email the helpdesk anytime at [CCShelpdesk@education.gov.au](mailto:CCShelpdesk@education.gov.au) and we will respond during business hours.



CCS payments may be affected by the public holiday.

## Facts from FAL

### Planning on opening a new FDC or IHC service?

**If you plan to operate a Family Day Care (FDC) or In Home Care (IHC) service, you must identify the educators who will deliver care as part of your CCS provider application.**

In the application, you must list all proposed educators, including the following information for each:

- full name
- date of birth
- phone number
- email address
- PRODA Registration Authority (RA) number
- evidence of background checks.

If you haven't identified any educators when you submit your CCS application, you must confirm this in writing.

Learn more and [get ready to apply](#) on our website.

### Issuing statements of entitlement

**Providing clear and accurate information to families is an important part of administering CCS.**

You must provide families who get CCS at your service with a statement of entitlement every fortnight.

The statement of entitlement helps families understand the relationship between:

- the sessions of care provided
- the CCS amount payable
- the amount withheld
- the fees you charge.

Only issue statements after care has occurred

You must only issue a statement of entitlement for **care that has already taken place**. Statements must **not** be issued in advance or based on estimates, as a family's CCS entitlement can change from fortnight to fortnight for a range of reasons.

While statements of entitlement are mandatory, **how and when you invoice families is up to you**. Your invoicing process does not replace the requirement to issue a statement of entitlement every fortnight when CCS is paid.

Issuing these statements is a legal requirement. Failure to meet your obligations may result in compliance action, so it's important to ensure your processes support timely and accurate reporting.

Learn more about [what to include in a statement of entitlement](#) on our website.



# Workforce support

## Supporting your staff with discounted care

### Did you know you can offer discounted care to some staff without reducing their CCS?

The workforce discount is an optional incentive to help you attract and retain qualified staff.

You can:

- choose whether to offer the workforce discount at your service
- determine the discount amount, provided employees pay at least 5% of the gap fee.

The workforce discount:

- is a [prescribed discount](#)
- is applied after CCS calculation
- will not reduce a family's CCS entitlement

Learn more about the [workforce discount](#).



## From the department

### Reminder – spot checks

**Spot checks are unannounced, in-person visits by authorised officers. These visits help ensure services meet their legal obligations and manage Child Care Subsidy (CCS) correctly.**

Officers may review:

- enrolment and attendance reporting
- CCS administration
- record-keeping
- fee and payment processes
- Working With Children Checks for current staff.

Spot checks can happen at any CCS-approved service. They support accurate CCS administration and safe, high-quality care.

Find out [more about spot checks](#) on our website.

### Who does not need to complete national child safety training

#### Wondering if you need to complete national child safety training?

If you work or volunteer in an early childhood education and care (ECEC) service regulated under the National Quality Framework (NQF), you **must** complete the training.

This includes people who support the operation of a service, even if they do not work directly with children.

If you do not work or volunteer in an NQF regulated ECEC service, you **don't** need to complete the training.

This includes:

- primary and secondary school teachers
- school based education staff
- staff at services that are not regulated under the NQF, such as playgroups, play centres and toy libraries
- parents, carers and visitors at an ECEC service.

While In Home Care and some Community Child Care Fund Restricted services are not regulated under the NQF, we encourage staff at these services to complete the training.

If you're unsure whether someone at your service needs to complete national child safety training, take a precautionary approach and check with [your regulator](#). They can provide advice based on your service and jurisdiction.

Learn more about [national child safety training](#).



## What you need to know about service closures for national training

CCS-approved services can use up to 5 hours per year to close so staff can complete the new national child safety training. CCS can still be claimed during this time, and closures must start no earlier than 5 pm.

### Who it applies to:

- Centre Based Day Care
- Outside School Hours Care
- Family Day Care and In Home Care educators (individual educators only)

### What providers must do:

- plan the closure and prepare staff
- notify families early
- keep required records
- ensure the time is used only for national child safety training.

Find out more, including your [record keeping responsibilities](#), on our website.

## Prepare for the professional development subsidy

**Applications for the professional development subsidy open on 28 April 2026.**

From 2026–27, the subsidy supports **national child safety training only**. Other professional development activities previously supported by the subsidy will no longer be funded.

The subsidy is designed to help cover wages while staff complete the training. It will cover 5 hours per eligible staff member. It may be suitable for you if:

- you have staff who can't complete the training during [service closure periods](#)
- service closures are not suitable for your service.

All CCS-approved providers can apply on behalf of staff who provide direct ECEC or supervise children. This includes centre directors, early childhood teachers and educators.

You will be able to apply for all eligible staff, even if they have:

- already completed the training before you apply, or
- received the professional development subsidy in earlier years.

We will prioritise applications from small and medium providers (operating fewer than 25 services) on a first come, first served basis.

Find out more about the [professional development subsidy](#).

## CCS period of emergency in Western Australia

**A CCS period of emergency was applied in parts of Western Australia due to the impact of Tropical Cyclone Narelle.**

Visit our website to see:



- [regions and timeframes where the period of emergency applies](#)
- [details of support available during and after a period of emergency.](#)

We continue to monitor the situation and will provide updates as required.

## Facts from FAL

### Inducements and advertising at your service

**An inducement is any incentive offered by a provider or a third party to secure a child's enrolment at a service.**

Under the rules, inducements that are **financial or not directly related to the quality or provision of education and care are not allowed**. This includes:

- cash
- vouchers or gift cards
- electronic devices
- other gifts.

### What you *can* do

You can still promote your service in ways that comply with the guidelines, such as:

- offering discounted or free care
- advertising your service and offering free site visits or trial periods
- issuing marketing merchandise up to the value of \$30 per complying written arrangement
- including extra-curricular activities as part of a session fee
- highlighting your social impact, such as donations to a charity
- providing transport to or from your service, if this is part of your normal business practice.

Learn more about [inducements and advertising](#) on our website.

### Backdating child wellbeing certificates and determinations

**Providers play an important role in giving families access to Additional Child Care Subsidy (ACCS) child wellbeing. Here's what you need to know about backdating access to the subsidy.**

- You can give families access to the child wellbeing subsidy through a [certificate](#) or a [determination](#).
- You can backdate all certificates and determinations up to 28 days. You do not need additional evidence to do this.
- You may be able to backdate up to 13 weeks in [exceptional circumstances](#). You must have evidence showing that an exceptional circumstance applies. This is in addition to the evidence you must hold demonstrating the child is at risk.

Learn more about backdating certificates and determinations in the [Guide to ACCS child wellbeing](#).



## Calendar year reporting deadline for some large providers is 1 May

Large providers must report financial information each year. This includes information about revenue, profits and leasing arrangements.

Large providers who report on the **calendar year** must:

- complete the [2025 Large Provider Financial Input Report](#)
- email it to [ECECFinancialViability@education.gov.au](mailto:ECECFinancialViability@education.gov.au) by **1 May 2026**.

Please include financial statements and any other information outlined in the 'Important Information' tab.

If you report on a **financial year**, your deadline will be 1 November 2026. We'll provide more information about what you need to do closer to the deadline.

A large provider is one that currently operates, plans to operate, or shares operation of 25 or more services. If you're not sure whether this applies to you, please email [ECECFinancialViability@education.gov.au](mailto:ECECFinancialViability@education.gov.au).

Learn more about the [financial reporting obligations for large providers](#) on our website.



# Tropical Cyclone Narelle: CCS period of emergency expanded to additional areas

A Child Care Subsidy (CCS) period of emergency was applied in parts of Western Australia due to the impact of Tropical Cyclone Narelle. It has now been expanded to include additional areas.

The CCS period of emergency applied from 25 March to 1 April 2026 in the following local government areas:

(New areas in **bold**)

- **Ashburton**
- Carnarvon
- Exmouth
- Shark Bay
- **The City of Greater Geraldton**
- **Upper Gascoyne**
- **Yalgoo.**

We continue to monitor the situation and will provide updates as required.

## For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your contact details via the [PEP](#) or your third-party software, including:

- your contact details in the CCS System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](https://StartingBlocks.gov.au) to help families looking for care.

## Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed for a full day, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.



A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.

Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [Emergency WA](#).



## From the department

### Workforce subsidies opening soon – get ready

**Grant guidelines are now available to help early childhood education and care (ECEC) providers prepare for 2 workforce subsidies opening on 28 April 2026.**

We pay both subsidies to providers who pass funding on to staff. Staff cannot apply themselves. If you work in the sector and think you would be eligible, talk to your provider about applying.

Professional development subsidy for national child safety training

The professional development subsidy will support completion of [national child safety training](#).

The subsidy:

- is for staff who provide direct ECEC or supervise children, including centre directors, early childhood teachers and educators
- funds **5 hours of training** per staff member
- can be used to backfill staff while they complete the training or pay staff to complete the training outside work hours
- cannot be used for staff who complete the training during [service closure periods](#)
- will prioritise small and medium providers on a first come, first served basis.

Read more about the [professional development subsidy](#).

Paid practicum subsidy

The paid practicum subsidy supports early childhood teachers- and educators-in-training to complete the practicum components of their degree.

The subsidy:

- is for staff completing an eligible ECEC qualification
- funds up to **8 weeks of practicum** per staff member
- can be used to give staff leave with pay while they undertake a practicum.

Read more about the [paid practicum subsidy](#).

### National child safety training: community of practice resources now available

**A new suite of community of practice resources is now available to support national child safety training.**

The optional resources are designed to help services and their teams embed the training into everyday practice through shared discussion and reflection.

They are available in a range of formats, including:

- short videos
- booklets
- information sheets.



Services may choose to use the resources to:

- prompt team discussions about child safety and risk
- support shared understanding of roles and responsibilities
- strengthen child-safe practices in everyday work
- complement existing professional development or quality improvement activities.

The community of practice resources:

- are not mandatory
- do not replace required training in Geckko
- can be used flexibly to suit your service and workforce.

The resources are available now on the [Australian Centre for Child Protection website](#).

## National Child Safety Reform – have your say

**National consultation is now open on child safety reforms. Your feedback will help inform future decisions about child safety.**

You can share your views on 7 areas for reform:

- supervision practices
- more transparency for families
- fitness and propriety of persons with management or control (PMC)
- suspension, supervision and training directions, and information sharing
- stronger protections for whistleblowers
- updating quality ratings for providers during or after an investigation
- safer fencing.

The online survey closes on 28 April 2026. Learn more and complete the survey [here](#).

The Queensland Department of Education is hosting the national survey on its website.

## CCS period of emergency in Western Australia

**A Child Care Subsidy (CCS) period of emergency was applied in parts of Western Australia due to the impact of ex-Tropical Cyclone Narelle.**

Visit our website to see:

- [regions and timeframes where the period of emergency applies](#)
- [details of support available during and after a period of emergency](#).



We continue to monitor the situation and will provide updates as required.

## Sector spotlight

### Stick it to the flu: Protect kids under 5 this winter

**Influenza can be serious for young children and can sometimes lead to hospitalisation. Children under 5 years of age are at higher risk of complications from the flu.**

The best protection is the **annual flu vaccine**, which is safe and effective. The vaccine is **free** under the National Immunisation Program for children aged 6 months to under 5 years.

**Flu vaccines are now available** through GPs, immunisation clinics and participating pharmacies.

How your service can help

You can remind parents and carers to protect their children through vaccination by:

- ordering and displaying [free posters and brochures](#) around your service
- sharing flu information through your service's portal, newsletter or email updates.

For more resources and information, visit [health.gov.au/flu](http://health.gov.au/flu).

## Facts from FAL

### Understanding your obligations as a child care provider

**Your obligations may differ depending on the laws under which you operate.**

Requirements under National Law are separate from those under Family Assistance Law (FAL).

Your **state or regulatory approval** sits under National Law. Your **CCS approval** sits under Family Assistance Law.

To remain compliant with both, contact:

- your state or territory regulatory authority for advice on National Law requirements
- this department for information about CCS approval and obligations.

Checking with the right authority helps you meet your obligations and avoid compliance issues.

For step-by-step guidance on approvals and administering CCS, visit:

- [becoming an approved provider](#)
- [how to administer CCS](#).

### What can an infringement notice be issued for?

**We monitor providers to ensure they comply with the rules under FAL. If a provider fails to meet these obligations, we can issue an infringement notice – essentially a fine.**



There are many FAL obligations that carry a civil penalty offence, which may result in an infringement notice.

Examples include:

- not updating the status of a current **Working With Children Check**
- incorrectly recording **PMCs**
- failing to submit **enrolment notices** or **session reports** on time
- not passing on or remitting a **fee reduction amount**
- incorrectly reporting **fee information**
- failing to notify the correct agency about a **child at risk of serious abuse or neglect**.

## Stay compliant and avoid penalties

Learn more and find out [what to do if you receive an infringement notice](#), on our website.

## Submitting session reports

**Remember to submit accurate session reports on time – it's the law. Services Australia uses session reports to calculate and process CCS payments.**

As a CCS approved provider, you must submit session reports:

- within 14 days of the end of the week in which care was provided
- for each child at your service, for every week care is provided
- with at least one session of care a week, recorded as either an attendance or absence
- only when a fee is charged to a family for providing care to their child.

Submit session reports through the [Provider Entry Point \(PEP\)](#) or your third-party software.

Learn about [submitting accurate session reports](#) on our website.

## Workforce support

### Making change happen: communicating with families from diverse cultures

**Join Be You for an online event on communicating with families from diverse cultures.**

This event will share stories and insights on planning for change in learning communities. You will be able to explore how service leaders use culturally responsive communication practices to:

- strengthen family partnerships
- promote positive mental health and wellbeing.

The session will take place online at 4 pm AEST on 16 April 2026.

[Register for the webinar.](#)



# Tropical Cyclone Narelle: CCS period of emergency applied 25 March to 1 April 2026

A Child Care Subsidy (CCS) period of emergency was applied in parts of Western Australia due to the impact of Tropical Cyclone Narelle.

The CCS period of emergency applies from 25 March to 1 April 2026 in the following local government areas:

- Carnarvon
- Exmouth
- Shark Bay.

We continue to monitor the situation and will provide updates as required.

## For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your contact details via the [PEP](#) or your third-party software, including:

- your contact details in the CCS System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](#) to help families looking for care.

## Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed for a full day, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.



Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [Emergency WA](#).



## From the department

### Who must complete national child safety training

**We have updated the information on our website to make it clearer who must complete national child safety training.**

Foundation training is mandatory for anyone who works or volunteers in an early childhood education and care (ECEC) service regulated under the National Quality Framework (NQF). This includes:

- approved providers
- people with management or control
- nominated supervisors
- people in day-to-day charge
- Family Day Care educators
- all staff members
- volunteers and students, where they meet the definitions below.

A **volunteer** is someone who helps deliver the ECEC service on a regular or semi-regular basis and is not paid. This does not include one-off visitors or parents who are only involved as a parent or carer.

A **student** is someone completing a supervised placement while studying an approved ECEC qualification. This does not include high school students doing work experience.

### What this means for providers

Providers are responsible for determining who must complete the training at their service, based on:

- a person's role and duties
- the regularity of their engagement
- the level of contact they may have with children
- their professional judgement and child-safety risk assessment.

If you are unsure, you should:

- take a precautionary approach
- [contact your state or territory regulatory authority](#) for advice.

Read the [updated guidance](#) on our website. Complete foundation training in [Geccko](#).

### The Child Care Subsidy (CCS) Provider Helpdesk is introducing call backs

**From Thursday 2 April, the Helpdesk will introduce call backs.**

When you call and our system detects that your wait time may be lengthy, you'll be offered a call back. You will keep your place in the queue and will be called back when it is your turn.

We're also introducing a short survey (just 2 quick questions) after some calls. Your feedback helps us understand what we're doing well and where we can improve to better support you.



## CCS Provider Helpdesk closed for Easter

The CCS Provider Helpdesk will be closed on Friday 3 April and Monday 6 April for the holiday period.

The helpdesk will re-open at 9 am AEST on Tuesday 7 April.

You can email the helpdesk anytime at [CCShelpdesk@education.gov.au](mailto:CCShelpdesk@education.gov.au) and we will respond during business hours.

CCS payments may be affected by the public holiday.

## CCS period of emergency in Queensland

A Child Care Subsidy (CCS) period of emergency was in place in parts of Queensland due to the impact of flooding and Tropical Cyclone Narelle.

Visit our website to see:

- [regions and timeframes where the period of emergency applies](#)
- [details of support available during and after a period of emergency.](#)

We continue to monitor the situation and will provide updates as required.

## Facts from FAL

### Debt notices: what providers need to know

**Staying on top of your CCS obligations is the best way to avoid debt notices and potential penalties.**

You might receive a debt notice if you:

- change a session of care to report a reduced fee, fewer hours, or fewer days
- withdraw a session report
- act in a non-compliant way
- close or transfer ownership of a service retrospectively
- cease operating your service while offsetting is still occurring
- report an absence before a child's first physical attendance
- report an absence after a child's last physical attendance.

If the debt results from **non-compliance**, we may also issue an **infringement notice**.

Learn more about [debt notices and how to avoid them](#) on our website.

### Caring for close family members in Family Day Care

**Family Day Care (FDC) educators cannot claim CCS when [providing care for close family members.](#)**

This includes care provided to the educator's (or their partner's):

- child, foster child, adopted child, kinship child, or any child for whom they have legal responsibility
- brother, sister, half-brother, half-sister, step-brother or step-sister.

To learn more about these rules, watch our [short explainer video](#).



You can find information about [providing care for relatives](#) on our website.

## Financial reporting deadline for some large providers is 1 May

**Large providers must report financial information each year. This includes information about revenue, profits and leasing arrangements.**

Large providers who report on the **calendar year** must:

- complete the [2025 Large Provider Financial Input Report](#)
- email it to [ECECFinancialViability@education.gov.au](mailto:ECECFinancialViability@education.gov.au) by **1 May 2026**.
- 

Please include financial statements and any other information outlined in the 'Important Information' tab.

If you report on a **financial year**, your deadline will be 1 November 2026. We'll provide more information about what you need to do closer to the deadline.

A large provider is one that currently operates, plans to operate, or shares operation of 25 or more services. If you're not sure whether this applies to you, please email [ECECFinancialViability@education.gov.au](mailto:ECECFinancialViability@education.gov.au).

Learn more about the [financial reporting obligations for large providers](#) on our website.

## Workforce support

### Worker retention payment update

#### We're processing payments

**We have processed worker retention payments for the period 26 January to 22 February 2026.**

We processed this payment on 23 March 2026. Note that this is the day we processed the payment, not necessarily the date you will receive funds.

We make payments at the service-level through the Child Care Subsidy System. We send payments to the same bank account as your CCS payments.

Learn more about [when and how we make worker retention payments](#).

#### Tell your community you've signed up

Is your service receiving the worker retention payment? Use our [worker retention payment communication toolkit](#) to let your community know.

## News for families

### Getting ready for school holidays? Don't forget About Child Care Subsidy for OSHC

**Here's what some parents don't realise: you can still get CCS for school aged kids attending Outside School Hours Care (OSHC), including many school holiday programs.**

A lot of families assume that once kids start primary school, that CCS for their child will stop. Not true! If your child is under 13 years and not yet in secondary school, you may still be eligible – not just for vacation care, but for before and after school care too.



So before the Easter bunny arrives and the holidays sneak up again, hop onto the [Services Australia website](#) and click on 'Raising Kids'. You might be surprised by how much support your family could receive.



## Queensland: CCS periods of emergency

**Child Care Subsidy (CCS) periods of emergency have been applied in parts of Queensland.**

The CCS period of emergency applied from **10 to 13 March 2026** in the following local government areas:

- Bundaberg
- Gladstone.

The CCS period of emergency applied from **20 to 29 March 2026** in the following local government areas:

- Aurukun
- Banana
- Barcaldine
- Barcoo
- Blackall-Tambo
- Boulia
- Bulloo
- Bundaberg
- Burdekin
- Burke
- Cairns
- Carpentaria
- Cassowary Coast
- Central Highlands
- Charters Towers
- Cherbourg
- Cloncurry
- Cook
- Croydon
- Diamantina
- Doomadgee
- Douglas
- Etheridge
- Flinders
- Fraser Coast



- Gladstone
- Gympie
- Hinchinbrook
- Hope Vale
- Isaac
- Kowanyama
- Livingstone
- Lockhart River
- Longreach
- Mackay
- Mapoon
- Maranoa
- Mareeba
- McKinlay
- Mornington
- Mount Isa
- Napranum
- North Burnett
- Northern Peninsula Area
- Palm Island
- Pormpuraaw
- Quilpie
- Richmond
- Rockhampton
- Somerset
- South Burnett
- Tablelands
- Torres
- Torres Strait Island
- Townsville
- Western Downs
- Whitsunday
- Winton
- Wujal Wujal



- Yarrabah.

We continue to monitor the situation and will provide updates as required.

## For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your contact details via the [PEP](#) or your third-party software, including:

- your contact details in the CCS System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](#) to help families looking for care.

## Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed for a full day, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.

Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).



Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [qld.gov.au/emergency](https://qld.gov.au/emergency)



# Northern Territory floods: CCS period of emergency extended to 2 additional areas

**A Child Care Subsidy (CCS) period of emergency applies in parts of the Northern Territory due to the impact of flooding.**

The CCS period of emergency applies from 7 to 27 March 2026 in the following local government areas:

- Belyuen
- Coomalie
- Darwin
- **East Arnhem**
- **Groote Archipelago**
- Katherine
- Litchfield
- Palmerston
- Roper Gulf
- Unincorporated Areas
- Victoria Daly
- Wagait
- West Arnhem
- West Daly

We continue to monitor the situation and will provide updates as required.

## For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your details via the [PEP](#) or your third-party software, including:

- your contact details in the CCS System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](#) to help families looking for care.



## Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed for a full day, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.

Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [nt.gov.au/emergency](http://nt.gov.au/emergency).



## From the department

### Building Early Education Fund grant opportunities now open

**Up to \$80 million in grants is now available for small not-for-profit organisations and Aboriginal and Torres Strait Islander Community Controlled Organisation (ACCOs) to build or expand early childhood education and care (ECEC) services in areas of need.**

The small-scale grants package is part of the \$1 billion Building Early Education Fund. It includes 3 grant opportunities:

- at least \$20 million to build or expand Centre Based Day Care services or deliver in-venue Family Day Care in areas where services are needed most
- at least \$20 million to support new or expanded ECEC services led by ACCOs
- up to \$40 million in operational funding for Building Fund-supported ECEC services.

These grants will:

- support small not-for-profit providers and ACCOs to deliver capital projects that increase supply
- improve access to quality early learning for children and families in outer suburbs, regional and remote communities.

Each grant has its own eligibility requirements, guidelines and application process.

Find out more on the [Building Early Education Fund small-scale grant opportunities page](#).

### National CCTV assessment registration closing soon

**There's still time for your service to join the national CCTV assessment – but the window is closing soon. If you haven't completed your registration, now is the time to finalise it.**

The main data collection period runs from April to June 2026. To participate, you must **complete your registration by the end of March**.

By taking part, your service can:

- join optional **community of practice sessions** to share learnings with other services
- help shape advice to government.

Small and medium providers may be eligible for a participation payment of \$30,000 to \$50,000.

For help or questions, contact Nous at [cctvassessment@nousgroup.com](mailto:cctvassessment@nousgroup.com).

[Visit our website for more information and resources.](#)

### New Child Care Subsidy data: December quarter 2025

**We've published data about the Child Care Subsidy (CCS) in the December quarter 2025.**



Each quarter we issue a summary report about CCS-approved care in Australia. The report includes data on child care usage, services, fees and subsidies in Australia.

Key findings from the December quarter 2025 include:

- 1,437,520 children from 1,011,600 families used CCS-approved care
- 15,271 CCS-approved services operated during the quarter
- on average, children attended 27.6 hours of care per week
- the average hourly fee was \$13.75
- the Australian Government paid \$3.98 billion in subsidies.

[Go to the report.](#)

## Update national early childhood worker register by Friday

**The deadline to update the National Early Childhood Worker Register is this Friday.**

Providers who operate services which are regulated under the National Quality Framework (NQF) must record information in the register for all workers providing ECEC, using details they already collect. This is a requirement under National Law.

Going forward, you must update the register **within 14 days** when:

- a worker is employed, engaged or appointed
- you become aware of any change to a worker's details.

For more information, visit [ACECQA's website](#).

## Facts from FAL

### Easter holiday absences

**On public holidays, services can report an absence only if the service would normally be open on that day.**

For example:

- If your service is open on Mondays and Fridays, you can report absences for the upcoming public holidays on Friday 3 and Monday 6 April.
- If your service only operates from Tuesday to Thursday, you **cannot** report absences for these public holidays.
- You can only report absences for children who would have normally attended care on that day.

If you report an absence for a public holiday, you must still collect the gap fee from families. It is up to providers whether to report an absence and charge families on a public holiday.

Public holiday absences are considered an allowable absence and will be deducted from a family's 42 allowable absences.



Once a family has used their 42 allowable absence days, a public holiday cannot be claimed as an additional absence reason.

Read more about [reporting absences](#) on our website.

## CCS payments and eligibility

**In some cases, Services Australia may pay CCS directly to a family when care has been provided before their CCS eligibility has been confirmed.**

While families are encouraged to submit a CCS claim and establish their eligibility before their child begins care, you may occasionally have a child attend before their claim is finalised.

If a family has not yet been assessed as eligible for CCS:

- You should **charge the family full fees** until their claim is processed.
- You **must not estimate or apply CCS entitlements** in advance.
- If the family is later assessed as eligible, **Services Australia will pay any backdated CCS directly to the family, not to the service.**

This process ensures CCS is applied correctly and avoids adjustments or debt issues for services.

Find out more about [managing payments and fees](#) on our website.

## Workforce support

### When we process worker retention payments

**Standard worker retention payments are paid in arrears every 4 weeks. We publish and regularly update the payment schedule on our website.**

The payment schedule shows:

- **completed payments**, including the dates payments were processed
- **upcoming payments** based on the latest available information.

Payments are calculated using the labour costs for the charged hours of care provided at a service each month. Data from the Child Care Subsidy System helps determine the charged hours of care.

Payments are made at the service-level through the Child Care Subsidy System. These are sent to the same bank account as your CCS payments.

To learn more, see [when we make payments](#) on our website.

### New National Model Code for Recruitment in ECEC

**A new National Model Code for Recruitment in ECEC will support the sector to embed clear, consistent and child safe recruitment practices across the workforce lifecycle.**

The Model Code is:



- a voluntary, principles-based national framework grounded in the NQF
- aligned with the National Principles for Child Safe Organisations.

It outlines what good recruitment looks like and covers advertising, interviewing, induction and ongoing suitability checks. This will help services attract and retain safe, skilled and values driven staff.

The Model Code is available on the [ACECQA website](#).



# Northern Territory floods: CCS period of emergency expanded to 11 additional areas

A Child Care Subsidy (CCS) period of emergency was applied in parts of the Northern Territory due to the impact of flooding.

The CCS period of emergency applies from 7 to 16 March in the following local government areas:

- Belyuen
- Coomalie
- Darwin
- Katherine
- Litchfield
- Palmerston
- Roper Gulf
- Unincorporated Areas
- Victoria Daly
- Wagait
- West Arnhem
- West Daly

We continue to monitor the situation and will provide updates as required.

## For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your contact details via the [PEP](#) or your third-party software, including:

- your contact details in the CCS System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](#) to help families looking for care.

## Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:



- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed for a full day, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.

Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [nt.gov.au/emergency](http://nt.gov.au/emergency).



## From the department

### Update the national early childhood worker register by 27 March

**All approved providers must add their workforce information to the National Early Childhood Worker Register by 27 March 2026.**

The register gives regulators a clearer national view of who is working in the sector and where, helping them monitor, identify and respond to risks across the sector.

You must record information in the register for all people working in or engaged by your service, using details you already collect, by 27 March. This is a requirement under the Education and Care Services National Law.

You must keep the information up to date and make any changes within 14 days of becoming aware.

Visit [ACECQA's website](#) to find out more.

### Reminder: unannounced spot checks continuing in 2026

**Spot checks are unannounced, in-person visits by authorised officers. These help ensure services meet their legal obligations and manage the Child Care Subsidy (CCS) correctly.**

#### What happens during a spot check?

Officers will:

- introduce themselves
- show their ID
- provide required forms (such as a consent-to-enter form).

They may review:

- information or records to check compliance with the Family Assistance Law (FAL)
- enrolment processes, and attendance reporting – including verifying records against actual attendance
- fee and payment processes
- Working With Children Checks for current staff.

Spot checks can occur at *any* registered service across Australia. If officers observe anything that may affect safety or quality, they will report it to the state or territory regulator.

#### Why these checks matter

Spot checks support:

- accurate and fair CCS administration
- safe, high-quality care



- strong and consistent practices.

Find out [more about spot checks](#) on our website.

## There's still time to take part in the national CCTV assessment

**If you've submitted an Expression of Interest (EOI) but haven't finished registration, there's still time to join the national CCTV assessment.**

The main data collection period runs from **April to June 2026**. To take part, you need to finalise your registration by the end of March. If you need help or have questions, contact Nous at [cctvassessment@nousgroup.com](mailto:cctvassessment@nousgroup.com).

### Why participate?

Small and medium providers may be eligible for a participation payment of **\$30,000 to \$50,000**.

By taking part, your service can:

- join **community of practice sessions** to share insights with other services
- help shape advice to government on how CCTV should be used in ECEC.

The national CCTV assessment will:

- identify how CCTV can be used safely and effectively in ECEC to support child safety
- build a strong evidence base to guide future policy and best-practice principles.

[Visit our website for more information and resources.](#)

## CCS periods of emergency in Victoria, South Australia, Queensland and the Northern Territory

**CCS periods of emergency may be in place in parts of Victoria, South Australia, Queensland and the Northern Territory.**

Visit our website to see:

- [regions and timeframes where the period of emergency applies](#)
- [details of support available during and after a period of emergency.](#)

We continue to monitor the situation and will provide updates as required.

## Sector Spotlight

### Celebrate Harmony Week in your service

**Harmony Week (16–22 March) is all about inclusiveness, respect and belonging. It is the perfect time to help little learners appreciate Australia's cultural diversity.**

Harmony Week offers an opportunity to teach respect, empathy, and inclusion from an early age. By celebrating cultural diversity, we help children develop a sense of belonging and understanding of the world around them.



Here are some ideas for your service:

- **Wear orange:** the official Harmony Week colour!
- **Cultural dress day:** invite children and educators to wear traditional clothing from their cultural backgrounds.
- **Story circles:** share stories from different cultures – invite families or community members to participate.
- **Music and dance:** play songs from various cultures and encourage children to learn simple dances.
- **Language fun:** teach greetings in different languages spoken by families in your service.
- **Art and craft:** create a “Harmony Tree” with handprints or hearts decorated by children, each representing their unique identity.
- **World map activity:** help children place stickers on countries they or their ancestors come from.

Learn more and download free resources from the [Harmony Week website](#).

## Webinar invitation: Evidence to action – strengthening children’s development

Join this free webinar to learn key insights from the latest [Australian Early Development Census \(AEDC\) data](#).

**Date:** Tuesday 24 March 2026

**Time:** 12:30 pm to 1:30 pm AEDT

The session will outline national trends in child development. Panellists will explore the National Best Practice Framework for Early Childhood Intervention, experiences of families of children with disability, and a community-led approach to supporting children’s development.

Panellists include:

- **Karen Dimmock**, CEO, ACD
- **Dr Sarah Gray**, Senior Research Officer and Project Manager, Centre for Community Child Health
- **Professor Christine Imms**, Chair of Neurodevelopment and Disability, University of Melbourne
- **Rowena Mouda**, CEO, Ngunga Group Womens Aboriginal Corporation
- **Professor Sharon Goldfeld AM**, Director, Centre for Community Child Health

[Register now](#) and please share the link with your networks.

## New online safety module for young learners

Life Ed Australia has recently launched a new online module to teach young learners about staying safe online.

The *Harold’s Safe Screen Time* module will help spark early conversations with children aged 3 to 5 years on online safety.

The module explores topics that help build the foundations for online safety, including:

- recognising early warning signs when something feels unsafe



- knowing how and when to ask for help
- understanding healthy screen time habits
- building a sense of autonomy
- learning about consent.

Life Ed has been supporting Australian children and young people build the knowledge and skills they need to lead safe, healthy lives since 1979. It is Australia's largest and most recognised provider of preventative health education.

Learn more about this initiative in [our Newsroom article](#).

## Facts from FAL

### Financial reporting deadline for some large providers is 1 May

**Large providers must report financial information each year. This includes information about revenue, profits and leasing arrangements.**

#### Who is a large provider?

A large provider is one that currently operates, plans to operate, or shares the operation of 25 or more services.

#### What do large providers need to do?

Large providers who report on the **calendar year** must:

- complete the [2025 Large Provider Financial Input Report](#)
- mail it to [ECECFinancialViability@education.gov.au](mailto:ECECFinancialViability@education.gov.au) by **1 May 2026**.

Please include financial statements and any other information outlined in the 'Important Information' tab.

If you report on a **financial year**, your deadline will be 1 November 2026. We'll provide more information about what you need to do closer to the deadline.

If you're not sure whether these obligations apply to you, please email [ECECFinancialViability@education.gov.au](mailto:ECECFinancialViability@education.gov.au).

#### Why is it necessary to provide this information?

We use this information to:

- assess the financial viability of large providers
- identify and mitigate risks posed by large providers exiting the market unexpectedly
- protect the government's investment in the sector.

We may also publish some information, such as profits and revenue, on the [Starting Blocks](#) website. Publishing this information helps:

- improve the transparency of child care costs



- increase the amount of information available to families when choosing a service.

Learn more about the [financial reporting obligations for large providers](#) on our website.

## Submit a fraud tip-off

**We all have a shared role in keeping the ECEC system strong and fair. One way we support this is by making sure public resources are used properly, so they deliver the best outcomes for children and families. Preventing and managing fraud is part of this shared effort, and your awareness and action helps protect the whole sector.**

If you suspect a child care provider, service or employee is committing CCS fraud, you can report it to us.

Our [CCS fraud tip-off form](#) is anonymous and only takes a few minutes to complete.

You can report any activity that may indicate fraud or non-compliance.

Examples of fraud include:

- criminal charges or convictions for violence, abuse or child-related offences
- past fraud or non-compliance with other government programs
- possible conflicts of interest
- use of fraudulent documents to register providers or educators
- use of fraudulent evidence for Additional Child Care Subsidy (ACCS) or additional absences
- complex business structures to hide who is in control of a provider
- restarting a service under a new name after being banned
- suspicious money movements or business structures
- offering incentives to ignore rule-breaking.

You can read more examples and find out [how to make a tip-off](#) on our website.

## Enrolments

You must [enrol](#) children correctly so families can get CCS. You must submit enrolment notices on time.

## Workforce support

### Workforce Reference Group meets to progress key workforce priorities

**The Early Childhood Workforce Reference Group met in February 2026 to discuss workforce challenges and opportunities.**

The group includes frontline educators, peak bodies, unions and sector representatives.

The [Australian Education Research Organisation \(AERO\)](#) presented findings from the ECEC Staff Survey on educator retention. The findings highlighted the role of the following in improving educator retention:



- leadership
- workplace culture
- professional support.

Members discussed current workforce pressures and collective ideas about educator retention, reflecting on:

- challenges experienced by services
- opportunities to better support the workforce.

Members also discussed new child safety requirements, with a focus on:

- how the reforms will strengthen child safety in ECEC services
- the role of the workforce in implementing these reforms.

The group will meet again in May 2026.



## Victoria storms: CCS period of emergency

A Child Care Subsidy (CCS) period of emergency was applied in parts of Victoria due to the impact of storms.

The CCS period of emergency applies from 22 to 28 February 2026 in the following local government areas:

- Indigo
- Mansfield
- Murrindindi
- Strathbogrie.

The CCS period of emergency applies from 24 to 28 February 2026 in the following local government areas:

- Buloke
- Campaspe
- Central Goldfields
- Greater Bendigo
- Horsham
- Latrobe
- Macedon Ranges
- Mildura
- Yarra Ranges.

We continue to monitor the situation and will provide updates as required.

### For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your contact details via the [PEP](#) or your third-party software, including:

- your contact details in the CCS System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](#) to help families looking for care.

### Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:



- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed for a full day, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.

Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [emergency.vic.gov.au](#).



# Northern Territory floods: CCS period of emergency applies 7 to 16 March 2026

**A Child Care Subsidy (CCS) period of emergency applies in parts of the Northern Territory due to the impact of flooding.**

The CCS period of emergency applies from 7 to 16 March 2026 in the following local government area:

- Katherine.

We continue to monitor the situation and will provide updates as required.

## For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your details via the [PEP](#) or your third-party software, including:

- your contact details in the CCS System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](#) to help families looking for care.

## Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed for a full day, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.

Families may be able to access:



- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [nt.gov.au/emergency](http://nt.gov.au/emergency).

# South Australia floods: CCS period of emergency applies 21 February to 16 March 2026

**A Child Care Subsidy (CCS) period of emergency applies in parts of South Australia due to the impact of flooding.**

The CCS period of emergency applies from **21 February to 16 March 2026** in the following local government areas:

- APY Lands
- Berri Barmera
- Ceduna District
- Cleve
- Coober Pedy
- Flinders Ranges
- Orroroo Carrieton
- Pastoral Unincorporated Area
- Peterborough
- Port Augusta.

We continue to monitor the situation and will provide updates as required.

## For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your details via the [PEP](#) or your third-party software, including:



- your contact details in the CCS System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](https://StartingBlocks.gov.au) to help families looking for care.

## Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed for a full day, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.

Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [safecom.sa.gov.au](https://safecom.sa.gov.au).

# Queensland floods: CCS period of emergency applies 10 to 13 March 2026

**A Child Care Subsidy (CCS) period of emergency applies in parts of Queensland due to the impact of flooding.**

The CCS period of emergency applies from 10 to 13 March 2026 in the following local government area:

- Bundaberg.



We continue to monitor the situation and will provide updates as required.

## For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your contact details via the [PEP](#) or your third-party software, including:

- your contact details in the CCS System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](#) to help families looking for care.

## Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed for a full day, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.

Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [qld.gov.au/emergency](#).



## From the department

### Building Early Education Fund large-scale grant closing soon

**The Building Early Education Fund large-scale grant round will close 5 pm AEDT 17 March 2026.**

The grant provides capital funding to build or expand multiple Centre Based Day Care (CBDC) services in areas of need.

It is a targeted, competitive grant opportunity for large not-for-profit providers operating 10 or more CBDC services with:

- a track record of delivering high quality early childhood education and care (ECEC) services
- experience building National Law-approved services
- capacity to build or expand at least 3 new services.

Visit the [large-scale grant round page](#) to learn more and apply.

### There's still time to take part in the national CCTV assessment

**The national CCTV assessment is now underway, and there's still time for your service to participate. If you've submitted an Expression of Interest (EOI) but haven't completed your registration, you can still take part.**

The main data collection period runs from **April to June 2026**. To participate, you need to finalise your registration by the end of March. If you need help or have questions, contact Nous at [cctvassessment@nousgroup.com](mailto:cctvassessment@nousgroup.com).

Why take part?

Small and medium providers may be eligible for a participation payment of **\$30,000 to \$50,000**.

By taking part, your service can:

- join optional community of practice sessions to share insights with other services
- help shape advice to government on how CCTV should be used in ECEC.

What's the aim of the assessment?

The national CCTV assessment will:

- identify how CCTV can be used safely and effectively in ECEC to support child safety
- build a strong evidence base to guide future policy and best-practice principles.

[Visit our website for more information and resources.](#)



# Sector spotlight

## Claim reactivations limited to exceptional circumstances

**We remind you to submit Inclusion Support Program (ISP) claims on time.**

As outlined in your funding approval letter, you must submit all funding claims within 60 days of the end of the relevant claim period.

If a claim is not submitted on time, it will show as inactive or withdrawn in the Inclusion Support Portal.

Due to a significant increase in reactivation cases, the Inclusion Development Fund Manager (IDFM) will:

- no longer reactivate cases marked as inactive due to operational oversight
- only reactivate cases in exceptional circumstances and will need evidence.

For more information about this change, refer to the [claiming factsheet on the IDFM website](#).

## Facts from FAL

### ACCS child wellbeing approved program list

**We publish a list of Additional Child Care Subsidy (ACCS) child wellbeing approved programs on our website.**

Families engaged in these approved programs are eligible to apply for ACCS child wellbeing.

The approved programs are:

- funded by state and territory child safety departments
- designed to support families identified as being at high risk of entering or escalating within the child protection system or outside it.

Learn more about the [approved program list](#) on our website.

### Caring for extended family in Family Day Care

**If you work in Family Day Care (FDC), it's important to understand the rules around [providing care to extended family members](#).**

Extended family members include an educator's or their partner's:

- niece or nephew
- cousin
- grandchild
- great grandchild.

FDC educators **can** provide care to extended family members and may still be able to report CCS eligible sessions. To do this you must meet the "less than 50% rule."



This rule helps ensure that most of the children in care are not related to the educator.

Watch our short video to learn how to calculate the less than 50% rule and understand the requirements for [caring for relatives](#).

## Session reports

You must submit accurate and complete [session reports](#). You must submit them on time.

# Workforce support

## Communicating with families from diverse cultures

Join Be You for an online event on communicating with families from diverse cultures to nurture wellbeing.

This event will share insights into respectful and meaningful ways through which educators and services can communicate with families from diverse backgrounds to support children's mental health.

The session will take place online at 4 pm AEDT on 19 March 2026.

[Register for the webinar](#).

# Share with families

## Parent Pathways: helping parents and carers across Australia

Parent Pathways is a free and voluntary service for eligible parents and carers of children under 6. Participants are guided by a mentor who provides tailored and flexible support to help them reach their personal, study or work goals.

Who is Parent Pathways for?

Parent Pathways is for parents and carers who:

- have a child aged under 6
- are not in paid employment
- live in an area where there is a Parent Pathways provider.

Parents or carers must also be receiving one of these payments:

- Parenting Payment
- Carer Payment
- Special Benefit.

Parents or carers may be eligible if they are not getting a Centrelink payment, and are either:

- under 22 years old
- an early school leaver (parents who don't have a year 12 qualification)



- a First Nations parent or carer.

What support is available?

Services on offer include:

- language or literacy programs
- child care assistance
- financial help
- referral to local services, such as family and domestic violence support, community groups and local charities
- support to gain qualifications
- career guidance to join or re-join the workforce.

For more information, including how to find a provider in your local area, visit the Department of Employment and Workplace Relations [website](#).



# Northern Territory floods: CCS period of emergency applied 11 to 20 February 2026

**A Child Care Subsidy (CCS) period of emergency was applied in parts of the Northern Territory due to the impact of flooding.**

The CCS period of emergency was applied from 11 to 20 February 2026 in the following local government areas:

- Alice Springs
- Barkly
- Central Desert
- MacDonnell.

We continue to monitor the situation and will provide updates as required.

## Support during the emergency

The following support is available in affected regions during the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria before applying.

Families may be able to access:

- [Additional absences](#) if they've exhausted their allowable absences.
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.



## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [nt.gov.au/emergency](http://nt.gov.au/emergency).



## From the department

### National child safety training proving hugely popular

**Foundations of national child safety training is now available in Gecco – and over 20,000 of you completed it within the first few days!**

This reflects strong commitment across the sector to strengthening child safety.

Foundation child safety training is now mandatory for all people working or volunteering in an early childhood education and care (ECEC) service regulated under the National Quality Framework (NQF).

**There's plenty of time to complete foundation training.** All staff have until 27 August 2026 to complete it. You don't need to complete it in one sitting – you can save your progress and return at any time.

Foundation training consists of 2 courses:

- understanding child safety
- understanding and identifying child abuse and neglect.

You must finish both courses to complete foundation training. It is estimated to take approximately 2 hours to complete, although this will vary from learner to learner.

Providers are responsible for ensuring their staff complete the training. We outline support available to help staff complete training below.

Learn more about [national child safety training](#).

### Everything you need to know about service closures for national training

**Services can use approved closure time to complete the new national child safety training without disrupting families.**

Here's a quick summary of what providers need to know.

#### What the measure allows

Child Care Subsidy (CCS) approved services can close for up to 5 hours per calendar year so staff can complete the mandatory national child safety training. Services can continue to claim CCS during these closures.

Closures must start no earlier than 5 pm.

#### Who it applies to

- Centre Based Day Care (CBDC)
- Outside School Hours Care (OSHC)
- Family Day Care (FDC) and In Home Care (IHC) educators

For FDC and IHC, the 5-hour annual cap applies per individual educator, who may be unavailable between 5 pm and normal closing time (no later than midnight).



## Your responsibilities

If you choose to use closures, you must:

- plan and schedule the closure
- notify families early
- ensure staff complete the mandatory training
- [keep required records](#).

Families receiving CCS during a closure must continue to pay the gap fee under Family Assistance Law.

Find out more, including your [record keeping responsibilities](#), on our website.

## Subsidy to support national child safety training coming soon

**A professional development subsidy to help providers cover wages while staff complete national child safety training will open soon.**

CCS approved providers will be able to apply on behalf of staff who:

- provide direct ECEC, or
- supervise children.

This includes centre directors, early childhood teachers and educators.

We encourage providers to use service closure time to support all staff to complete training. You can only apply for the professional development subsidy for staff members who do not complete training during service closure periods.

You can use the subsidy to:

- backfill staff while they undertake the training during work hours, or
- pay staff to complete the training outside their usual work hours.

It is not intended to cover the full cost of wages.

Applications are expected to open in Quarter 2 of 2026. We will prioritise applications from small and medium providers on a first come, first served basis.

Find out more about the [professional development subsidy](#). We will publish more details, including grant guidelines, soon.

## National early childhood worker register now live

**The new national register for ECEC workers is now active. Approved providers must now enter who is working in their services and keep it up to date.**

Regulatory authorities will use the Register to identify who is working in ECEC services and where, helping them monitor and respond to risks.

The Australian Children's Education and Care Quality Authority (ACECQA) will provide instructions on how to enter and maintain information in the Register.

For requirements, guidance and system information visit [ACECQA's website](#).



## CCS Provider Helpdesk closed on Monday

**The CCS Provider Helpdesk will be closed for the public holiday on Monday 9 March.**

The helpdesk will re-open at 9 am AEDT on Tuesday 10 March.

You can email the helpdesk anytime at [CCShelpdesk@education.gov.au](mailto:CCShelpdesk@education.gov.au) and we will respond during business hours.

CCS payments may be affected by the public holiday.

## CCS period of emergency in the Northern Territory

**A CCS period of emergency was in place in parts of the Northern Territory due to the impact of flooding.**

Visit our website to see:

- [regions and timeframes where the period of emergency applies](#)
- [details of support available during and after a period of emergency.](#)

We continue to monitor the situation and will provide updates as required.

## Sector spotlight

### Inclusion Support Program: updated vacation care assessment process

**The Inclusion Development Fund Manager (IDFM) is updating its assessment process for vacation care cases in Outside School Hours Care (OSHC) settings.**

This update aligns with the recent changes to the assessment processes for school-aged children who leave for school during the approval period.

Starting from the April 2026 school holiday period, approved vacation care cases will:

- continue to receive the maximum allowable duration of 52 weeks
- receive funding to support an additional educator for the upcoming holiday period only
- require a Change of Circumstances application to access funding for each subsequent holiday period within the approval period.

Rather than receiving up to 12 weeks of funding at the time of approval, services will receive funding aligned to the upcoming holiday period only.

Services can submit Change of Circumstances applications to support succeeding holiday periods.

To support these changes, we have made the Strategic Inclusion Plan (SIP) review requirements simpler.

We have not changed:

- SIP requirements for all other application types
- renewal requirements for all application types including vacation care.

For more information about this change, speak to your [local Inclusion Agency](#) or refer to the [Vacation Care factsheet on the IDFM website](#).



# Facts from FAL

## Debt explainer – absences before and after enrolments

**Absences reported before a child's first physical attendance or after their last are not eligible for CCS.**

Absences at the start or end of an enrolment may be eligible for CCS only if they fit within the extended period and meet an approved reason. If not, any CCS paid may be raised as a debt.

### How to avoid a debt

- Only report absences after a child has physically attended, unless a valid exemption applies.
- Check if the absence falls within the 6-day extended period *and* meets one of the approved reasons.
- Keep accurate records for any absences that need evidence.

### For example

A child is booked to start on 10 March, but they don't show up.

You report the absence.

Because the child has never physically attended, CCS won't be paid unless there is a valid extended-period reason (like a family tragedy).

If not, CCS paid for that absence becomes a debt to the service.

Learn more about [absences at the start and end of an enrolment](#).

# Workforce support

## Fair Work Commission's gender-based undervaluation proceeding impact

**The worker retention payment has been designed to absorb increases to the *Children's Service's Award 2010* from the Fair Work Commission's gender-based undervaluation proceedings, up to the program's limit of 15%.**

This means:

- eligible workers will continue to get the same minimum hourly rate under the worker retention payment
- the standard payment calculation method for calculating remains unchanged
- providers are not expected to pay more overall, as the worker retention payment will absorb the wage increase.

The worker retention payment continues to ensure eligible workers receive the same total uplift.

**Example:** If the award increases by 5% on 1 March 2026, the provider needs to pay 10% above the award. The standard payment calculation is still intended to fund the full 15% uplift on the pre-1 March 2026 award.

If the standard payment calculation does not provide sufficient funding to meet this commitment, providers [may request a funding review](#).

If you need help applying the worker retention payment after 1 March 2026, free support is available.



[Search the directory](#) on our website to find support that meets your needs.

## We're processing payments

**We have processed worker retention payments for the period 29 December 2025 to 25 January 2026.**

We processed this payment on 23 February 2026. Note that this is the day we processed the payment, not necessarily the date you will receive funds.

We make payments at the service-level through the Child Care Subsidy System. We send payments to the same bank account as your CCS payments.

Learn more about [when and how we make worker retention payments](#).



# Northern Territory floods: CCS period of emergency applies 3 to 13 February 2026

**A Child Care Subsidy (CCS) period of emergency applies in parts of the Northern Territory due to the impact of flooding.**

The CCS period of emergency applies from 3 to 13 February 2026 in the following local government area:

- Victoria Daly

We continue to monitor the situation and will provide updates as required.

## Support during the emergency

The following support is available in affected regions during the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria before applying.

Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [nt.gov.au/emergency](http://nt.gov.au/emergency).



## From the department

### Final reminder: CCCF sustainability and capital support grant closes today

**The Community Child Care Fund (CCCF) sustainability and capital support grant closes today at 9 pm AEDT.**

If your service could benefit from sustainability or capital support, we encourage you to apply. Applications don't need to be complex – clear, practical proposals are what matter most.

What you should do:

- submit your online application on GrantConnect
- attach all required documents using official templates
- double check your financial statements, budgets, and supporting evidence for accuracy.

After applications close, we'll assess all submissions for eligibility and merit. Applicants will be advised of the outcome in July 2026.

Visit our [sustainability and capital support grant page](#) to learn more and apply.

### New early childhood service in Kowanyama

**A new early childhood education and care (ECEC) service has opened in Kowanyama in Queensland, supported by the CCCF Restricted Expansion Program.**

The One Tree Kowanyama Children's Service will provide quality, culturally safe ECEC for up to 30 local children. It forms part of an Early Years Hub located on the grounds of Kowanyama State School. The hub will offer families a range of integrated services, including long day care, kindergarten, parenting and other support programs.

Kowanyama Aboriginal Shire Council received CCCF funding to establish the service. The council partnered with One Tree Community Services, which will act as the approved provider. The Queensland Government provided the building and funds the hub.

This is the fourth service to open under the [CCCF Restricted Expansion Program](#).

### Building early education across Victoria

**The Australian Government, in partnership with the Victorian Government, is delivering ECEC where it is needed most across Victoria.**

Through the Building Early Education Fund, the Australian Government will provide \$63 million to build or expand 11 ECEC services in outer suburbs and regional communities. The Victorian Government will contribute \$107 million towards the projects.

New ECEC supply will be in:

- Geelong, delivering 135 places
- Whittlesea, delivering 130 places



- Casey, delivering 130 places
- Frankston, delivering 130 places
- Swan Hill, delivering 132 places
- Kings Park, delivering 130 places
- Wedderburn, delivering 90 places
- Weir Views, delivering 130 places
- and 3 further locations to be announced.

The services will deliver around 1,110 extra places across the state by 2029, with 3 services opening in 2026, 2 in 2027, 4 in 2028 and 2 in 2029.

Funding is being delivered through a Federation Funding Agreement schedule with the Victorian Government. This agreement is one funding stream within the \$1 billion Building Early Education Fund, part of a broader commitment to chart the course to universal ECEC.

Learn more about the [Building Early Education Fund](#).

## We're building early education in Derby

**A new integrated ECEC service will soon begin construction in Derby, Western Australia, co-funded by the Australian Government, Western Australian Government and Minderoo Foundation.**

Led by the Ngunga Group Womens Aboriginal Corporation, the Derby Early Learning and Family Centre will deliver culturally safe, integrated early years services for First Nations children and families in the Derby region.

It will offer ECEC for 30 children (with growth to 48) and Outside School Hours Care for 30 children (with growth to 35).

This is the first project under the Building Early Education Fund's \$100 million partnership with the Investment Dialogue for Australia's Children (IDAC) to build supply and capacity of integrated early years services.

The service is expected to open in 2029.

Read [our announcement](#) for more details.

## Gecko

### Mandatory national child safety training starts Friday

**From Friday, the foundation courses for national child safety training will be available on Gecko.**

The following people must complete the training:

- persons with management or control
- nominated supervisors
- persons in day-to-day charge
- Family Day Care Educators
- other staff, volunteers and students.



Requirements for **when** you must complete the training by, and **how often** it must be refreshed, will be set through upcoming changes to the National Regulations. We will provide more guidance once the changes are in place. You will not need to complete training on 27 February.

[Register for Geccko](#) to access the training and ensure your completion is tracked and reported correctly. Visit our website for [help setting up your account](#).

Providers: use the [communication toolkit](#) to tell your staff about the training.

The training has been developed by the Australian Centre for Child Protection (ACCP) in partnership with the Queensland Government, on behalf of all Australian states and territories and the Australian Government.

## Facts from FAL

### Avoid infringement notices

**Not following the rules under Family Assistance Law (FAL) can lead to an infringement notice — and costly fines.**

Infringement notices help providers steer clear of more serious consequences — like losing CCS approval, going to court or being prosecuted.

Make sure your team is following all FAL requirements to avoid penalties.

Learn more about [infringement notices](#) on our website.

### Enrolments

You must [enrol](#) children correctly so families can get CCS. You must submit enrolment notices on time.

## Workforce support

### Worker retention payment rates from 1 March 2026

**We have updated the worker retention payment minimum rates to reflect the *Children's Services Award 2010* rates from 1 March 2026.**

On 10 December 2025, the Fair Work Commission released its decision from the [gender undervaluation priority awards review](#) of the *Children's Services Award 2010*. As a result, from 1 March 2026:

- a simpler classification structure will begin for staff covered by the Children's Services Award
- a series of phased wage increases will begin.

The worker retention payment has been designed to reflect the outcomes of the review. As award wages increase, the amount you must pay above the award will reduce by the same amount. This is because the award increases through to 30 November 2026 are less than the worker retention payment. For example, if the award rate increases by 5%, you will still need to pay 10% above the award until 30 November 2026.

View the [updated worker retention payment minimum rates](#) on our website.

All worker retention payment funding must continue to be used for wages or eligible on-costs.

The priority awards review does not impact the *Educational Services (Teachers) Award 2020*.



## From the department

### Don't miss out on sustainability and capital support grant

**The Community Child Care Fund (CCCF) sustainability and capital support grant closes next week. If you are considering applying, now is the time to act.**

The grant could help your service strengthen day-to-day operations or make small but important improvements to existing facilities.

If your service is eligible, but you are unsure whether your project is the right fit, we encourage you to apply. Many successful applications focus on practical challenges and how proposed activities will support children, families and the local community.

Applications don't need to be complex – clear, practical proposals are what matter most.

Before you hit submit, check that you have:

- completed all parts of the online application form on GrantConnect
- attached all required documents using official templates
- checked your final statements and budgets are accurate and complete.

Importantly, review your submission to make sure you have:

- clearly explained the community need
- identified barriers to participation
- shown how your proposed activities will address these.

Applications close at **9 pm AEDT on 25 February 2026**.

Apply via our [sustainability and capital support grant page](#).

Use our [communication toolkit](#) to let your community know about this grant opportunity.

### Latest National Quality Framework Snapshot out now

**The latest National Quality Framework (NQF) snapshot is now available.**

For the first time, 92% of education and care services with a quality rating are rated *Meeting National Quality Standard (NQS)* or above.

The NQF Snapshot is a national report on children's education and care services. It gives a clear picture of the sector, including the number of services and how they are rated against the NQS.

As at 1 January 2026, there were 18,027 NQF-approved children's education and care services operating across Australia.

You can read the latest [Q4 2025 snapshot](#) on ACECQA's website.



## Unannounced spot checks continuing in 2026

We are continuing to conduct spot checks throughout 2026. Spot checks are unannounced, in-person visits by authorised officers. These help ensure providers and services meet their legal obligations under Family Assistance Law (FAL) and handle Child Care Subsidy (CCS) correctly.

Spot checks support the integrity of CCS and help give families confidence that services are doing the right thing.

### What happens during a spot check?

Officers will:

- introduce themselves
- show their identity cards
- provide required forms (such as a consent-to-enter form).

### What will be reviewed during a spot check?

Officers may review:

- information or records to check compliance with FAL
- record-keeping and reporting processes, such as checking attendance records
- procedures for managing fees and payments.

### Who will we visit?

Spot checks can happen at any CCS-approved service across Australia.

They don't replace routine checks done by state and territory regulators. If our officers see anything that may affect safety or quality, they will report it to your state or territory regulator.

### Why are we conducting spot checks?

This program helps us:

- keep the CCS system fair and accurate
- support safe, high-quality care
- strengthen consistent practices across the sector.

Find out [more about spot checks](#) on our website.

## Report a child safety concern

If you have concerns about quality and safety or a serious incident related to an early childhood education and care (ECEC) provider or service, [contact your state or territory regulatory authority](#).

If you are concerned about a child's safety or suspect a child is at risk of harm, abuse or neglect, [contact your state or territory child protection agency](#).



# Geccko

## Is your workforce ready for mandatory national child safety training?

**Mandatory national child safety training goes live next week.**

All persons with management or control, nominated supervisors, persons in day-to-day charge, Family Day Care Educators and other staff, volunteers and students in ECEC must complete the training.

Requirements for **when** you must complete the training by, and **how often** it must be refreshed, will be set through upcoming changes to the National Regulations. We will provide more guidance once the changes are in place.

**Action required: Ensure everyone has [registered for Geccko](#) with a personal email address.**

Registration is quick and easy. Need help? Visit our website for [account support](#).

Providers: Use the [communication toolkit](#) to remind staff and support them through the registration process.

The training is being developed by the Queensland Government and the Australian Centre for Child Protection.

## Facts from FAL

### Absences

You must report when a child was absent and the family was charged. You must report [absences](#) in session reports.



## From the department

### Building Early Education Fund large-scale grant round now open

**Applications are now open for the large-scale grant round under the Building Early Education Fund.**

This grant will provide capital funding to large not-for-profit providers to build or expand multiple centre-based day care (CBDC) services in areas of need.

We invite applications from large not-for-profit providers operating 10 or more CBDC services with:

- a track record of delivering high quality ECEC services
- experience building CBDC services approved under the National Law
- capacity to build or expand at least 3 new services.

Applications will close 5 pm AEDT 17 March 2026.

Visit the [large-scale grant round page](#) to learn more and apply.

The grant is one stream within the \$1 billion [Building Fund](#). It is part of a broader commitment on the path to a universal early childhood education and care (ECEC) system.

A grant round to support smaller providers will open soon.

### Building early education in Canberra

**The Australian Government, in partnership with the Australian Capital Territory Government, is expanding access to ECEC in Canberra.**

Through the Building Early Education Fund, the Australian Government will provide \$10 million to build a new early learning service at Whitlam School. The ACT Government will contribute \$3 million towards the project.

Whitlam School will cater for up to 780 students from preschool to year 6 for the growing number of families in the Molonglo Valley, and will deliver 130 new ECEC places for local families in 2028.

Funding is being delivered through a Federation Funding Agreement schedule with the ACT Government. This agreement is one funding stream within the \$1 billion Building Early Education Fund, part of a broader commitment to chart the course to universal ECEC.

Learn more about the [Building Early Education Fund](#).

### Sustainability and capital support grant application tips

**If you are applying for the Community Child Care Fund (CCCF) sustainability and capital support grant, here's what assessors look for and how to make your application stand out:**

#### Explain community need

Clearly describe your community's ECEC needs, using data and evidence where possible.



## Identify barriers and solutions

Show the barriers to participation or financial sustainability and explain how your proposed activities will address those barriers.

## Demonstrate strong relationships

Showcase partnerships with families, local organisations, and stakeholders.

## Provide supporting evidence

Attach all required documents using official templates. Missing or incorrect attachments are one of the most common reasons applications cannot proceed.

Applications close 9 pm AEDT on 25 February 2026.

Visit our [sustainability and capital support grant page](#) to learn more.

If your organisation supports the ECEC sector, use our [communication toolkit](#) to let your community know about this grant opportunity.

# Geccko

## Foundation training starts this month

**Mandatory national child safety training is launching later this month.**

All persons with management or control, nominated supervisors, persons in day-to-day charge, Family Day Care Educators and other staff, volunteers and students in ECEC must complete this training to meet new national requirements.

[Register for Geccko](#) now to access the training as soon as it's available.

Remember, every user needs an individual Geccko account with a personal email address. If you currently use a shared account at your service, please re-register.

Visit our website for [help setting up your account](#).

Providers should encourage staff to register early and use the [communication toolkit](#) to share reminders.

The training is being developed by the Queensland Government and the Australian Centre for Child Protection.

# Sector spotlight

## Build a culture of inclusion at your service

**We have information and resources to help you embed inclusion at your service.**

Discover:

- what inclusion looks like in an ECEC setting
- where your inclusion obligations come from
- resources to help you embed inclusive practices



- how to get help when you experience barriers to inclusion.

Learn more about [inclusion in ECEC](#).

## Facts from FAL

### Payments and fees

You must pass on CCS to families as a fee reduction. You must report [fee information](#).



## From the department

### Building early education in Tasmania

**The Australian Government, in partnership with the Tasmanian Government, is expanding access to quality not-for-profit early childhood education and care (ECEC) for families across Tasmania.**

Through the Building Early Education Fund, the Australian Government will provide:

- \$5 million to build new services at Westbury Primary School, delivering 36 new ECEC places
- \$5 million to build new services at Rosetta Primary School, delivering 36 new ECEC places
- \$4 million to establish new services at St Marys District School, delivering 24 new ECEC places
- \$3.5 million to establish new services at Bruny Island District School, delivering 20 new ECEC places
- \$3 million for a new service at Bothwell District High School, delivering 20 new ECEC places.

The Australian and Tasmanian governments will also continue work to deliver a new ECEC service at Huonville Primary School, with details to be confirmed as planning progresses.

Funding is being delivered under a Federation Funding Agreement schedule with the Tasmanian Government. This agreement is one funding stream within the \$1 billion Building Early Education Fund, part of a broader commitment to chart the course to universal ECEC.

Learn more about the [Building Early Education Fund](#).

### Grant streams in focus: sustainability and capital support

**The Community Child Care Fund (CCCF) sustainability and capital support grant offers 2 funding streams.**

Each are designed to support ECEC services in areas experiencing disadvantage or vulnerability.

Understanding the differences will help you choose the right stream and prepare a strong application.

**Sustainability support grants** help strengthen the long-term financial viability of your service. Funding can support activities such as:

- adjusting business practices
- upskilling staff
- supporting service delivery in underserved areas
- providing transport for remote or isolated families.

**Capital support grants** fund smaller works to improve existing facilities so children can learn, grow and thrive in safe, quality environments. Funding can support:

- renovating or repairing ECEC facilities
- improving outdoor play areas and fencing
- completing child safety and compliance works.



You can apply for one or both streams, but you must submit a separate application for each one.

Visit our [sustainability and capital support grant page](#) to learn more.

## Sector spotlight

### Help families find your service in 2026

[StartingBlocks.gov.au](#) is the one place where families can find and compare all ECEC services.

Make sure your details are up to date in the Child Care Subsidy System so families can find your service.

You must report:

- **current fees:** your hourly or session fees before any subsidies, discounts or reductions
- **fee changes:** any changes within 14 days of the change
- **vacancies:** your current vacancies by 8 pm AEST/AEDT each Friday.

Update this information through the Provider Entry Point (PEP) or your third-party software. The information then flows through to [StartingBlocks.gov.au](#).

Learn [how to update fee and vacancy details](#).

## Facts from FAL

### Avoiding an infringement notice

**Providers who don't follow the rules under Family Assistance Law (FAL) may receive an infringement notice. It's essential that providers, their employees and their educators comply with these rules.**

Most providers do the right thing and meet their obligations. However, when rules are not followed, infringement notices are one way we address non-compliance and encourage better practices.

An infringement notice is a financial penalty, and it can be costly.

For example, failing to update the status of a current **Working With Children Check** can result in a fine of up to \$16,500.

Infringement notices can help providers avoid more severe penalties. They allow a provider to pay a smaller fine instead of facing much larger consequences, such as losing approval to administer CCS, being taken to court, or being prosecuted.

Learn more about [infringement notices](#) on our website.

### Inducements and advertising: what you need to know

**You may not offer certain types of inducements to families. An inducement is any incentive provided to secure a child's enrolment.**

Inducements that are financial or unrelated to the quality or delivery of services are not permitted.

Examples of prohibited inducements include:



- cash payments, vouchers or gift cards
- iPads, tablets or other electronic devices
- any other gifts or giveaways.

Find out more about [inducements and advertising](#) on our website.

## How to avoid a debt notice

**Staying on top of your CCS obligations is the best way to avoid debt notices and potential penalties. Taking steps early can help you prevent unnecessary stress and financial impact.**

### What triggers a debt notice?

You could receive a debt notice if you:

- make changes to a session report that reduces hours or days of care
- withdraw a session report
- act in ways that breach compliance (contrary to FAL)
- close or transfer ownership of your service **after** the fact
- cease operations while CCS offsetting is still in progress
- report an absence before a child has physically attended (unless a valid exemption applies).

If non-compliance is involved, we may issue an **infringement notice** (essentially a fine).

### What's included in the debt notice?

A formal debt notice on official letterhead will clearly outline:

- the amount owed
- reason for the debt
- available payment options and deadlines
- how to request a review or ask for an extension
- consequences of non-payment, such as referral to debt collection agencies, legal action, or garnishee notices.

Learn more about [managing overpayments and debt](#) on our website.

## Workforce support

### Worker retention payment update

#### Who can request a funding review

**If your situation doesn't fit the standard worker retention payment calculation, you may request a funding review.**

You can request a funding review if you:

- have been approved for the worker retention payment



- have smoothed funding across all services on your grant agreement
- believe you are being undercompensated under the standard payment calculation.

Contact [ccshelpdesk@education.gov.au](mailto:ccshelpdesk@education.gov.au) to start the funding review process.

Learn more about the [funding review process](#) on our website.

## We're processing payments

**We have processed worker retention payments for the period 1 December to 28 December 2025.**

We processed this payment on 23 January 2026. Note that this is the day we processed the payment, not necessarily the date you will receive funds.

We make payments at the service-level through the Child Care Subsidy System. We send payments to the same bank account as your CCS payments.

Learn more about [when and how we make worker retention payments](#).

## Relationships with children and families from diverse backgrounds

**Are you looking for ways to better support children and families from diverse cultural backgrounds in your learning community?**

Practical ways to support families from diverse cultural backgrounds include:

- recognising different family structures
- creating opportunities for families to share their cultural traditions
- using interpreters or translated information when needed.

Watch this Be You video on [Practical ways to explore and promote cultural diversity in early learning services](#).

## Gecko

### Mandatory national child safety training is almost here

**From 27 February 2026, Foundation training will be available for all persons with management or control, nominated supervisors, persons in day-to-day charge, Family Day Care Educators and other staff, volunteers and students in ECEC settings.**

The training, developed by the Queensland Government and the Australian Centre for Child Protection, will be available on Gecko. All users must have an individual Gecko account using a personal email address.

[Register for Gecko](#) now to ensure you're ready when the training goes live.

Visit our website for [help setting up your account](#).

Providers: Use the [communication toolkit](#) to encourage your staff to register early.

### New mini learning course: Statement of tax record

**Our new Gecko mini learning course on the statement of tax record (STR) requirements for CCS is now available and takes less than 10 minutes to complete.**



This course explains why ECEC providers must provide an STR as part of their CCS approval.

In the course, you'll learn:

- why STRs are required
- how to get one
- how often you have to provide an STR
- who needs to provide an STR, depending on your business structure.

Login to the [Geccko learning platform](#) to get started.



## From the department

### Are you eligible for a sustainability and capital support grant?

**The Community Child Care Fund (CCCF) sustainability and capital support grant helps early childhood education and care (ECEC) services in areas experiencing disadvantage or vulnerability stay open.**

Applications are now open. Keep reading to check if your service is eligible.

Who can apply?

You must be a Child Care Subsidy (CCS)-approved provider who:

- operates in, or services families from, an identified priority area
- operates in, or services families from, a regional, remote or very remote area, or
- provides specialised care to communities experiencing disadvantage or vulnerability.

All service types can apply. Both not-for-profit and for-profit services can apply, but preference will be given to not-for-profit organisations.

What are priority areas?

Priority areas are communities with high levels of disadvantage compared to most other areas. Check if your service is in a priority area by visiting our [priority areas list](#).

Find out more and apply

Visit our [sustainability and capital support grant page](#) to learn more and apply.

### Direct gap fee collection requirement is now in effect

**From 1 January 2026, Family Day Care (FDC) and In Home Care (IHC) providers must collect CCS gap fees directly from families.**

Educators in these services can no longer collect the gap fee themselves on behalf of providers.

All gap fees must be paid by electronic funds transfer (EFT) to:

- a provider's nominated bank account, or
- via the provider's nominated online payment system.

Providers must have appropriate systems, processes, and communication in place to meet this requirement.

Services that do not comply may be subject to [compliance action](#).

This change is designed to strengthen the sector by ensuring CCS is administered correctly, reducing the administrative burden on educators, and building confidence in the sector's sustainability among families, governments and regulators.



Need more information?

- [FDC resources](#)
- [IHC resources](#)

## Preparing for an emergency

**Are you ready for severe weather events, like bushfires or floods?**

Here are some practical ways you can prepare your service for an emergency:

- Check the [support available in the event of a CCS period of emergency](#) on our website.
- Make sure you have adequate insurance cover. You can insure against disasters and for business disruption to cover your losses during the recovery period.
- Make sure you back up and store your important business documents in a secure offsite location or cloud-based storage.
- Make sure your contact details are up to date in the CCS system so you don't miss important updates. Check your details via the [Provider Entry Point \(PEP\)](#) or your third-party software.
- Make sure to tell us if you close your service due to an emergency. You can do this via the PEP or your third-party software. You also need to tell your [state or territory regulatory authority](#).

[Join our Facebook group](#) and turn on post notifications to get the latest alerts.

## Geccko

### Registering for national child safety training is easy

**Registering for mandatory national child safety training in Geccko is quick and easy.**

Find out who needs to register and how on [our website](#). Use the [communication toolkit](#) to push reminders across staff channels.

## Facts from FAL

### Changing session reports from previous financial years

**Once a financial year ends, the CCS System closes for that year.**

In limited circumstances, you may need to:

- submit a late session report
- vary or withdraw session reports.

If you need to submit, update or withdraw a session report from a previous financial year, you must apply through the department's CCS Provider Helpdesk.

What you need to know



- A separate application is required for each family.
- If you are requesting changes for multiple children or weeks, provide the details in a spreadsheet.
- Your application cannot be accepted until all information is supplied.

Find more information about [changing session reports from previous financial years](#) on our website.

## Workforce support

### Discounted care for staff

**Providers can offer discounted ECEC to some employees without reducing CCS.**

You can give a workforce discount to your staff if they:

- work at a Centre Based Day Care or Outside School Hours Care service
- have a child enrolled at a service where they work or that you own.

You can offer this to:

- early childhood teachers and educators
- centre directors and coordinators who hold an ECEC qualification
- cooks.

Learn more about the [workforce discount](#).



# Victorian bushfires: CCS period of emergency, new areas added

We've extended the Child Care Subsidy (CCS) period of emergency in parts of Victoria following bushfires.

## What's new?

- Another 4 LGAs have been added.

**Emergency period: 8 to 16 January 2026**

(new areas in **bold**)

- Ararat
- Alpine
- **Benalla**
- Colac Otway
- Corangamite
- East Gippsland
- Golden Plains
- Greater Bendigo
- Horsham
- **Macedon Ranges**
- Mansfield
- Mildura
- Mitchell
- Moira
- Mount Alexander
- Murrindindi
- Pyrenees
- Strathbogie
- Towong
- Wellington



- **Wodonga**
- **Yarra Ranges.**

#### **Emergency period: 8 to 12 January 2026**

- Campaspe
- Central Goldfields
- Glenelg
- Greater Shepparton
- Hindmarsh
- Loddon
- Moyne
- Northern Grampians
- Southern Grampians
- Warrnambool
- West Wimmera
- Yarriambiack (Central and South).

We'll continue to monitor the situation and provide updates as needed.

## Support during the emergency

The following support is available in affected regions during the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria before applying.

Families may be able to access:



- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [VicEmergency](#).



## From the department

### Community Child Care Fund grant now open

**Applications for the Community Child Care Fund (CCCF) sustainability and capital support grant are now open.**

This grant helps early childhood education and care (ECEC) services in areas experiencing disadvantage or vulnerability stay open and continue supporting families.

We invite you to apply if you:

- operate in, or service families from, an identified priority area
- operate in, or service families from, a regional, remote or very remote area, or
- provide specialised care to communities experiencing disadvantage or vulnerability.

There are 2 funding streams available:

- **Sustainability support** – for activities to improve your financial viability.
- **Capital support** – for minor works to improve your existing facilities.

You can apply for one or both streams.

Visit our website to [learn more and apply](#). Applications close at 9 pm AEDT on 25 February 2026.

### Building early education in South Australia

**The Australian Government, in partnership with the South Australian Government, is supporting new and expanded ECEC services for families in Kadina, Kimba and Quorn.**

Through the Building Early Education Fund, the Australian Government will provide:

- \$5 million to build a new, expanded hub at Kadina Child Care Centre to deliver 109 new places for families on the Copper Coast, raising total capacity to 162 places
- \$330,000 to expand facilities for Kimba Community Kindergarten to deliver 20 new long day care places for the Eyre Peninsula community
- \$330,000 to expand facilities for Quorn Kindergarten to deliver 20 new long day care places in the Flinders Ranges.

The South Australian Government will contribute \$3.2 million towards the project at Kadina Child Care Centre. Kadina Child Care Centre is a not-for-profit, community-based provider.

Kimba Community Kindergarten and Quorn Kindergarten are public preschools operated by the Department for Education South Australia.

The projects are expected to be completed by early 2028, giving more families access to quality ECEC where it is needed most.

The funding is provided through a Federation Funding Agreement schedule signed with the South Australian Government.



This agreement is one funding stream within the \$1 billion Building Early Education Fund. It is part of a broader commitment to chart the course to a universal ECEC system.

Learn more about the [Building Early Education Fund](#).

## CCS Provider Helpdesk closed on Monday

**The Child Care Subsidy (CCS) Provider Helpdesk will be closed for the public holiday on Monday 26 January.**

The helpdesk will re-open at 9 am AEDT on Tuesday 27 January.

You can contact the helpdesk anytime at [CCShelpdesk@education.gov.au](mailto:CCShelpdesk@education.gov.au) and we will respond during business hours.

CCS payments may be affected by the public holiday.

Plan ahead and contact us early if you have any urgent queries.

## CCS period of emergency in Queensland

**A CCS period of emergency was in place in parts of Queensland due to the impact of flooding.**

Visit our website to see:

- [regions and timeframes where the period of emergency applies](#)
- [details of support available during and after a period of emergency](#).

We continue to monitor the situation and will provide updates as required.

## Geccko

### Have you registered for mandatory national child safety training?

**With mandatory national child safety training going live on 27 February 2026, please ensure your workforce has [registered for Geccko](#).**

The following people must complete the training:

- persons with management or control
- nominated supervisors
- persons in day-to-day charge
- Family Day Care Educators
- other staff, volunteers and students.

The training is being developed by the Queensland Government and the Australian Centre for Child Protection. It will be available on Geccko.

Everyone must have their own Geccko account using a personal email. If anyone uses a shared account, they must reregister using their own email.

Use the [communication toolkit](#) to push reminders across staff channels. If staff need help, direct them to our website for [account support](#).



## New Geccko course: Payments and fees

**Our new course will help you understand how to manage payments and fees.**

### What you'll learn

The course will help you:

- explain payments and gap fees
- describe what a CCS statement of entitlement must include
- know when a statement of entitlement should be provided
- understand how to apply third-party payments and discounts to a family's fees
- record and report third-party payments and discounts
- explain overpayments and debts and how to avoid them.

Access the course on the [Geccko learning platform](#).

## Facts from FAL

### The enrolment process in 4 steps

**As we enter a new year, it's a good time to refresh your understanding of the enrolment process.**

All children who attend approved care must be enrolled. This is a requirement under Family Assistance Law.

Enrolling children correctly means families can get CCS payments.

Follow these steps.

#### Step 1

Families lodge a CCS claim using their Centrelink online account. They should do this before their child starts at your service.

#### Step 2

You and the family agree on care arrangements for the child. Families must agree to the care arrangements in writing.

#### Step 3

Submit an enrolment notice in the CCS System for the care arrangement.

#### Step 4

The family will be prompted to confirm the enrolment via their Centrelink online account. CCS payments will not start until the enrolment is confirmed.

Read more details about the [enrolment process](#) on our website.

### Overseas travel and allowable absences

**Families can get CCS when their child is unable to attend child care up to 42 days a year.**



Families can use their 42 allowable absences for short-term travel overseas. However, families will stop being entitled for CCS after 6 weeks overseas until they return to Australia.

Learn more about [allowable absences](#) on our website.

## Workforce support

### Early Childhood Workforce Reference Group strengthens engagement

**A new Early Childhood Workforce Reference Group will strengthen engagement between government and the ECEC workforce.**

The group gives frontline educators a clear way to share their experiences and ideas with government.

Their real-world insights will help:

- shape decisions
- support how policies are put into action
- guide future planning.

Membership reflects the diversity of the workforce, including:

- educators with different qualifications and experience
- union representatives, peak bodies and sector experts
- voices from different service types, settings and communities.

Minister for Early Childhood Education, Senator the Hon Dr Jess Walsh, announced the group at the Early Childhood Australia National Conference in October 2025.

The group first met in November 2025, and planning is underway for 2026.

Regular meetings will support ongoing dialogue between government and the workforce, so policy is grounded in lived experience.



## Queensland floods: CCS period of emergency declared 12 to 16 January 2026

**We've declared a Child Care Subsidy (CCS) period of emergency in parts of Queensland due to the impact of flooding.**

The CCS period of emergency applies from 12 to 16 January in the following local government areas (LGAs):

- Aurukun
- Burdekin
- Burke
- Carpentaria
- Cassowary Coast
- Central Highlands
- Cloncurry
- Cook
- Croydon
- Diamantina
- Doomadgee
- Douglas
- Etheridge
- Flinders
- Hinchinbrook
- Isaac
- Mackay
- McKinlay
- Mount Isa
- Palm Island
- Pormpuraaw
- Richmond
- Townsville
- Whitsunday
- Winton
- Yarrabah

We continue to monitor the situation and will provide updates as required.



## For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your details via the [PEP](#) or your third-party software, including:

- your contact details in the Child Care Subsidy System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](#) to help families looking for care.

## Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.

Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences
- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [qld.gov.au/emergency](#).



## Geccko

### Get ready for mandatory national child safety training

**Mandatory national child safety training starts 27 February 2026.**

The following people involved in early childhood education and care (ECEC) must complete the training:

- persons with management or control
- nominated supervisors
- persons in day-to-day charge
- Family Day Care Educators
- other staff, volunteers and students.

The training is being developed by the Queensland Government and the Australian Centre for Child Protection. It will be available on Geccko.

To access and complete the training, all users must have an individual Geccko account. Ask your workforce to [register for Geccko](#) or [log in](#) and confirm their details today.

Use the [communication toolkit](#) to encourage your staff to register early. If staff need help, direct them to our website for [account support](#).

## From the department

### Day Guarantee is now in effect

**All Child Care Subsidy (CCS) eligible families can now get at least 72 hours of subsidised care per fortnight. These changes are known as the 3 Day Guarantee.**

Families can get 100 hours of subsidised child care each fortnight for each child if they:

- care for an Aboriginal and/or Torres Strait Islander child
- have more than 48 hours each fortnight of recognised participation
- have an exemption or experience exceptional circumstances, or
- receive Additional Child Care Subsidy (ACCS) child wellbeing, temporary financial hardship or grandparent payments.

Families must still pay a gap fee, except in certain circumstances.

Families are not guaranteed a place with a provider. Families will still need to secure a place with their chosen child care service.

Families who want to get more than 72 hours will need to report their recognised participation to Services Australia.

Find out more about the [3 Day Guarantee](#) on our website.



## National CCTV Assessment – invitation to participate

**Australian governments are working together to strengthen safety, improve quality, and protect children in ECEC. Part of this commitment is a national assessment of CCTV use in ECEC settings.**

Up to 300 services across the country will take part in this important initiative – and your service can be one of them!

We invite approved providers that have CCTV installed to submit an expression of interest (EOI).

Participation funding may be available.

### What's the aim of the assessment?

- Determine how CCTV can be used safely and effectively in ECEC to maximise child safety.
- Build a strong evidence base to inform future policy and best practice principles.

### How to apply

[Apply through our website](#). Submit one consolidated EOI on behalf of your service sites.

The EOI closes 23 January 2026.

### More information

You can [watch the recording or read Q&As from our sector briefing](#) on our website.

The briefing covered:

- an overview of the assessment, objectives and timelines
- the assessment's role in the child safety reform agenda
- the EOI process
- data collection and monitoring requirements.

For more information, please contact [cctvassessment@nousgroup.com](mailto:cctvassessment@nousgroup.com).

## CCS period of emergency in Victoria

**A CCS period of emergency is in place in parts of Victoria following bushfires.**

Visit our website to see:

- [regions and timeframes where the period of emergency applies](#)
- [details of support available during and after a period of emergency.](#)

We continue to monitor the situation and will provide updates as required.

## Sector spotlight

### Inclusion is everybody's responsibility

**Inclusion is a human right. It's also everybody's responsibility.**



We have information and resources to help you understand:

- what inclusion looks like in an ECEC setting
- where your inclusion obligations come from
- how to embed inclusive practices
- how to get help when you experience barriers to inclusion.

Learn more about [inclusion in ECEC](#).

## Facts from FAL

### Getting ready for the new school year

**As we approach the start of another school year, here are some key reminders about CCS:**

Keep details up to date

Families should confirm their child's expected primary school date with Services Australia. This information is used to calculate the family's CCS rate.

CCS during school holidays

Children who have finished primary school can still attend care and receive CCS over the holidays if they:

- are under 13
- have not yet started high school.

Ending enrolments

If a family advises that their child is leaving care, you must end the enrolment. This may apply to children who leave your service to start school. You can do this in the [Provider Entry Point](#) (PEP) or through your third-party software.

Absences after last attendance

CCS is generally not paid for absences after a child's last physical attendance at your service. Read more about [absences at the start or end of an enrolment](#) on our website.

### Reporting absences on public holidays

**Services are allowed to report absences on public holidays only if they would normally be open on that day.**

For example:

- if your service is normally open on Mondays, you can report absences for the upcoming public holiday on Monday 26 January
- if your service only operates from Wednesday to Friday, you **cannot** report absences for this public holiday.

You can only report absences for children who would have normally attended care on that day. If you do report an absence, you must still collect the gap fee from families. It is up to providers whether to report an absence and charge families on a public holiday.



We recently reviewed sessions of care submitted for public holidays. We found that some services recorded attendances on public holidays, even though they were closed.

You must **not** record children as attending if your service is closed. This is incorrect and may result in [compliance action](#). This can include:

- infringement notices
- placing conditions on CCS approval
- raising a debt
- suspending or cancelling CCS approval
- civil penalty orders
- criminal prosecution.

You can find more information about [managing absences on our website](#).

## Statement of tax record

New providers must provide a [statement of tax record](#) as part of their CCS approval.

## Notify us about changes

You must [notify us](#) about fees, vacancies, closures and changes to information.

# Workforce support

## Worker retention payment update

### Gender-based undervaluation – priority awards review

**The worker retention payment will absorb the award increases from the gender-based undervaluation – priority awards review.**

On 10 December 2025, the Fair Work Commission's Expert Panel announced changes to the *Children's Services Award 2010* as part of its gender pay equity review. These changes take effect from 1 March 2026. You can read more on the [Fair Work Commission website](#).

The worker retention payment has been designed to absorb the impact of the review for the life of the program. Because the retention payment is higher than the award increase for every classification, the extra amount you pay above the award will reduce by the same amount as the award increase.

Applications for the worker retention payment are still open for eligible providers. If you're thinking of applying, we have [information and resources to guide](#) you through the process.

## Tell your community you've signed up

**Is your service receiving the worker retention payment in 2026? Let your community know.**

Use our [worker retention payment communication toolkit](#) to spread the word.

You may use the materials once you've been approved and entered into a grant agreement.



## Supporting smooth transitions

The new year can bring many changes and transitions within a learning community, from changing rooms to welcoming new children and families.

Educators can support positive beginning-of-year transitions by:

- planning and preparing through a supportive orientation process
- communicating consistently with children and families
- establishing predictable routines while remaining flexible to individual needs.

Explore Be You's resources to support smooth transitions, including:

- [fact sheets](#)
- a [micro learning package](#)

the Healthy Transitions topic within the [Connect professional learning module](#).

## News for families

### Child Care Subsidy changes to help eligible families

**From 5 January 2026, Child Care Subsidy (CCS) eligible families can get at least 72 hours of subsidised child care per fortnight or 3 days per week.**

These changes are known as the 3 Day Guarantee.

Read more on the [Services Australia website](#).



# Victorian bushfires: CCS period of emergency extended, new areas added

We've extended the Child Care Subsidy (CCS) period of emergency in parts of Victoria following bushfires.

## What's new

- Another 5 LGAs have been added.
- Some LGAs have had their emergency period extended.
- Dates vary by location.

## Emergency period: 8 to 16 January 2026

(New areas in **bold**)

- Ararat
- **Alpine**
- Colac Otway
- Corangamite
- **East Gippsland**
- **Golden Plains**
- Greater Bendigo
- Horsham
- Mansfield
- **Mildura**
- Mitchell
- Moira
- Mount Alexander
- Murrindindi
- Pyrenees
- Strathbogie
- Towong
- **Wellington.**
- **Emergency period: 8 to 12 January 2026**
- Campaspe
- Central Goldfields
- Glenelg



- Greater Shepparton
- Hindmarsh
- Loddon
- Moyne
- Northern Grampians
- Southern Grampians
- Warrnambool
- West Wimmera
- Yarriambiack (Central and South).

We'll continue to monitor the situation and will provide updates as required.

## For action

If you close your service, you must tell:

- us via the [Provider Entry Point](#) (PEP) or your third-party software
- your [state or territory regulatory authority](#).

Update your details via the [PEP](#) or your third-party software, including:

- your contact details in the Child Care Subsidy System, so you don't miss important information
- your vacancy details on [StartingBlocks.gov.au](http://StartingBlocks.gov.au) to help families looking for care.

## Support during the emergency

The following support is available in affected regions **during** the CCS period of emergency:

- you can continue to get CCS if your service closes as a direct result of the emergency
- you can waive the gap fee if a child doesn't attend, or your service is closed, during the CCS period of emergency
- families will get unlimited allowable absences for the duration of the CCS period of emergency.

A gap fee waiver is a type of provider discount. You must report the type and amount of [prescribed discounts](#) in session reports if they have been applied for the session.

Read more about [support during a CCS period of emergency](#).

Join our [Facebook group](#) for alerts and updates.

## Recovery after the emergency

Some services may be eligible for a [Community Child Care Fund special circumstances grant](#). Read the eligibility criteria **before** applying.

Families may be able to access:

- [additional absences](#) if they've exhausted their allowable absences



- [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [recovery after an emergency](#) on our website.

## Other disaster support

The Australian Government provides help for people affected by natural disasters. Find out whether you're eligible on the [Services Australia website](#).

Your state or territory government may provide additional support in the event of a natural disaster. Find out more at [VicEmergency](#).



## Victorian bushfires: CCS period of emergency declared

We've declared a Child Care Subsidy (CCS) period of emergency in parts of Victoria following bushfires.

The CCS period of emergency applies from 8 to 12 January 2026 in the following local government areas (LGAs):

- Ararat
- Campaspe
- Central Goldfields
- Colac Otway
- Corangamite
- Glenelg
- Greater Bendigo
- Greater Shepparton
- Hindmarsh
- Horsham
- Loddon
- Mansfield
- Mitchell
- Moira
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