



## Child Care Subsidy Governance Policy

### Policy Rationale

Governance (as defined by the Australian Institute of Company Directors) includes the management, rules, relationships, policies, systems and processes whereby authority within an organisation is exercised and maintained. The Team Holiday Pty Ltd (trading as TeamKids) governance controls, manage the manner in which its business is organised, managed and operated.

TeamKids ensures that it meets its duty of care obligations under the *Education and Care Services National Law Act 2010* and *Education and Care Services National Regulations 2011*, however it also needs to meet the requirements of *Section 194E of the A New Tax System (Family Assistance) (Administration) Act 1999* (the Administration Act). This includes the responsibility to ensure all persons with access to Child Care Subsidy System (CCSS), are considered 'fit and proper' to carry out that role, on behalf of the approved provider.

### Policy Objectives

This policy is intended to guide TeamKids and its management team, to recognise that under *Section 194E of the A New Tax System (Family Assistance) (Administration) Act 1999* (the Administration Act), TeamKids is required to maintain a high level of business integrity, meet all legislative requirements/legal obligations, guide relevant employment processes and reflect a detailed description of the governance processes employed by TeamKids to manage the CCSS process for the approved provider and families utilising the services operated by TeamKids.

### Procedures

The TeamKids business plan in relation to the Child Care Subsidy System is as follows:

#### Organisation Size and Structure

The process of application for the Child Care Subsidy System (CCSS) includes two approvals. These tasks are completed by the National Quality & Compliance Manager.

This person is required to maintain an active PRODA account and is responsible for:

- Approved provider approval
- Initial Approval Application

- Any amendments such as name of approved provider, change of bank details, amendment to approved provider address / contact details.
- Any amendments to approved personnel including maintaining a National/State Police check less than 6 months old for each nominated personnel, Working With Children Check (WWCC) / Victorian Institute of Teaching (VIT) registration and other required information, such as those required in different states. This may include the Blue Card and Teacher Registrations. Personal reference checks at the time of commencement as a company employee will also be considered.
- Personal history checks through the 963 Application process with ASIC for the Director of the approved provider.
- Company documentation including, required ASIC documents, Workcover currency certificates and public liability insurance currency certificates.
- Liaise with Child Care Subsidy System team in relation to the approval.
- Individual service approvals
- Each individual service approval application to be submitted before the service commences, to ensure a smooth transition when the service commences operation.
- Notification of service closure / transfer as required.
- Maintenance of required approval documentation as above.
- Liaise with Child Care Subsidy System team in relation to all approvals.

The National Quality & Compliance Manager is required to hold sufficient knowledge or experience in relation to the above processes. This includes review of this policy and the associated service policies, as well as of the Child Care Provider Handbook, produced by the Department of Education, Skills and Employment. See final section of this policy for the matters to be notified and the timeline in which these are required to be notified. Should the role of National Quality & Compliance Manager change, the new manager will be provided with direct training and all required documentation by the outgoing manager or the Customer Service Manager.

The National Quality & Compliance Manager will review the entirety of the notifications required, to ensure all are met, including those undertaken by the Customer Service Manager.

The process of Child Care Subsidy System (CCSS) once the approval has been granted, is managed by the Customer Service Manager.

This person is required to maintain an active PRODA account and is responsible for:

- Ensuring the required information is within the Child Care Subsidy System software program (Fully Booked) used by TeamKids to manage children's enrolment and attendance records, to ensure:
- Links can be established between the software and the CCSS approval once it is received.
- All family enquiries and concerns are managed in a timely manner, to ensure regulatory requirements are met and families are able to access CCSS if eligible. A sign is in place at the main entrance to the service with contact details of the customer service team for questions or

concerns. When families enrol online, they are also provided with contact details for any concerns they may have in relation to the booking and CCSS processes. A chat system is also in place on the TeamKids website, to allow families to raise any questions or concerns they may have in a timely manner. The TeamKids Grievances and Complaints policy is in place to support actions to be taken in the event that the concern cannot be resolved. This is applicable for the CCSS processes also.

- Management of the Additional Child Care Subsidy (ACCS) approval process, though the collection of application information to satisfy the Manager that the family is entitled to these benefits according to the Child Care Provider Handbook <https://www.dese.gov.au/resources-child-care-providers/child-care-provider-handbook>
- Supervising access by other Customer Service Team Members to manage any portion of the CCSS management process.
- The Customer Service Manager will ensure all members of the team receive appropriate training, based on the Child Care Provider Handbook, in relation to the application of families Child Care Subsidy allowances. This training will be provided only to those employees whose role includes interacting with the CCSS process. Training will follow the procedure listed below in Plan for Staff Development and Training.
- The Customer Service Manager will supervise the data integrity of CCS submissions, check submissions for correctness and mitigate fraudulent claims, through the reporting elements of the data management system, Fully Booked.

The Customer Service Manager is required to hold sufficient knowledge or experience in relation to the above processes. This includes review of this policy and the associated service policies, as well as of the Child Care Provider Handbook, produced by the Department of Education, Skills and Employment. The Customer Service Manager is responsible for ensuring that the CCSS Data management system in place, meets all of the notification requirements required of this system, including reporting vacancies and changes to fee information. Should the role of Customer Service Manager change, the new manager will be provided with direct training and all required documentation by the outgoing manager or the National Quality & Compliance Manager.

The person with management or control for the Approved Provider is required to maintain a Police check of less than 6 months old and a current Working With Children Check or state equivalent. The National Quality & Compliance Manager will maintain copies of these documents and a list of expiry dates of these documents. Further accountability will be achieved through the staff record data base used by the Approved Provider (Employment Hero), which provides a warning within a short period of time before the check expires. This then triggers the person with management or control to be sent an alert and reminder to update their records. The National Quality & Compliance Manager will ensure this process is reviewed on a bi-annual basis.

The persons in day to day control of each individual service, will have no control of the CCSS operations other than to submit children's attendances and finalise rolls at the end of each session. The National Quality & Compliance Manager will ensure that these persons have provided the required check of a Working With Children Check (WWCC) or individual state required Teaching Registration that is required to be a suitably qualified person in day to day control. Accountability will be achieved through the staff record data base used by the Approved Provider (Employment Hero), which provides a warning within a short period of time before the check expires. This then triggers the person with management or control to be sent an alert and reminder to update their records. The Human Resources Manager will ensure this process is reviewed on a bi-annual basis.

### **Decision making levels**

The Person with Management or Control of the Approved Provider (The Director of TeamKids), the Chief Financial Officer and the Chief Executive Officer are responsible for the appointment of the persons responsible for the implementation of the Child Care Subsidy System within TeamKids. The Person with Management or Control, Chief Executive Officer and National Quality & Compliance Manager, are required to maintain an active PRODA account at all times.

See Organisational Chart as attached, to highlight the reporting structures of TeamKids.

### **Staff/Employment Plan**

#### ***Plan for recruitment – fit and proper persons***

All persons named 'fit and proper', with the ability to interact directly with any Child Care Subsidy System (CCSS) processes (including applications, management of links to the TeamKids childcare management system and family liaison in relation to CCSS will be required to provide mandatory documents including a current Police Check (less than 6 months old), and a current Working With Children Check (or approved equivalent) on commencement in this role. A PRODA access approval will also be required. These persons will be the service contact for all CCS matters.

#### ***Staff recruitment/expertise/experiences levels***

TeamKids have a detailed Policy known as the Guidelines for the recruitment of staff, educators and volunteers. This policy includes the preparation for recruitment, the interview process and ongoing management procedures.

In addition to this procedure, when considering vacant positions for persons with access / management responsibility of the Child Care Subsidy System (CCSS), the relevant Manager, will consider the following factors in relation to persons deemed as ‘fit and proper’:

- Police Check Results
- Previous knowledge of the CCSS management process (including the CCSS calculator)
- Previous knowledge of the Child Care Subsidy System (TeamKids software provider)
- Previous experience in customer service management

If the person will hold a responsible position in relation to CCSS, such as the Person with Management or Control, Customer Service Manager or National Quality & Compliance Manager, they will be required to establish financial suitability according to the CCSS systems and declare that they have not been investigated or charged with any offences against the Family Assistance Law. This may involve a personal history check with ASIC.

### ***Plan for staff development and training***

All staff that interact with any part of the Child Care Subsidy System (CCSS) will be trained by the Customer Service Manager or the National Quality & Compliance Manager as appropriate to their proposed role / responsibilities.

Training will include 1:1 guidance in the processes, procedures (including trouble shooting) and legal obligations of persons interacting with the CCSS system and TeamKids data management system. The relevant Manager will take the proposed staff member through the relevant procedure, providing written direction as required and then supervise the proposed staff member’s own interaction with the process until the required level of competence has been achieved. The Manager will review this on a regular basis, to ensure an effective CCSS process is in place at all times.

The customer service team will be trained to review closed attendances received from individual services, for accuracy. Since the process for families/educators to sign their child in and out, is now digital, accuracy is assured in that times are automatically populated and cannot be amended. If the attendance times appear inconsistent to bookings or staffing allocations, families will be contacted to confirm accuracy of children’s attendance.

Children’s attendance figures can be audited through the software provider, Fully Booked enrolment data base, that shows each child’s attendance and weekly summaries. Customer Service Team members will be trained to ensure they know to notify their Manager, if they note any irregularities. This may include children’s sign in or out records, outside of normal operational hours. All previous data is archived electronically, and the customer service team will be made aware of the method available to retrieve past records as required.

Should a new Customer Service Manager or the National Quality & Compliance Manager be appointed, the other Manager will conduct the training as listed above.

### **Service Delivery Model**

#### ***General financial position and forward plans***

TeamKids is the trading name of the approved provider, Team Holiday Pty Ltd. The approved provider is a business with financial responsibilities and reporting requirements according to relevant government agencies. TeamKids employ a team of staff to manage financial record keeping and requirements. This includes bookkeepers, account, chief financial officer and an outside accountancy firm.

TeamKids is a solvent company with a sole Director. This person holds the role of Person with Management or Control of the approved provider.

#### ***Description of prospective customers***

The customer base of TeamKids consists of:

- Families whose children will attend one or more of these components of an approved service:
  - Before School Care
  - After School Care
  - Vacation Care
- Government / Relevant Agencies (including child protection and family support agencies) who may provide children who attend the above components who are associated with the following groups:
  - Support to families of children with additional needs
  - Placement enquiries and initial contact / enrolment for children with a diagnosed additional need, parents with an identified additional need / vulnerability
  - Children identified at risk of abuse or neglect
  - Children in the custody of the State and associated Foster Care Agencies

Children will be enrolled using the Priority of Access Guidelines as below:

- **Priority 1:** a child at risk of serious abuse or neglect
- **Priority 2:** a child of a single parent or parents who satisfy the work/training/study test under Section 14 of the 'A New Tax System (Family Assistance) Act 1999'
- **Priority 3:** any other child

#### ***Fee setting policy***

Each service has an individual fee set for each service component. For example, the vacation care component of one service, may have a higher or lower fee than another service, operated by the same approved provider. The setting of each service fee and each component of that service's fee is the joint responsibility of the TeamKids Executive Management Team.

Further details of the TeamKids fees policy, is available on the TeamKids website. This is therefore available to all families at any time.

### ***Business admin policies e.g. advance estimates of entitlements, charging for absences***

Families/Guardians make bookings for their child/ren's attendance via an online booking system. Full terms and conditions are available on the TeamKids website and in a confirmation when enrolment is completed.

The following additional conditions apply:

- In relation to Before and After School Care, if a cancellation is made within 48 hours of the booked session, the account is charged in full. If cancellation is made before this time, the account is credited in full. A charge of \$5 applies if a booking is made within 24/48 hours (specific to service) of the booked day that the child/ren will attend.
- In relation to Vacation Care, if a cancellation is made within 48 hours of the booked session, the account is charged in full. If cancellation is made before this time, the account is credited in full. A charge of \$5 applies if a booking is made within 7 days of the booked day that the child/ren will attend.
- Families / Guardians are eligible for 42 days of absences without impacting their CCSS benefits. This information is available for families in the TeamKids website and the customer service team is experienced in explaining this process to families to ensure shared understanding.
- If a child is unwell or unable to attend, on the day that they are booked to attend, the family / guardian can provide a medical certificate within 5 days and will then be given a full credit to their account.
- A child enrolment is ACTIVE for 8 weeks following the last day that the child/ren attends the service. If a period of more than 8 weeks has elapsed the child will automatically be provided with a new enrolment when the family / guardian attempt to book the child/ren into the service. All information will need to be re-entered again, including CCSS connections. This is in particular with Vacation Care services. If the booking is cancelled the first or last day of the child/ren's enrolment with TeamKids, the CCSS may be removed by the Department of Education, Skills and Employment. In this situation, the family/guardian will be charged full fee for the session with no childcare subsidy applying to this day.

When a new enrolment is made, the TeamKids process creates an automated email response, prompting the family/guardian to confirm their CCSS enrolment. They will receive a reminder every

day for a week, until it is confirmed. Once this has occurred, the customer service team will refresh the account. If incorrect details are provided, an automated email informs them that something is not right and to call the customer service team. The CCSS is then applied. TeamKids will make all efforts to assist the family/guardian to adjust their fees, including resubmitting data, refreshing accounts etc. TeamKids will refund monies to the family/guardian if any CCSS is paid back to TeamKids.

### **Invoicing**

Families/guardians are required to provide Direct Debit details on enrolment, to enable Ezidebit to charge families either through their credit card or bank account. Statements of account are available at any time on the family/guardian enrolment portal.

There are Terms and Conditions provided during the enrolment process, which detail:

- Associated Ezidebit fees & access to the Ezidebt Financial Services Guide
- Cancellation fees
- Daily/Booking fees
- Additional fees (such as excursions/incursions/activity fees)
- Administration fees
- Multi-child discounts
- Outstanding debts
- Late pick up fees
- Child Care Subsidy process / contact details, including the requirement of the family/guardian to link their account to TeamKids.

### **Complaints Handling Policy and Procedure**

A detailed Grievances and Complaints policy and procedure is available to families/guardians for any person to access via the TeamKids website. Also included is a detailed Frequently Asked Questions (FAQ) section and contact details for any complaints to be directed.

The customer service team is available during business hours, to answer family/guardian invoice questions and at any time via email.

At each service, a sign displayed at the main entrance, provides contact details of the customer service team.

The terms and conditions on the enrolment procedure also include the process for complaints handling.

TeamKids reflects on the Child Care Financial Intergrity Strategy and it's Child Care Financial Integrity Framework Tiers to understand the role of the Department and its practices. The aims of this process



is to prevent error, non-compliance and fraud before it occurs, as well as to provide a risk based approach to planning and decision making.

The strategy involves the Department goals of:

- Details the principles that fair and consistent decisions in financial integrity matters.
- Outlining department expectations and potential intervention responses.
- Helps provide services, educator and families to gain skills and knowledge to comply with Law.

The tiers are as follows:

- Integrity Strategy
- Operational Strategies
- Operational Guidance

### **Tip-offs**

The Child Care tip-off line and other departmental channels are monitored for information about potential breaches. Anyone who is aware of practices that could be incorrect or illegal is encouraged to contact the tip-off line on 1800 664 231. Information can be given anonymously. Alternatively, information can be given in writing to the department through [tipoffline@dese.gov.au](mailto:tipoffline@dese.gov.au) Tip-offs may be passed on to other government agencies.

### **Record Keeping policy & procedures**

TeamKids has a detailed record keeping policy and procedures. This includes adhering to all required timeframes, under the legislation frameworks that apply to TeamKids services.

With records mainly electronic, the storage of records is maintained within the software system in use. TeamKids has ensured that they have access to these records for the legislated timeframes, to ensure it meets legal/audit requirements.

TeamKids is subject to the Australian Privacy Principles (APPs) under the Commonwealth Privacy Act 1988 in the handling of personal information, as required by Regulation 195 of the Education and Care Services National Regulations 2011. Complying with the APP's is a condition of continued approval to operate under Section 195 of the A New Tax System (Family Assistance) (Administration) Act.

The following records are retained in a secure location (either in hard copy or electronically) at the Service:

- Complaints made to the Provider (or to any of the services of the provider), relating to compliance with the Family Assistance Law.
- Record of attendance for each child for whom care is provided (regardless of eligibility for CCS and/or Additional Child Care Subsidy [ACCS]).



- Record of any absences from care for each child and the reason for the absence (regardless of eligibility for CCS and/or Additional Child Care Subsidy [ACCS]).
- Statements or documents demonstrating that Additional absent days in excess of the initial 42 absent days meet the criteria.
- Copies of invoices and receipts issued in relation to the payment of fees.
- Copies of all Statements of Entitlement issued, and any statements issued to advise of a change of entitlement.

TeamKids follow the Child Care Subsidy Secretary’s Amendment (Building on the Child Care Package and Other Measures) Rules 2020 in relation to record keeping requirements and timeframes, following from the Child Care Subsidy Secretary’s Rules 2017.

All records must be retained for a minimum of seven years (starting at the end of the financial year in which the care, to which the information or event relates, was provided).

**Notifications – to be made through the Provider Entry Point (PEP)**

Notification of a service that ceases to operate, must be provided at least 42 days before they cease to operate.

Notifications that need to be actioned by TeamKids include:

- Changes to staff, including change of circumstances (those operating the CCS process)
- Change to service operations
- Vacancy information
- Cessation of operations
- Changes to service contact information
- Service entering administration or liquidation

Staff details to be updated through the Provider Entry Point, needs to be actioned by the persons with management or control of the provider.

Persons nominated as responsible for the day-to-day operation (CCS process only), can add, update or remove the details of childcare personnel for the services they manage.

The definition of childcare personnel is one of the following roles:

- Persons with management or control of the provider
- Persons responsible for the day-to-day operation of the service (operationally responsible)
- Service contact

Matters to be notified appear as below:

Matters to be notified	Timeframe for notification
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<p>The total hourly fee charged by the service for care for each approved childcare service of the provider (before any fee reduction amounts or other rebates or discounts) as set out in any policy or advertising information provided to individuals who enrol their children with the service.</p> <p>Any change to the fee information.</p>	<ul style="list-style-type: none"> <li>• Within 14 days of any of the following</li> <li>• Commencement of the service</li> <li>• Notice of approval of the service any change.</li> </ul>
<p>The hours and days on which each approved childcare service of the provider operates, with opening and closing times notified in 24-hour format.</p> <p>Any change to the operating hours.</p>	<ul style="list-style-type: none"> <li>• Within 14 days of any of the following</li> <li>• Commencement of the service</li> <li>• Notice of approval of the service any change.</li> </ul>
<p>The number of anticipated vacancies that the provider has available to fill in each of its approved childcare services for each day of the following week (beginning on a Monday).</p> <p>A vacancy is:</p> <ul style="list-style-type: none"> <li>• For a Centre Based Day Care service or a Family Day Care service—an ongoing full-day vacancy</li> <li>• For an Outside School Hours Care service—an ongoing full-session vacancy.</li> </ul>	<ul style="list-style-type: none"> <li>• By 8:00am (AEST) each Friday</li> </ul>
<p>Ceasing to operate an approved childcare service:</p> <ul style="list-style-type: none"> <li>• To avoid being in breach of a law of the Commonwealth, a state or a territory</li> <li>• Due to circumstances beyond the provider’s control when 42 days’ notice cannot be given</li> </ul>	<p>Within 24 hours after ceasing to operate the service.</p>
<p>Change of physical or postal address of:</p> <ul style="list-style-type: none"> <li>• The provider</li> </ul>	<p>No later than 30 days before the change or, if the change was not foreseeable at that time, as soon as practicable</p>



<ul style="list-style-type: none"> <li>The premises from which any of the provider’s approved childcare services operate.</li> </ul>	
<p>Change to the name of:</p> <ul style="list-style-type: none"> <li>The provider</li> <li>Any of the provider’s approved childcare services, including evidence of name change</li> </ul>	<p>Within 14 days after the change.</p>
<p>Change of any of the following contact details of the provider or of any of the provider’s approved childcare services:</p> <ul style="list-style-type: none"> <li>Email address</li> <li>Website</li> <li>Telephone number</li> <li>Fax number</li> </ul>	<p>Within 14 days after the change.</p>
<p>Information about any new person:</p> <ul style="list-style-type: none"> <li>With management or control of the provider (including any person who becomes responsible for the day-to-day operation of any of the provider’s approved childcare services)</li> <li>Who becomes a Family Day Care educator or In Home Care educator for any such service.</li> </ul> <p>The information must include:</p> <ul style="list-style-type: none"> <li>The name and contact details of the new person</li> <li>A declaration that the provider has undertaken all background checks required for the new person, together</li> </ul>	<p>Within seven days after the new person becomes a person with management or control of the provider or a Family Day Care or in Home Care educator.</p>



<p>with details of the new person’s working with children card, if applicable.</p>	
<p>Change of the name or contact details for any of the following persons:</p> <ul style="list-style-type: none"> <li>• A person with management or control of the provider (including any person who is responsible for the day-today operation of any of the provider’s approved childcare services)</li> <li>• A Family Day Care educator or In Home Care educator for any such service.</li> </ul>	<p>Within seven days after the provider becomes aware of the change</p>
<p>The provider becomes aware, because of a background check undertaken for a specified person, that the person:</p> <ul style="list-style-type: none"> <li>• Has a serious conviction or finding of guilt for any of the following offences under a law of Australia or of a foreign country <ul style="list-style-type: none"> <li>– an indictable offence punishable by a maximum of two years imprisonment or 40 penalty units</li> <li>– an offence involving violence or a sexual offence</li> <li>– an offence involving fraud, stealing or dishonesty</li> </ul> </li> <li>• Is an undischarged bankrupt, or</li> <li>• Was a director or secretary of a corporation when the corporation went into administration, receivership or liquidation, or at any time during the 12 months beforehand.</li> </ul>	<p>Within seven days after the provider receives a record of the check.</p>
<p>An event or circumstance in relation to a person with management or control of the provider (including a person responsible for the day-to-</p>	<p>Within seven days after the provider becomes aware of the event or circumstance.</p>



<p>day operation of any of the provider’s approved childcare services) that reasonably indicates that the person is not likely to be a fit and proper person to be involved in the administration of Child Care Subsidy.</p>	
<p>A person stops having management or control of the provider (including when a person stops having day-to-day responsibility for the operation of any of the provider’s approved childcare services). The provider must also notify the Secretary of the department of when, and the reason, the person stopped having management or control of the provider.</p>	<p>Within seven days after the person stops having management or control of the provider.</p>
<p>An educator obtains a childcare qualification from a registered training organisation and:</p> <ul style="list-style-type: none"> <li>• The provider or person with management or control has an interest in that registered training organisation by virtue of which the provider or person owns, operates, controls or carries out the registered training organisation, and either <ul style="list-style-type: none"> <li>– It appears that the educator has not obtained the qualification solely on her or his own merit</li> <li>– The qualification has otherwise been obtained in circumstances that might be perceived as demonstrating a conflict of interest.</li> </ul> </li> </ul>	<p>Within seven days after the provider becomes aware of the matter.</p>
<p>A provider or a person with management or control of the provider obtains an interest, or is likely to obtain an interest, in a business which may affect their ability to comply with Family Assistance Law, where the approval may benefit the business or where a conflict of interest might reasonably be perceived to exist.</p>	<p>Within seven days of the provider becoming aware of the matter.</p>
<p>Change in the status of a working with children card for anyone who is required to have such a</p>	<p>Within 24 hours after the provider becomes aware of the change of status.</p>



card under section 195D of the A New Tax System (Family Assistance) (Administration) Act 1999—for example, if the card is amended, suspended or revoked.	
The provider enters into administration, receivership, liquidation or bankruptcy, and the details of this event.	Within 24 hours after the event.
Unexpected closure of any of the provider’s approved childcare services due to unforeseen circumstances.	Within 24 hours after the closure.
<p>A serious conviction or finding of guilt of:</p> <ul style="list-style-type: none"> <li>• A person with management or control of the provider (including a person who becomes responsible for the day-to-day operation of any of the provider’s approved childcare services), or</li> <li>• A Family Day Care educator, In Home Care educator, or another educator.</li> </ul>	Within 24 hours after the provider becomes aware of the charging, conviction or finding of guilt.

The following legislation is adhered to:

LEGISLATION	REFERENCE
A New Tax System (Family Assistance) (Administration) Act 1999	Division 3 – Requirements in relation to records Section 204F – Requirements to notify Secretary of certain matters
Child Care Subsidy Minister’s Rules 2017	Part 5 – Provider requirements
Child Care Subsidy Secretary’s Rules 2017	Part 4 – Provider requirements Division 3 – Requirement to make records Division 4 – Requirement to keep records

**Additional Child Care Subsidy (ACCS)**

Additional Child Care Subsidy (ACCS) is the process of providing families with additional fee assistance to support vulnerable or disadvantage families and children. This may be before the family are working with Child Protection agencies for some elements of ACCS.

There are 4 payments within this scheme:

- Child Wellbeing - a subsidy equal to 100 per cent of the actual fee charged, up to 120 per cent of the Child Care Subsidy hourly rate cap, for up to 100 hours of assistance per fortnight.
- Grandparent - a subsidy equal to 100 per cent of the actual fee charged, up to 120 per cent of the Child Care Subsidy hourly rate cap, for up to 100 hours of assistance per fortnight.
- Temporary financial hardship - a subsidy equal to 100 per cent of the actual fee charged, up to 120 per cent of the Child Care Subsidy hourly rate cap, up to 100 hours of assistance per fortnight. It is limited to 13 weeks per event that gives rise to the temporary financial hardship.
- Transition to work - a subsidy equal to 95 per cent of the actual fee charged (up to 95 per cent of the Child Care Subsidy hourly rate cap).

In most cases, this is paid to the provider, however at some times, it can be paid directly to the family.

The Child Care Provider Handbook (Appendix B), details the full applications of this scheme and different contribution factors and with which payment type the family is to access.

TeamKids will not charge any family who is eligible for ACCS, more than what they would originally charge an individual who is eligible for Child Care Subsidy.

The Customer Service Manager, will manage this process and the administration of this subsidy. The backdating of claims for 28 days will only be considered once the family/third party support agency have provided all the required information.

In relation to the ACCS (Child Wellbeing) subsidy, only the approved provider can apply for this subsidy, on behalf of the individual, not the child, although the child must already be registered for Child Care Subsidy. All required documents must be submitted by the approved provider, including a Complying Written Arrangement (CWA) enrolment between the individual applying for the ACCS (Child Wellbeing) and TeamKids, to accept liability for the fees. A child protection worker is then to provide TeamKids with a support letter to confirm the child is 'at risk'.

TeamKids may provide a 'certificate' for the first 6 weeks and if the subsidy is required for longer than this (up to 13 weeks), an application must be made to Services Australia for a determination. TeamKids will charge full fees until the family is deemed to be CCS/ACCS eligible.

The documentation required for this subsidy may vary, depending on the family circumstances.

## **CCSS Operations**

### ***Systems access and training for childcare subsidy data reports***

The TeamKids CCSS software system 'Fully Booked' provides all childcare subsidy system (CCSS) data reports. Only staff members who have received training will have access to amend / contribute to CCSS data. See Plan for Staff Development and Training section above for details on training provided.



### ***Third party software security***

TeamKids maintains a contract with Fully Booked, who provides the enrolment/booking processes but also the CCMS submission system, to manage session reports/submission, report absences and electronic submission requirements.

Fully Booked/EziDebit is PCI DSS (Payment Card Industry Data Security Standard) compliant, at a Level 1 standard (the highest level of compliance that can be achieved by an organisation). This ensures that a family/guardian's details are handled with maximum security. This is reviewed annually by a Qualified Security Assessor, as well as numerous security checks and tests, conducted throughout the year.

In relation to the security to TeamKids, Fully Booked has provided a declaration that the software has been tested against scenarios provided by the Department of Education, Skills and Employment and has provided an undertaking to abide by CCMS IT Security Principles for Software Developers.

### ***Access and management of educator care records (for FDC and IHC)***

This is not required for TeamKids, who do not include Family Day Care or In Home Care components in their delivery model to date. Should this change in the future, amendments will be made to this policy and the relevant procedures.

### **Assurance – Fraud prevention or detection/Risk/Audit process**

#### ***Evaluation to ensure staff training has been effective***

The Customer Service team conduct bi-annual performance reviews, to ensure all staff are meeting department key performance indicators.

A weekly 'catch up' allows for the team to discuss current practices as a group and share relevant information, ensuring a consistent shared message.

Individual progress meetings are held at monthly intervals.

The Customer Service Manager consistently reviews and reflects on the business practices, to ensure all regulatory requirements are met in an accurate and reduced risk manner. A full audit process is in place within the software package, that allows any entry to be traced to whom completed the action. Any concerns in relation to fraud or adverse risk are identified, documented and investigated as a matter of urgency. The provider of the data management system, Fully Booked, may be contacted by telephone with follow up email, in the case of suspected errors or fraud. This ensures a documented history of the investigation process. The Customer Service Manager will determine the investigation path and who should be involved to ensure a timely resolution and notification requirements are met. Once commenced, this investigation process will be shared with the executive level of the approved provider and the National Quality & Compliance Manager. Should a fraud be detected, the relevant Manager will notify the required authorities.



### ***Processes ensuring that data reports to department are accurate***

The Customer Service Manager provides feedback to the CCSS software (Fully Booked) provider, in relation to any data reports that may not be accurate. The provider responds to TeamKids in a timely manner, to ensure data reports meet regulatory requirements and business needs. Enquiry reference numbers are maintained to ensure a trace on enquiries is possible if required.

Any passwords are maintained by the Customer Service Manager and the National Quality & Compliance Manager. These are only passed on to persons who have met the required check processes and undergone the required staff training as listed above.

### **References:**

- Child Care Provider Governance Requirements (December 2018)
- Child Care Provider Handbook
- Quality Area 7 – Leadership and Service Management
- Education and Care Services National Regulations (2011)
- Education and Care Services National Law Act (2010)
- Child Care Financial Integrity Strategy 2019

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