



Child Care Subsidy Governance Statement – Family Day Care

A document for Family Day Care providers to demonstrate service governance arrangements when applying for CCS approval

Privacy Statement

Personal information

Your personal information is protected by law, including under the *Privacy Act 1988* (Privacy Act). Personal information is information or an opinion about an identified or reasonably identifiable individual. Personal information includes an individual's name, signature and contact details.

Collection of your information

Your personal information will be collected by the Australian Government Department of Education (the department) under the Family Assistance Law when you provide information and documents in response to this form.

Purpose of collecting your information

Your personal information is collected for the purposes of administering the Family Assistance Law and assessing your eligibility for CCS approval. Your personal information may also be used for other purposes where you have agreed, or where it is otherwise permitted under the Privacy Act. If you do not provide some or all of the personal information requested, the department may not be able to assess your application for CCS approval. You should contact the CCS Assessment Team at CSAssessments@education.gov.au for further assistance.

Disclosure of your personal information

Your personal information may be disclosed to third parties, including but not limited to State Regulatory Agencies in each State and Territory and the Australian Children's Education and Care Quality Authority (ACECQA). Your personal information may also be disclosed to other parties where you have agreed, or where it is otherwise permitted under the Privacy Act. Your personal information is unlikely to be disclosed to overseas recipients.

Privacy policy

The department's [Privacy Policy](#) contains more information about how the department will manage your personal information, including information about how to make a complaint and seek access to and correction of your personal information.

To contact the department about your personal information, email privacy@education.gov.au. To contact the department about this notice contact CSAssessments@education.gov.au.

Your consent

By checking the box, I confirm that I have read, understood and agree to the collection of my personal information in accordance with this privacy statement and consent form.

By checking the box, I confirm that to the extent I have provided personal information about another individual, I have obtained that individual's consent to provide their personal information and for their personal information to be handled in accordance with this privacy statement and consent form.

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

About this document

This document is for providers seeking Child Care Subsidy (CCS) approval on behalf of a Family Day Care (FDC) service. It will help you provide sufficient information about the governance arrangements at your service. Providing sufficient information about how you'll ensure compliance with [Family Assistance Law](#) is a requirement of CCS approval.

Who should use this document

Applicants seeking CCS approval on behalf of a FDC or IHC service **must** submit this document as part of their application. If you don't include this document, we'll ask you to complete and submit it before we can assess your application.

Applicants seeking CCS approval on behalf of a Centre-Based Day Care Service or Outside School Hours Care Service should refer to the [Centre Based Day Care and Outside School Hours Care Governance Statement](#).

Information must be complete and accurate

You must provide complete and accurate information. We may ask for additional documentation to clarify or support the information you provide. We'll consider each topic in this statement to make an assessment on your governance arrangements for the service.

Information must be specific to your service

Do not copy information from an internet source or another provider's application. Your answers should include references to your service/s and locality.

There is nothing wrong with adopting the policies or procedures of another provider because you think they work well. However, your information must describe how these procedures will be put into place at your service/s. You must also explain how the department could later check that the procedures you have described have taken place.

If you copy generic text from an internet source or another provider's application without explaining how the information relates to your service/s, we may consider that you do not have the capacity to develop and implement sufficient governance arrangements.

How to complete the document

1. Do not handwrite the answers to the questions. Key or copy information directly into this document under each question heading.
2. Print the completed document and sign the Declaration.
3. Scan the completed and signed document as a PDF file.
4. Label any supporting and additional documents with names and make PDF files of these documents.
5. Submit the completed document and any attachments as part of your CCS application.

More information

If you have questions about how to complete or return the governance statement, contact the CCS Assessment Team at CCSAssessments@education.gov.au.

Please complete

This Governance Statement is submitted in support of CCS Application.

CCS Application ID Number (if known):

Provider Name:

Service Name:

Background

To be eligible for CCS approval, a provider and its service/s must meet the eligibility requirements set out at Sections 194C and 194D of the *A New Tax System (Family Assistance) (Administration) Act 1999*. One of these requirements is that the provider must have arrangements in place to ensure that it and its relevant provider and service personnel comply with the family assistance law (usually referred to as governance arrangements).

NOTE: Governance requirements for CCS Approval are **different** to those required for regulatory approval under the Education and Care Services National Law (National Law). This is because CCS Approval is related to the administration of public money however National Law Approval is related to the quality of care and safety of children.

Demonstrating your governance arrangements

To meet fit and proper requirements, you must include information in your CCS application that outlines your governance arrangements.

Providers are seeking approval to administer substantial amounts of taxpayer money and must be able to satisfy the Secretary that its organisation has the governance arrangements needed to ensure CCS payments are administered properly and are secure from fraud or dishonesty.

To assess a provider's governance information, the department needs to know:

- how the organisation is structured;
- how decisions will be made at each service;
- how the provider will ensure everyone at the service has the information and knowledge to comply with the family assistance law;
- how the provider will check that service personnel are acting honestly and with diligence; and;
- what actions will be taken when there is a problem.

1. Organisation Size and Structure

So that we can understand how your child care service/s will operate, we need you to describe what your business looks like and how it is organised. You may want to describe this in words or you can choose to demonstrate the information with a diagram below or as an attachment.

How large is your organisation and how is it organised?

Your answer needs to include the following information however you are welcome to include additional details you think are relevant.

- Does the legal entity operate businesses other than child care services and where do these businesses fit into the organisation?
- Where is the administration (office) physically located and where will the educators be located?
- Where educators will be located in a different locality to the head office, how will the service provide support for those educators?

NOTE: Type or paste your response in the box below. If you are providing the information with an attached document, type 'see attached' and the name of the document you are attaching.

2. Decision Making

The decision makers in your organisation must be listed on your CCS approval records held by the department. To understand who will be responsible for how the business and the child care services are operated, we need you to explain how decisions are made in your organisation.

Explain who makes the decisions in your business and how this happens.

Your answer needs to include the following information however you are welcome to include additional details you think are relevant.

- At what level can the provider's financial and business decisions be made regarding staff recruitment, hours of operation, fee policies, processes for creating and ceasing enrolments and major operational decisions such as business closure?
- What decision making processes are used, is there a 'chain of command' or are different people authorised to make decisions on behalf of others. Do you have a written procedure document about how decisions are made?
- Who is responsible for making rules about how things are done at the service/s?

NOTE: Type or paste your response in the box below. If you are providing the information with an attached document, type 'see attached' and the name of the document you are attaching.

3. Staff Employment, Training and Management

Your service staff and key personnel will act on your behalf in the operation of your child care service/s. To be satisfied about how CCS will be managed in your service/s, we need to know about your staff.

Explain how you will ensure you employ suitable staff to administer the CCS payment and ensure that they are knowledgeable about the family assistance law.

Your answer needs to include the following information however you are welcome to include additional details you think are relevant.

- How many people (other than Educators) does your organisation currently, or plan to, employ and what are the different roles (e.g. Co-ordinator, Nominated Supervisor etc)?
- How many educators does your organisation currently, or plan to, engage to provide care? How many will be employed and how many will be engaged as independent contractors? Will there be limits for different regions or areas in which you operate?
- How and where do you recruit new staff and educators/educator assistants. What sort of experience or skills/qualifications do you expect at each level?
- What background checks do you undertake on new staff and educators/educator assistants which are extra to the checks you are required to do under the family assistance law?
- Is there a probation period or regular assessment of their fitness and propriety? Does your organisation have policies about staff and educators/educator assistants who return adverse fit and proper checks i.e. criminal history checks?
- What CCS related (such as reporting attendances & absences, claiming ACCS) mandatory training do you require your staff and educators/educator assistants to undertake? What format is this training (is it done in group sessions or one-to-one), how often is the training conducted and how do you check that the training has been effective? Is the training conducted externally and, if so, who conducts the training – do you pay for this service?
- What specific resources will you make available to your staff and educators/educator assistants? How do you ensure that staff are aware of available resources in relation to administration of CCS and the family assistance law.
- What arrangements do you have in place to support and monitor educators who live away from the office (e.g. more than an hours' drive)?

NOTE: Type or paste your response in the box below. If you are providing the information with an attached document, type 'see attached' and the name of the document you are attaching.

4. Service Business Model

To determine that your service's administration supports compliance with family assistance law, the department needs to consider its business model.

You will need to explain how your business intends to operate and what area or customer base it will service. This type of information is often included in an organisation's Business Plan.

Your answer needs to include the following information however you are welcome to include additional details you think are relevant.

- Explain your organisation's general financial position and forward plans for financial growth and/or stability. For example, do you have a budget? (Please provide a statement of your income and expenses projections).
- Who are your prospective customers? How will you advertise?
- What services will be included in the care you provide? Please provide details of your plans for expansion. How does your service intend to meet the anticipated demand?
- What financial controls and audits are in place for your organisation? How are your accounts managed (e.g. do you use a chartered accountant)?

NOTE: Type or paste your response in the box below. If you are providing the information with an attached document, type 'see attached' and the name of the document you are attaching.

5. CCS Operations

Your service will be administering the CCS payment through an online information system by entering data, receiving electronic payments, and providing accounts to families. The department needs information about how this will be managed in your organisation. Explain how your service will manage CCS data and fee matters by answering all the questions below:

NOTE: Type or paste your response in the boxes below. If you are providing the information with an attached document, type 'see attached' and the name of the document you are attaching.

Fee Policies

Explain the fee policies at your service. Your explanation should include information about:

- The family assistance law requires the provider to enter into the agreement with the family about the care to be provided and the fee to be charged. Explain how the fees are determined and approved at your service/s.
- Service policies for make-up days, 'free' promotional days and discounted fees
- Explain what the process is when parents do not pay their out of pocket amount by the due date.

Electronic Funds Transfer Requirement

Explain how your service will take all reasonable steps to ensure that families pay the gap fee (parents' out of pocket' fee) electronically.

- What will you do to make sure educators and their families know about and understand the requirement to pay fees electronically and how this will happen at your service? For example, you might include the requirement in your educator training and/or include it as a condition in their contract?
- How will you be able to show that you took this action? For example, if you plan to provide families with an information leaflet, you could provide an example of this document and explain how we can tell that it was provided to the family.

The conditions of your new approval will require that electronic payments of gap fees are made to a bank account under your control.

- What will be your policy regarding how these electronic payments are made? For example, will you require all families to pay by EFT invoice using online banking with the payment details set out on an invoice or will you provide payment facilities by EFTpos machine?
- If you do allow payment by EFTpos machines, will these be located at the service office or at the educators' homes? How will you ensure that individuals using the EFTpos machines know how to use them properly? What records will you keep?

What audit or checking processes will you use to make sure that educators and families are implementing your electronic fee payment policies. For example, will you conduct random or spot checks of educator payment records. The department has recommended some steps you could take in its online [Guidance for providers on collecting gap fees](#).

How will you manage instances where parents refuse to pay gap fees electronically or where they have accrued longstanding debts for unpaid fees.

What action will you take if you find that an educator has not followed your electronic payment policy?

Enrolments

Explain the service's policies and procedures for enrolling a child. You should provide information specific to your service to answer the following questions:

- What is the process for enrolling and ceasing an enrolment of a child at your service?
- Who will be responsible for completing this task?
- What information will you provide to families? For example, do you have a Parent Handbook – if so, please provide a copy?

Recording attendances and absences

The correct recording of physical attendances and absences is essential for accurate CCS payments. Please explain, in your service, how attendances and absences are recorded. You should provide the following information:

- How will you record attendance times and absences? Does your service use manual or electronic registers?
- What is the process for actioning timesheets at the end of the week/fortnight?
- How will you verify the accuracy and validity of attendances and absences? How do you check that the educator has not made errors? Do you keep record of these checks and will you be able to present a record of these checks when requested by the department?
- Who is responsible for submitting data from the timesheets to the department and what is this procedure?
- What information, training or support do educators get to be able to know when CCS can be claimed for absences?
- Is there a procedure when families want to claim additional absences? For example, do they discuss this with the educator or is it managed by the administration office?
- How does your service help families understand their entitlements and the rules about recording of attendances and absences? What happens if there is a dispute or complaint about payments?
- What software product will you use to enter attendance data and produce family statements? Please explain the security measures that will be in place to ensure that to protect the log on details of the person submitting the data.

Additional Child Care Subsidy (ACCS) Payments

- Who is responsible for certifying Additional Child Care Subsidy (ACCS) and how are these claims processed and approved? Can you explain how this process is actioned in your service?
- What training or resources are available to educators about the Additional Child Care Subsidy? Are they expected to discuss this entitlement with families or are all enquiries directed to the service co-ordinator?

Keeping records

Please explain your service's policy for storing CCS records (documents and electronic files). You should include information about where the records will be stored and their security.

Notifying the department about relevant CCS matters

A CCS approved service has obligations to report specific information to the department including details of new personnel, fees, vacancies, change of address or operational hours.

Please explain your service's procedure for notifying the department about:

- Changes in personnel – who is responsible for doing this and is there is a checklist or other record to keep track of the process?
- Service fees and vacancies – how do you ensure that this person knows what needs to be reported and how it is done?

Back-up arrangements for educators

Explain how your service manages educator availability for families. You should explain your procedures regarding educator assistants and tell us about:

- How are educator assistants recruited, trained, and checked for fitness and propriety?
- What records you keep about educator assistants?
- What the process for using an educator assistant when the educator suddenly becomes unavailable (such as through illness or emergency) or during planned periods of educator leave?
- How do you record periods when educator assistants are used?

6. Fraud and Risk Management

You are seeking approval to administer public money on behalf of the Australian Government. We need to know what you will do to protect those funds and prevent the risk of fraud and dishonesty. Explain what you will do in your service/s to prevent the risk of fraud in the reporting of attendances, absences, or fees by answering all the following questions:

Auditing and cross checking

- How will you verify that the reports you submit to the department accurately reflect the sessions of care provided? (i.e. that children were in care for the sessions claimed)
- What is your process for validating session reports and who is responsible for completing this task? How often do you carry out these checks?
- Not including the checks mentioned above, what other checks do you carry out and how often?
- Do you record the dates and results of these checks? How?
- What is your process for checking that absences are correctly recorded? What evidence is collected and retained? Who is responsible for completing this task?
- How do you check for the risk of fraud and collusion between families and educators regarding matters such as:
 - accurate attendance times;
 - absence claims;
 - educators who are relatives of the children being cared for; and
 - educators caring for children of other educators (child swapping).Who will be responsible for undertaking these checks?
- If you find cases of fraud or dishonesty, what action would you take?

NOTE: Type or paste your response in the box below. If you are providing the information with an attached document, type 'see attached' and the name of the document you are attaching.

7. Declaration

This Declaration must be signed by a Person with Management or Control of the Provider.

I declare that

- All information provided in this document is true and correct.
- I am authorised on behalf of the child care provider's legal entity to provide the information contained in this document.
- I understand the information I have provided in this document is in support of an application for CCS Approval and will be recorded on the service's CCS Approval to which this information relates.
- I understand that making false statements or providing misleading information in an application for CCS Approval is a serious offence under the *Criminal Code Act 1995* (Cth) section 137.1.
- I understand that the department will consider any intentional false information when making a decision whether or not to approve my application.

Person Name:

Organisational Role:

Provider Organisational Name:

Date:

Signature: