



# Emails to the early childhood education and care sector

## 2025

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## NSW storms: CCS period of emergency declared

We've declared a Child Care Subsidy (CCS) period of emergency in parts of NSW following storm activity.

The CCS period of emergency applies from 15 January 2025 to 17 January 2025 in the following local government areas:

- City of Maitland
- Port Stephens Council
- Singleton Council
- Northern Beaches Council
- Mid-Coast Council
- Lake Macquarie City Council
- Dungog Shire Council
- Cessnock City Council
- Blacktown City Council
- Hawkesbury City Council
- Snowy Valleys Council
- Upper Hunter Shire Council

To access the emergency provisions below your **person with management or control** must contact the department as follows:

- email [CCSHelpdesk@education.gov.au](mailto:CCSHelpdesk@education.gov.au)
- use the subject line "Claim for NSW storms CCS period of emergency"
- include in the body of the email for each affected service:
  - service name
  - service ID
  - service address
  - estimated number of impacted families
  - expected period of closure
  - reason for closure
  - note whether the service was directed to close
- attach any of the following as evidence for each affected service:
  - photos of damaged caused by the storm
  - communications from state emergency services agencies
  - other information you consider helpful.



We will review your request for emergency support. We will respond via email to advise if your request has been approved.

## 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.

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

## Support after the emergency

The following support may help you recover **after** an emergency:

- you may be eligible for a [Community Child Care Fund special circumstances grant](#) if the emergency threatens your service's ability to stay open after the event, and you have already accessed other disaster support
- families may be able to access [additional absences](#) if they've exhausted their allowable absences
- families may be eligible for [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [support after an emergency](#).

## Other disaster support

You may be eligible for other government 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 NSW](#).

## For action

- Tell us as soon as possible if you close your service. Do this via the [Provider Entry Point \(PEP\)](#) or your third-party software. You also need to tell your [state or territory regulatory authority](#).
- Update your contact details in the Child Care Subsidy System so you don't miss important information. Do this via the [PEP](#) or your third-party software.
- Update your vacancy details on [StartingBlocks.gov.au](#) to help families looking for care. Do this via the [PEP](#) or your third-party software.
- Join our [Facebook group](#) for alerts and updates.
- Keep an eye on [Emergency NSW](#) for current emergency information in your region.



## Queensland floods: CCS period of emergency declared

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 Wednesday 29 January 2025 to Tuesday 11 February 2025 in the following local government areas:

- Burdekin Shire Council
- Cairns Regional Council
- Aboriginal Shire of Palm Island
- Townsville City Council.

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.

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

### Support after the emergency

The following support may help you recover **after** an emergency:

- you may be eligible for a [Community Child Care Fund special circumstances grant](#) if the emergency threatens your service's ability to stay open after the event, and you have already accessed other disaster support
- families may be able to access [additional absences](#) if they've exhausted their allowable absences
- families may be eligible for [Additional Child Care Subsidy](#) if they experience temporary financial hardship due to an emergency that happened in the last 6 months.

Read more about [support after an emergency](#).

### Other disaster support

You may be eligible for other government 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).

## For action

- Tell us as soon as possible if you close your service. Do this via the [Provider Entry Point \(PEP\)](#) or your third-party software. You also need to tell your [state or territory regulatory authority](#).
- Update your contact details in the Child Care Subsidy System so you don't miss important information. Do this via the [PEP](#) or your third-party software.
- Update your vacancy details on [StartingBlocks.gov.au](https://StartingBlocks.gov.au) to help families looking for care. Do this via the [PEP](#) or your third-party software.
- Join our [Facebook group](#) for alerts and updates.

Keep an eye on [qld.gov.au/emergency](https://qld.gov.au/emergency) for current emergency information in your region.



## From the department

### Worker retention payment funding review process

**The funding review process allows us to support unique providers for whom the standard worker retention payment calculation method is not appropriate.**

The government has committed to provide all participating providers with funding to cover:

- a 10% wage increase for all eligible workers in the first year
- an additional 5% wage increase for all eligible workers in the second year
- a minimum of an additional 20% funding for eligible on-costs.

For most providers, a standard payment calculation will cover these costs. However, there may be a small number of services who provide a unique service offering outside the scope of the standard payment calculation.

This includes providers who operate services that:

- have a unique staffing profile, or
- have stand-alone jurisdiction-funded preschool rooms, or
- are First Nations, remote/ or very remote, or
- get the Community Child Care Fund and have a unique operating model, or
- cannot be provided consistent and smoothed funding by the provider across a financial year.

Providers of these services can request a funding review. **Before** requesting a review, you must first be approved for the worker retention payment.

You will need to complete an application to receive a funding review. If found eligible:

- we will vary your grant agreement
- some or all of your services will move to an alternative funding review stream
- payments will be made quarterly based on employee data
- you will have additional reporting requirements.

Read more about the [funding review process](#) on our website.

### Ensuring quality and safety in early childhood education and care

**We're ensuring quality and safety in services that don't operate under the National Quality Framework (NQF).**

For most early childhood education and care (ECEC) services, the NQF provides a national approach to ensuring quality standards are met.

A small number of services are out of scope of the NQF. This includes some Community Child Care Fund restricted (CCCFR) services. Such services operate under the *Child Care Subsidy Minister's Rules 2017*.



This year we're starting a regulatory project to provide additional support to these services. This will enable them to meet the quality and safety requirements in the Minister's Rules.

We will work collaboratively with these services to ensure quality and safety.

Our regulatory approach:

- will align with the key objectives of the NQF
- will acknowledge the unique contexts these services operate in
- aims to ensure all children have access to high quality and safe early learning environments.

The project builds on several existing projects including:

- [ACECQA Quality and Safety Project](#)
- [Northern Territory Regulatory Project](#)
- [South Australia Regulatory Project](#).

We have contacted identified services directly with more information. If you have questions about the project, contact [ECYRegulatoryProject@education.gov.au](mailto:ECYRegulatoryProject@education.gov.au).

Read more about the [regulatory project](#) on our website.

## Facts from FAL

### Reminder that fee reporting obligations were due 14 January

**Changes made in September 2024 mean that you must notify us of fees at least twice a year to ensure they are correctly updated or remain accurate.**

You need to notify us of your fees 14 days after the end of the:

- financial year – due 14 July
- calendar year – due 14 January.

This also includes reporting no change to fees.

To report no change, update the date of event on the fees and inclusions screen via the [Provider Entry Point](#) (PEP) or your third-party software.

This reporting obligation is in addition to the current notification requirements to report the fees within 14 days of:

- receiving CCS approval
- starting the CCS approved service
- changing your fees.

This change was part of the government's commitment to improving the transparency of child care fees. It will help families make informed financial decisions about ECEC.

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



## Claiming CCS when your service is closed

**Did you know that you cannot claim Child Care Subsidy (CCS) when your service is closed, except:**

- on a public holiday by law
- during a CCS period of emergency.

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

## What happens if you get an infringement notice?

**We issue infringement notices when providers don't follow the rules under Family Assistance Law (FAL). Providers must make sure that they, their employees and educators follow the rules.**

An infringement is a fine and can be expensive. Some infringement notices are more than \$15,000.

We send infringement notices by email and by post. Emails will come from [CCinfringements@education.gov.au](mailto:CCinfringements@education.gov.au). Please add this address to your safe list and check your mail often.

Our website has a range of resources to help you avoid an infringement notice, including:

- a free online learning module on [Geccko](#), our online learning platform
- information about [how to administer CCS](#)
- a [comprehensive table of reporting obligations, tasks and timeframes](#)
- a [series of short videos](#) covering common compliance issues
- [handbooks, guides and task cards](#) on key programs.

## Reporting absences

**You can report an absence in your session reports if:**

- the child was enrolled in a session of care but did not attend, and
- the family has been charged a gap fee for that session of care.

You cannot report absences when your service is closed, except on a public holiday or during a [period of emergency](#).

During a period of emergency, the closure must be as a direct result of the emergency.

Read more about [how to manage absences](#) on our website.

## Workforce support

### Support for educators to complete practicums

**Are your educators using the practicum exchange network? They may be eligible for a living allowance to complete a practicum exchange.**

The [practicum exchange network](#) is a dedicated website connecting ECEC services and educators in training.

Educators who work in the sector and use the network may be eligible for a living and travel allowance to complete a practicum in a rural or remote area.





Providers must apply on behalf of eligible staff. Applications close on 14 March 2025.

Learn more about the [living allowance](#).

## Share with families

### Families facing tough times may get more child care support

**If you are facing difficult or challenging circumstances, you can sometimes get free child care. This is called Additional Child Care Subsidy, or ACCS. It usually covers all fees.**

There are 4 types of ACCS:

#### Child wellbeing

The child wellbeing subsidy is for families who need practical help to support their child's safety and wellbeing. Your child care service applies for this on behalf of families. Families cannot apply.

#### Grandparent

The grandparent subsidy is for grandparents on income support who are the primary carer of their grandchild.

#### Temporary financial hardship

The temporary financial hardship subsidy is for families experiencing temporary, significant financial stress.

#### Transition to work

The transition to work subsidy is for parents or carers transitioning to work from income support.

Except for ACCS child wellbeing, you apply on the [Services Australia website](#) or through your myGov account.

Families can find more details at [Additional Child Care Subsidy](#).



## From the department

### We've improved our website

#### **We've made changes to our website based on your feedback.**

Last year we asked you what you thought of our website. You provided valuable feedback, including the need for more streamlined navigation.

You can still find all the information you need at [education.gov.au/early-childhood](https://www.education.gov.au/early-childhood). We've improved the structure and layout of the site to help you find what you're looking for.

We've established a new section for providers which contains:

- how-to guides for administering the Child Care Subsidy
- information about your legal obligations
- our approach to compliance and enforcement
- extra support available during difficult or challenging times
- what we're doing to support your workforce.

As part of the updates, some URLs have changed. We recommend updating your bookmarks to ensure you can easily access our content.

### Get the latest on the worker retention payment

**Visit our website for the latest information about the [worker retention payment](#).**

On our website, you'll find:

- a summary of the grant guidelines
- information about workplace instruments, awards and supported bargaining
- the minimum rates you must pass on to eligible workers
- an application guide, and more.

We are receiving a high volume of incomplete or inaccurate applications. Applications must be complete and accurate before we can start our assessment.

Please consult our [application guide](#) and ensure you have checked off all the required details before submitting.



## Celebrating 50 Connected Beginnings sites



**Last week the Australian Government launched the 50th Connected Beginnings site in Kununurra, Western Australia.**

This is a major milestone for the grants program, which helps Aboriginal and/or Torres Strait Islander children get the best start to life.

In 2021, the Australian Government committed \$81.8 million to expand the program to 50 sites nationally by 2025.

Minister for Early Childhood Education the Hon Dr Anne Aly MP announced \$2.4 million for Binarri-binyja yarrowoo Aboriginal Corporation Limited to deliver the 50th site in Kununurra on Thursday.

The new site will support around 600 Aboriginal and/or Torres Strait Islander children in Kununurra.

Nationally, the program supports about 24,800 Aboriginal and/or Torres Strait Islander children across all 50 sites. The program has the potential to support up to 20% of all Aboriginal and/or Torres Strait Islander children aged zero to 5.

Connected Beginnings is a community-owned and led initiative making a tangible difference in Closing the Gap in early childhood education. It provides steady, wrap-around support so children are safe, healthy and ready to thrive at school.

The program is jointly funded by us and the [Department of Health and Aged Care](#). It's delivered in partnership with [SNAICC – National Voice for our Children](#) and the National Aboriginal Community Controlled Health Organisation (NACCHO).

Learn more about [Connected Beginnings](#) and [explore all 50 sites](#).

## CCS helpdesk closed next Monday

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

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



## Reminder for CCCF grant recipients

**A reminder that grants under round 4 of the Community Child Care Fund (CCCF) disadvantaged and vulnerable communities grant are transitioning to the [Community Grants Hub](#).**

If you have a capital support grant, it will transition from tomorrow.

If you have both a capital support and sustainability support grant, both will transition from tomorrow.

If you only have a sustainability support grant, it will transition from 31 March 2025.

You don't need to do anything. The Community Grants Hub will contact you once your grant has been transferred.

## Change to start date of direct gap fee collection

**Last year, the government announced that Family Day Care (FDC) and In Home Care (IHC) providers must collect the gap fee direct from families.**

The start date for this measure has moved to 1 January 2026. This change is based on feedback from the sector. It gives providers time to make necessary administrative changes.

We have partnered with Family Day Care Australia and the NSW Family Day Care Association to support providers to transition.

Family Day Care Australia will support FDC providers. NSW Family Day Care Association will support IHC providers. They will be reaching out to providers shortly.

An [overview of the proposed changes](#) can be found on our website.

This measure is subject to the passage of legislation.

## Sector spotlight

### Issues with RA number in PRODA

**A small number of providers are experiencing an IT error where their RA number is removed from their records.**

If you're affected:

- your service status will show as 'not approved'
- you will not be able to interact with your services in the Child Care Subsidy System (CCSS).

**This does not mean that your CCS approval has been removed.**

To fix the problem, a person with management or control should email [CCShelpdesk@education.gov.au](mailto:CCShelpdesk@education.gov.au). Include screenshots from PRODA showing:

- your PRODA RA number and your ABN
- personnel details for your organisation showing the person listed as 'Director'.

We will work with Services Australia to restore access. This usually takes 1–2 business days.

We are also working with Services Australia to permanently fix the issue.



## Celebrating one year of Gecccko



**Gecccko is our free online learning platform for the early childhood education and care (ECEC) sector. It has resources to help you understand your Family Assistance Law (FAL) obligations.**

Gecccko was launched in December 2023 and has since become a go-to resource for providers. Gecccko has:

- more than 6,000 user registrations
- more than 12,500 course completions.

What we're hearing from users:

*"These courses would be very beneficial to new staff."*

*"The learning courses are very user-friendly and easy to complete, and specifically, the knowledge tests are very user friendly and easy too."*

Want to improve your understanding of FAL and check you're administering CCS correctly? Register to use Gecccko.

You can:

- login using your tablet, laptop, or mobile phone
- access a range of self-paced courses about FAL
- download course certificates upon completion.

Gecccko currently offers 11 free courses. New courses are added regularly. Two key courses coming this year include a First Nations Cultural Awareness course and a comprehensive Family Day Care course.

If there is a specific topic that you want us to explore, please email us at [gecccko@education.gov.au](mailto:gecccko@education.gov.au).

[Find out more and register for Gecccko.](#)

## Get our updates on social media

**Did you know we run a Facebook group for CCS approved providers and services?**

Our group is a place to get authorised and fact-checked information about:

- CCS



- FAL
- other Australian Government-led ECEC policies and programs.

We welcome general conversation about these topics in our group. Where you need specific help or advice, we encourage you to contact the CCS Provider Helpdesk.

If you haven't already, join more than 10,000 members in [our Facebook group](#).

## 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 FAL.

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 CCSS 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.

## Salary sacrificing early childhood education and care fees

**Do you have families who pay through salary sacrifice? Make sure you're reporting their fees correctly to avoid compliance action.**

Salary sacrificing is considered a third-party payment. There are rules you must follow when a third party contributes to a family's fees.

Generally, when a third party helps a family pay its fees, you must deduct the contribution from the total session fee.

The family's CCS rate will then be applied to the reduced session fee. This is because families are only entitled to CCS in relation to the amount they have to pay after any third-party payments.

The family must still pay a gap fee.



Check out the examples on our website to help you understand [how to report different types of third-party payments](#).

## Workforce support

### Apply for professional development subsidies



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

The professional development subsidy helps qualified staff complete training.

The paid practicum subsidy helps early childhood teachers and educators in training complete their practicums.

We pay these subsidies to providers. Providers pass funding on to staff through training opportunities and paid leave.

Providers must apply on behalf of staff. If you work in the sector and think you'd benefit from these subsidies, please talk to your provider about applying.

Following high demand for the professional development subsidy in the last round, we will prioritise applications for:

- educators in regional and remote areas
- First Nations educators.

Remaining applications will be funded in the order they are received until funding is exhausted.

Applications will close on 14 March 2025.

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



# Share with families

## Know where to go for help when you have an issue?

**Start by having a conversation with your child care service or provider if you have a complaint or dispute relating to Child Care Subsidy (CCS) including:**

- enrolments, payments, debts or balancing
- safety or quality.

If they cannot resolve the issue, you have a range of options.

### Services Australia

Contact Services Australia on the [Centrelink families line](#) if you have a complaint or concern about:

- enrolments
- payments
- debts
- CCS payment balancing.

If your child care service or Services Australia are unable to resolve the issue, submit our [online contact form](#).

### Child safety concerns

If you have concerns about the quality or safety of a child care service or provider, contact your [state or territory regulatory authority](#).





## From the department

### Worker retention payment update

#### New workplace instrument available

On 10 December 2024, the Fair Work Commission approved the [Early Childhood Education and Care Multi-Employer Enterprise Agreement](#).

The agreement is compliant with the worker retention payment conditions. This means that providers covered by the agreement will meet the workplace instrument requirement.

Providers can apply to join the agreement. Find out how on the [Fair Work Commission website](#).

#### Compliant workplace instruments

You must engage workers through a workplace instrument that meets grant conditions.

The workplace instrument must:

- include an obligation to pay workers at least 10% above current award rates
- provide for an additional 5% above applicable award rates from 1 December 2025
- apply until at least 30 November 2026.

A workplace instrument will not be compliant if it excludes the above amounts from calculations of:

- penalties
- loadings
- termination payments
- payments while on leave
- superannuation.

#### Minimum rates updated

We have updated the [worker retention payment minimum rates](#) to reflect the *Children's Services Award 2010* rate increase for level 1.1 workers from 1 January 2025.

#### Get help with your application

We are receiving a high volume of incomplete or inaccurate applications. Applications must be complete and accurate before we can start our assessment.

Before you submit your application, please consult our [application guide](#) and ensure you have checked off all the required details.

The application guide shows you:

- how to find your CRNs, ABN and ACNs



- how to find your correct provider and service names
- guidance on financial and staffing information.

## Payments start this month

Regular payments will start to eligible providers this month.

We will send payments to the same bank account as your Child Care Subsidy (CCS) payments.

Please ensure your bank account details are up to date via the [Provider Entry Point](#) (PEP) or your third-party software.

## Backdating payments

We understand meeting certain conditions, like having a workplace instrument, may take time. We will backdate payments for providers who:

- submit a complete application by 30 June 2025
- meet the eligibility criteria from 2 December 2024.

We will backdate payments to either:

- 2 December 2024: for providers who have a compliant workplace instrument that covers the full grant period, even if the instrument was adopted or formed after 2 December 2024
- the date from which the workplace instrument applies: for providers who have a compliant workplace instrument that starts after 2 December 2024.

## Get the latest on our website

We have resources to help you navigate the process, including:

- read [details about the payment](#)
- see the [minimum rates you must pass on to eligible workers](#)
- learn about the [types of workplace instruments you may use](#)
- consult our [application guide for help applying](#).

## Connected Beginnings is expanding in the ACT

**The Australian Government is expanding the Connected Beginnings program in the Australian Capital Territory (ACT).**

Connected Beginnings is a grants program that helps Aboriginal and/or Torres Strait Islander children get the best start to life.

It's for children from birth to school age and pregnant women. Through it, children can get steady, wrap-around support. This helps them meet the learning and development milestones needed for a smooth start to school.

The new site at Winnunga Nimmitjyah Health and Community Services will support up to 1000 Aboriginal and/or Torres Strait Islander children across the ACT.

The site joins 48 other locations across the country supporting about 24,200 Aboriginal and/or Torres Strait Islander children.



The new site is part of an \$81.8 million investment from the Australian Government to expand the program to 50 sites nationally.

Once all 50 sites are established, the program has the potential to support up to 20% of all Aboriginal and/or Torres Strait Islander children aged zero to 5.

Learn more about [Connected Beginnings](#).

## Update for CCCF grant recipients

**Grants made under round 4 of the Community Child Care Fund (CCCF) disadvantaged and vulnerable communities grant will soon transition to the [Community Grants Hub](#).**

The transition will occur in 2 phases:

- if you only have a 'capital support' grant, this will transition from 23 January 2025
- if you have both a 'capital support' and 'sustainability support' grant, these will both transition from 23 January 2025
- if you only have a 'sustainability support' grant, this will transition from 31 March 2025.

You don't need to do anything. The Community Grants Hub will contact you once your grant has been transferred.

After this, all communication about your grant will be through the Community Grants Hub. This includes:

- questions about your grant
- grant reporting
- payment information
- acquittals.

We will continue to manage grants until the transfer date.

## Facts from FAL

### Getting ready for a new school year

**Here are some important reminders about the CCS as we approach the start of another school year.**

Families should ensure their child's expected primary school start date is up to date with Services Australia. Services Australia uses this information to calculate a family's CCS rate.

Children who have finished primary school can continue to attend care and get CCS over the school holidays if:

- they are under 13
- they have not yet started attending high school.

You must end a child's enrolment if their family advises they're ending care. You may need to do this for children who will leave your service to start school. You can end enrolments in the [PEP](#) or your third-party software.

We generally don't pay CCS for any 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](#).



## How can you help families use EFT?

**Most families get salaries or benefits electronically, making it easy for them to pay the gap fee using electronic funds transfer (EFT).**

Families can pay the gap fee by payroll deduction as long as:

- the payment is made using EFT
- the provider can identify the electronic payment as being the gap fee for the family.

Learn more about how [you can help families use EFT](#).

Complete the **Electronic Payment of Gap Fees** course in [Geccko](#) to learn more.

## 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 after the end of the week in which the session of care was provided
- submit a session report for each child at your service, for each week a session of care is provided
- include at least one session of care a week, recorded as either an attendance or absence
- only include sessions of care for which you charge a family a fee for providing care to their child.

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

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

## Who must have a working with children check?

**Broadly, anyone who has contact with children at an early childhood education and care service must have a current working with children check (WWCC).**

This usually includes:

- all educators
- persons with management or control (PMCs)
- persons responsible for the day-to-day operation of a service.

Each state and territory has different requirements. In some jurisdictions, PMCs must have a WWCC even if they do not have direct contact with children.

Find out more about your [WWCC obligations](#) and where to apply on our website.



# Workforce support

## Apply for professional development subsidies



**Applications are now open for round 2 of the 2024–25 professional development subsidies.**

The professional development subsidy helps qualified staff complete training.

The paid practicum subsidy helps early childhood teachers and educators in training complete their practicums.

We pay these subsidies to providers. Providers pass funding on to staff through training opportunities and paid leave.

Providers must apply on behalf of staff. If you work in the sector and think you'd benefit from these subsidies, please talk to your provider about applying.

Following high demand for the professional development subsidy in the last round, we will prioritise applications for:

- educators in regional and remote areas
- First Nations educators.

Remaining applications will be funded in the order they are received until funding is exhausted.

Applications will close on 14 March 2025.

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

## Practicum exchange living allowance applications open

**Providers can now apply for a living allowance for educators who complete practicums in rural and remote areas.**

The practicum exchange living allowance is for educators who:

- use the [practicum exchange network](#)
- arrange a practicum in a rural or remote area other than their home location between 1 July 2024 and 30 June 2025 through the network
- have worked full-time, part-time or casually at a CCS-approved service for more than 40 hours in the last 3 months
- are an Australian citizen, permanent resident or hold a valid work visa.



The allowance will provide up to \$1,543.50 per week, for up to 4 weeks.

Applications are now open. Providers must apply on behalf of eligible staff.

Learn more about the [living allowance](#).

## Share with families

### Will you have more than one child in care this year?

**If you have more than one child aged 5 or under in care, you may get a higher Child Care Subsidy (CCS) for your second child and any younger children.**

You can get a higher subsidy for one or more of your children if all of these apply:

- you get or will be eligible for CCS
- your family's combined income is under \$365,611
- your family has more than one CCS eligible child aged 5 or under.

Services Australia will work out if you're eligible. If you are, they'll automatically apply a higher subsidy to any eligible children in your family.

If your Centrelink online account is linked to myGov, you can check your CCS percentage online.

Find out more about how your number of children in care can affect your CCS on the [Services Australia website](#).

