



## ▶ Information for families using child care

Fact Sheet 9

### Absences from child care – Child Care Benefit (CCB)

There are times when you will be charged for care even though your child was absent from care. If the absence is approved or allowable, the Australian Government will still pay you CCB.

#### What is an approved absence?

Approved absence days include:

- illness with a medical certificate
- public holidays
- rotating shifts
- access visits
- rostered days off
- a period of declared local emergency.

You can get CCB for any number of approved absence days your child takes, but where required, you must provide documents to explain each absence (for example, a letter from your employer confirming you work rotating shifts).

#### What is an allowable absence?

Allowable absence days cover when your child is absent for a reason other than those that are 'approved' (for example if you are away on a holiday or your child is ill without a medical certificate).

You can get CCB for up to a maximum of 30 allowable absence days per child in each financial year. After that you have to pay the full cost of child care. If you receive CCB as a fee reduction at more than one child care service you must let *each service* know when your child has used the maximum of 30 allowable absence days. You cannot claim allowable absences if your child has not started care or has stopped care. You also cannot claim an allowable absence if you have notified your child care centre you are taking your child out of care on a set date and then change your mind and remove your child earlier.

## What are my child care services responsible for?

Your child care services must keep a record of each allowable absence for your child. Each service must let you know regularly.

## Changes to the rules for absences

All child care services are changing over to the new Child Care Management System (CCMS). Once a service is on the CCMS, new absence rules will apply.

You will get CCB for 42 absence days per child each financial year. These can be for any reason and will not require proof.

You can also get CCB for additional absence days above this for specific reasons only. There is no limit on these days but you may be required to provide documentation to support the absence.

## How can I get more information?

For further information on your eligibility for CCB please contact the Family Assistance Office:



access online services at [familyassist.gov.au](http://familyassist.gov.au)



call 13 61 50 between 8am and 8pm (local time) Monday to Friday



email through [familyassist.gov.au](mailto:familyassist.gov.au)



visit a Family Assistance Office (located in Medicare Offices, Centrelink Customer Service Centres and Australian Taxation Offices).

### Useful resources

Family Assistance, The What, Why and How booklet, available at [familyassist.gov.au](http://familyassist.gov.au)

Family Assistance Office Guide to Payments fact sheet, available at [familyassist.gov.au](http://familyassist.gov.au)

If you need to, you can also call:



Teletypewriter (TTY) 1800 810 586 (if you are deaf or have a hearing or speech impairment).

You need a TTY phone to use this service.