



# Community Support Program

## Outside School Hours Care Funding

### Program Guidelines 2009–10

**Version History:**

<b>Version</b>	<b>Date</b>	<b>Contributors</b>	<b>Description</b>	<b>Signed off by</b>
1.0	1 July 2009	Program Guidelines and Operational Guides Working Group	Document Published on DNET	Lois Sparkes Child Care Programs Branch Manager
1.1	20 July	Program Guidelines and Operational Guides Working Group	Amended OSHC SA eligibility	Lois Sparkes Child Care Programs Branch Manager
1.2	5 January 2010	CSP Program Management Section	Amended when services' payments will cease due to too low or too high utilisation.	Lois Sparkes Child Care Programs Branch Manager

## Foreword

The Australian Government is committed to supporting child care services to provide quality care and early learning opportunities for all children.

The Child Care Services Support Program (CCSSP) is funded by the Australian Government to support and promote access to quality child care and early learning for children, families and communities through strategies that complement the significant assistance provided to families through Child Care Benefit (CCB) and the Child Care Tax Rebate (CCTR).

The Community Support Program is a part of the CCSSP and includes a range of payments designed to deliver improved access to child care through support for establishment of new services and maintenance of services especially in areas where the market would otherwise fail to provide child care services.

# Table of Contents

<b>FOREWORD</b> .....	<b>2</b>
<b>1. ABOUT THE GUIDELINES</b> .....	<b>6</b>
1.1. PURPOSE OF GUIDELINES .....	6
1.2. TARGET AUDIENCE .....	6
<b>2. ABOUT OUTSIDE SCHOOL HOURS CARE (OSHC)</b> .....	<b>7</b>
2.1. WHAT IS OSHC?.....	7
2.2. HOW MUST AN OSHC SERVICE OPERATE? .....	7
2.3. HOW ARE OSHC PLACES ALLOCATED?.....	7
<b>3. INFORMATION ON FUNDING AVAILABLE FOR OSHC SERVICES</b> .....	<b>8</b>
3.1. SET UP ASSISTANCE.....	8
3.1.1 <i>What is Set Up Assistance?</i> .....	8
3.1.2 <i>What services are eligible for Set Up Assistance?</i> .....	8
3.1.3 <i>What are the Set Up Assistance rates for 2009–10?</i> .....	9
3.1.4 <i>What can Set Up Assistance be spent on?</i> .....	9
3.1.5 <i>What can Set Up Assistance not be spent on?</i> .....	10
3.1.6 <i>How do I apply for Set Up Assistance?</i> .....	10
3.1.7 <i>What are the obligations of services receiving OSHC Set Up Assistance?</i> .....	10
3.2. SUSTAINABILITY ASSISTANCE.....	11
3.2.1 <i>What is Sustainability Assistance?</i> .....	11
3.2.2 <i>What can Sustainability Assistance be used for?</i> .....	11
3.2.3 <i>What can Sustainability Assistance not be used for?</i> .....	11
3.2.4 <i>What services are eligible to receive Sustainability Assistance?</i> .....	11
3.2.5 <i>How is eligibility for Sustainability Assistance determined?</i> .....	12
3.2.6 <i>How are the number of EFT utilised places determined?</i> .....	13
3.2.7 <i>What are the Sustainability Assistance rates for 2009–10?</i> .....	13
3.2.8 <i>How do I apply for Sustainability Assistance?</i> .....	13
3.2.9 <i>Is eligibility for Sustainability Assistance subject to review?</i> .....	14
<b>4. FUNDING RECIPIENT REQUIREMENTS</b> .....	<b>15</b>
4.1. WHAT ARE THE FUNDING RECIPIENT’S RESPONSIBILITIES? .....	15
4.2. WHAT ARE THE INSURANCE REQUIREMENTS? .....	15
4.3. WHAT ARE SOUND BUSINESS PRACTICES FOR AN OSHC SERVICE? .....	15
4.4. WHAT ARE THE OSHC LEGISLATION, REGULATIONS AND STANDARDS?.....	16
4.5. WHAT IS CHILD CARE QUALITY ASSURANCE?.....	16
4.6. COMPLIANCE WITH CHILD CARE BENEFIT APPROVAL AND CONTINUED APPROVAL REQUIREMENTS.....	16
<b>5. RESPONSIBILITIES AND ACCOUNTABILITIES UNDER THE COMMUNITY SUPPORT PROGRAM</b> .....	<b>17</b>
5.1. DEEWR RESPONSIBILITIES AND ACCOUNTABILITIES .....	17
5.2. FUNDING RECIPIENT RESPONSIBILITIES AND ACCOUNTABILITIES .....	17
<b>6. FUNDING AGREEMENT</b> .....	<b>18</b>
6.1. WHAT ARE THE FUNDING AGREEMENT REQUIREMENTS? .....	18
6.2. WHAT ARE THE REPORTING REQUIREMENTS?.....	18
6.2.1 <i>What are Utilisation Reports?</i> .....	18
6.2.2 <i>What are Activity Reports?</i> .....	18
6.2.3 <i>What is the purpose of the Financial Acquittal Report?</i> .....	18
6.3. WHAT IS THE PROCESS WHEN A SERVICE CEASES TO OPERATE? .....	19
<b>7. PRIVACY AND CONFIDENTIALITY</b> .....	<b>20</b>
7.1. PRIVACY AND CONFIDENTIALITY .....	20
7.2. FREEDOM OF INFORMATION .....	20
7.3. SECURITY OF INFORMATION.....	20

<b>8.</b>	<b>COMPLAINTS .....</b>	<b>21</b>
8.1.	COMPLAINTS – SERVICE PROVIDER .....	21
<b>9.</b>	<b>CONTACT INFORMATION.....</b>	<b>22</b>
<b>10.</b>	<b>OTHER USEFUL INFORMATION.....</b>	<b>22</b>

# 1. About the Guidelines

## 1.1. Purpose of Guidelines

These Guidelines provide the framework for the implementation and administration of Australian Government funding for Outside School Hours Care services (OSHC). These Guidelines should be read in conjunction with the relevant OSHC Funding Agreement between the Australian Government Department of Education, Employment and Workplace Relations (DEEWR or the Department) and the Funding Recipient.

The Guidelines include:

- ▶ An overview of Australian Government funding for OSHC, including its purpose
- ▶ DEEWR expectations of OSHC service providers
- ▶ An overview of monitoring and contract management arrangements including accountability and program governance arrangements for DEEWR and the service provider and
- ▶ Other relevant information pertinent to the successful delivery of the Community Support Program.

DEEWR reserves the right to amend these Guidelines from time to time by whatever means it may determine in its absolute discretion. Such amendments may be necessary to reflect Australian Government priorities. DEEWR Funding Recipients are advised that any changes to the Guidelines and their subsequent effects will be advised online at [www.deewr.gov.au](http://www.deewr.gov.au).

## 1.2. Target Audience

These Guidelines have been developed by the Department for prospective and current OSHC service providers.

## 2. About Outside School Hours Care (OSHC)

### 2.1. What is OSHC?

Outside School Hours Care (OSHC) services provide care before and/or after school and/or during vacation time. Some services may also provide care on pupil-free days during the school term. Not-for-profit and for-profit providers may operate OSHC services.

OSHC services focus on the provision of stimulating developmental, social and recreational activities for children, while meeting the care requirements of families. They are usually set up in or close to primary schools. They may also be in other locations such as community centres, halls, neighbourhood houses or recreation centres.

OSHC services must comply with applicable State and Territory regulations and licensing requirements when providing care to children.

### 2.2. How must an OSHC service operate?

Once approved for CCB purposes, an OSHC service must continue to ensure that:

- (a) most of the children to be provided with child care will be attending school
- (b) if the service provides before or after school care, the service will operate on each school day, and
- (c) if the service provides vacation care, the service will be available to provide care for any particular child for at least 8 continuous hours on each normal working day for at least 7 weeks of school holidays in a year.

Further legislative criteria for OSHC services are set out in the *Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000* (the Eligibility Determination). The Eligibility Determination is subject to change from time to time. The current compilation is available on [www.deewr.gov.au](http://www.deewr.gov.au).

One of the conditions for approval and continued approval is that OSHC services must undertake to provide child care places in accordance with the Priority of Access Guidelines under section 13 of the Eligibility Determination. For further information on the Priority of Access Guidelines and other legislative requirements please refer to the *Child Care Service Handbook* available at DEEWR's website located at [www.deewr.gov.au](http://www.deewr.gov.au).

### 2.3. How are OSHC places allocated?

There is no limit on the number of OSHC places available nationally. A service must be approved to administer CCB before it can be approved for funding.

## 3. Information on funding available for OSHC services

Under the Community Support Program, the Australian Government provides financial support to eligible OSHC services. OSHC services approved to administer CCB on behalf of families may receive funding through two CSP payments:

1. Set Up Assistance and/or
2. Sustainability Assistance.

For more information contact the Department on 1300 363 079 and request the child care office in your State or Territory.

### 3.1. Set Up Assistance

#### 3.1.1 What is Set Up Assistance?

Set Up Assistance is funding approved by DEEWR to help organisations establish new child care services. It is a one-off payment to eligible new not-for-profit and for-profit services to assist in meeting set up costs.

If eligible, OSHC services may receive Set Up Assistance for each new Before School Care, After School Care or Vacation Care component operated by the service.

#### 3.1.2 What services are eligible for Set Up Assistance?

To be eligible to receive Set Up Assistance the service must be a **new service** and must:

- be approved to administer CCB on behalf of families
- not have commenced providing child care
- not be a relocation of an existing service, and
- not be taking over a child care service of the same care type that has operated from the same facilities at any time in the previous 12 months.

Eligible for-profit organisations may receive Set Up Assistance for up to 10 child care services only. However, if they own or operate 10 or more child care services of any care type (Australia wide) they will not be eligible to receive Set Up Assistance.

### 3.1.3 What are the Set Up Assistance rates for 2009–10?

The Set Up Assistance rates for OSHC services in 2009–10 are:

Type of service	Funding*
A new single before school or after school service	
Major city/Inner regional	\$2,199.00
Outer regional	\$2,639.00
Remote/Very remote	\$2,859.00
A new service with both before school and after school services	
Major city/Inner regional	\$3,299.00
Outer regional	\$3,959.00
Remote/Very remote	\$4,289.00
A new vacation care service	
Major city/Inner regional	\$2,199.00
Outer regional	\$2,639.00
Remote/Very remote	\$2,859.00

\* Indexed annually

If eligible, OSHC services may receive Set Up Assistance for each new Before School Care, After School Care or Vacation Care component operated by the service.

New services that establish multiple care types (i.e. services providing both OSHC and LDC) are only eligible to receive one Set Up Assistance payment.

### 3.1.4 What can Set Up Assistance be spent on?

Set Up Assistance funding can be used to cover a range of establishment expenses such as:

- ▶ recruiting staff
- ▶ marketing
- ▶ purchasing toys
- ▶ equipment
- ▶ phone expenses and
- ▶ insurance.

### 3.1.5 What can Set Up Assistance not be spent on?

Set Up Assistance payments **cannot** be used for:

- ▶ fee reductions to families
- ▶ incorporation costs
- ▶ payments to fund organisations
- ▶ programs or services not essential for the core operation of the funded child care service
- ▶ support for political activities (e.g. phone calls and printing)
- ▶ rent to sponsor organisations other than a nominal charge or
- ▶ capital improvements.

### 3.1.6 How do I apply for Set Up Assistance?

Applications for Set Up Assistance need to be lodged prior to commencement of care.

To apply for Set Up Assistance for OSHC, contact the Department on 1300 363 079 and request the child care office in your State or Territory.

### 3.1.7 What are the obligations of services receiving OSHC Set Up Assistance?

New OSHC services are required to notify the Department in writing once they have commenced providing care. If services have not commenced providing care to children within three months or by the second vacation care period, they may be asked to repay the Set Up Assistance funding to the Department.

## 3.2. Sustainability Assistance

### 3.2.1 What is Sustainability Assistance?

Sustainability Assistance is funding to support child care services in areas of need approved by DEEWR. The funding is intended to help communities retain access to child care where the operation of a child care service is not likely to be financially viable without it. Funding is a contribution to support viability, and is based on Equivalent Full-Time (EFT) utilised places.

OSHC Sustainability Assistance is targeted towards services in areas of socio-economic disadvantage, including rural and remote areas.

OSHC services that receive Sustainability Assistance are not eligible to also receive Budget Based Funding.

### 3.2.2 What can Sustainability Assistance be used for?

Sustainability Assistance is designed to assist services with the day to day costs of operating an OSHC service including (but not limited to):

- ▶ administration
- ▶ marketing of the service
- ▶ staff recruitment and
- ▶ staff training.

### 3.2.3 What can Sustainability Assistance not be used for?

The payment **cannot** be used for:

- ▶ CCB fee reductions to families
- ▶ incorporation costs
- ▶ payments to fund organisations
- ▶ programs or services not essential for the core operation of the funded child care service
- ▶ support for political activities (e.g. phone calls and printing)
- ▶ rent to sponsor organisations other than a nominal charge or
- ▶ capital improvements.

### 3.2.4 Which services are eligible to receive Sustainability Assistance?

All for-profit and not-for-profit OSHC services are eligible to receive Sustainability Assistance in their first 12 months of operation, provided their expected EFT Utilisation is below 30 places and they are approved to administer CCB on behalf of families.

Where an existing service transfers ownership to a new entity during its first year of operation, the new entity will be entitled to a pro-rata amount of Sustainability Assistance funding for the remainder of the first 12 months of operation.

All OSHC services that become approved for CCB purposes after they have commenced providing care are eligible to receive a pro-rata payment from the date of CCB approval to the end of the service's initial 12 month period of operation.

### 3.2.5 Which services are not eligible to receive Sustainability Assistance?

For-profit services which have operated for more than 12 months are not eligible to receive Sustainability Assistance.

For-profit services taking over or replacing any OSHC service which has been in operation for more than 12 months are not eligible to receive Sustainability Assistance.

### 3.2.6 How is ongoing eligibility for Sustainability Assistance determined?

Only not-for-profit services located outside a metropolitan area, and with average utilisation below 30 places, may receive assistance in subsequent years.

However, those not-for-profit metropolitan services located in areas with a Socio-Economic Indexes for Areas (SEIFA) score below 880 (with EFT utilisation below 30 places) may also be eligible for funding beyond the first year of operation.

Ongoing eligibility is determined on whether the service is not-for-profit and on the following factors:

1. the service's average number of utilised places
2. the remoteness of the service as measured by the Accessibility and Remoteness Index of Australia (ARIA Plus) and
3. the socio-economic status of the community, derived from the SEIFA.

A service is assigned a score for each of these three criteria. To be eligible, a service must achieve a combined score equal to or exceeding the cut-off score of 26. The criteria are scored using the following model:

Remoteness (ARIA Plus)	Score
Major Cities	-10
Inner Regional	16
Outer Regional	20
Remote	25
Very Remote	30

EFT Utilised Places	Score
Up to 10	30
11 – 20	20
21 – 30	10
Over 30	0

Socio-economic Index (SEIFA)	Score
Under 880 (lowest 10%)	20

**CUT-OFF SCORE 26**

Note: utilised places calculation is based on the daily attendance during the quarterly reporting period as per the Funding Agreement.

To determine eligibility for Sustainability Assistance, or to obtain ARIA PLUS/SEIFA classifications, services may contact their local State or Territory office of the Department on 1300 363 079.

### 3.2.7 How are the number of EFT utilised places determined?

The number of EFT utilised places is the calculation of child care usage at a service, based on actual hours of care charged to families per reporting period. The following table sets out the formula used to calculate an OSHC service's number of EFT utilised places:

Total hours of care charged during the quarter	÷	Number of weeks open during the quarter	÷	Normal operating hours per week	=	Number of EFT Utilised places for the quarter
--	---	---	---	---------------------------------	---	---

This calculation provides the service's number of EFT utilised places.

### 3.2.8 What are the Sustainability Assistance rates for 2009–10?

The rates of Sustainability Assistance for OSHC in 2009–10 are:

OSHC Component	Utilised Places	Major city/Inner Regional*	Outer Regional*	Remote/very Remote*
After School Care	1 to 20	\$9,348.00	\$11,218.00	\$12,153.00
	21 to 30	\$4,674.00	\$5,608.00	\$6,076.00
Before School Care	1 to 20	\$6,048.00	\$7,258.00	\$7,863.00
	21 to 30	\$3,023.00	\$3,628.00	\$3,930.00
Vacation Care	1 to 20	\$9,348.00	\$11,218.00	\$12,153.00
	21 to 30	\$4,674.00	\$5,608.00	\$6,076.00

\* Indexed annually

Funding rates are adjusted annually in line with the Consumer Price Index (CPI). Rates are amended on 1 July in each new financial year. Funding under current Funding Agreements which span across more than one financial year will be paid for the duration of the Activity Period, at the rate for the financial year in which the Funding Agreement is executed.

OSHC Sustainability Assistance funding is paid quarterly and is calculated and adjusted every 3 months according to utilisation reported by services.

New OSHC services eligible for Sustainability Assistance will be offered a Funding Agreement upon notifying the Department in writing that they have commenced providing care.

### 3.2.9 How do I apply for Sustainability Assistance?

An application for Sustainability Assistance may be lodged at any time using the application form on the OECECC website at [www.deewr.gov.au](http://www.deewr.gov.au).

The completed application is to be provided to the local State or Territory office of the Department. The application will be assessed and the service will be advised of the outcome.

### **3.2.10 Is eligibility for Sustainability Assistance subject to review?**

Services receiving OSHC Sustainability Assistance are subject to a regular review of their eligibility status.

Where an OSHC service's utilisation increases or decreases and/or the service is no longer eligible for Sustainability Assistance, payments will either cease or be adjusted for that quarter as applicable.

If a service's actual rate of daily attendance is more than 30 places, payments will cease one month after the Department notifies the service of this in writing.

If this situation arises, the Department will also contact the service provider in writing to advise of any changes to future payments.

## 4. Funding Recipient Requirements

### 4.1. What are the Funding Recipient's responsibilities?

Funding Recipients must:

- maintain approval to administer Child Care Benefit (CCB) in accordance with:
  - *A New Tax System (Family Assistance)(Administration) Act 1999*
  - *A New Tax System (Family Assistance) Act 1999*, and
  - related disallowable instruments made under these Acts, including the Eligibility Determination
- deliver OSHC in accordance with the following:
  - the 2009–10 Funding Agreement
  - these Guidelines
  - the family assistance law (in particular, the requirement to reduce fees in accordance with notices issued by the Family Assistance Office (FAO))
  - the *Child Care Service Handbook* as amended from time to time
  - all applicable State/Territory and local government laws, regulations and licensing requirements, and
  - the National Standards for Outside School Hours Care
- have an Australian Business Number (ABN).

### 4.2. What are the insurance requirements?

An OSHC service provider is required to have the following insurance:

- Public Liability for not less than \$10 million for each and every claim, and
- Workers' compensation as required by law.

### 4.3. What are Sound Business Practices for an OSHC service?

All services are required to meet the business and financial requirements and obligations associated with operating a child care service as per the Funding Agreement. Issues such as insurance, bookkeeping, CCB administration and record keeping must be considered. As with all businesses, it is essential to keep receipts of all expenditure related to the business.

Receipts will be required for regular tax purposes as well as for auditing purposes.

The service provider should retain a copy of all reports, records or account books in original form for at least five years following the expiry or termination of the Funding Agreement or any longer period required under State or Territory legislation.

For more information about sound business practices relevant to approved child care services, refer to the current *Child Care Service Handbook* or visit the OECECC website at [www.deewr.gov.au](http://www.deewr.gov.au).

#### **4.4. What are the OSHC Legislation, Regulations and Standards?**

State and Territory Governments have primary responsibility for family support, child welfare, regulations and licensing of child care services. Where no State or Territory regulations apply, the [OSHC National Standards](#) provide a framework to ensure an acceptable standard of child care for all children in OSHC. The National Standards comprise minimum standards for safe, nurturing and developmentally appropriate environments for children in formal child care settings, and provide the foundation for future systems of Quality Assurance. The National Standards are therefore relevant to all approved/employed carers of an OSHC service

#### **4.5. What is Child Care Quality Assurance?**

The aim of the Australian Government's Quality Assurance system is to provide a framework for reviewing, measuring and improving the quality of the work being done by approved child care providers. Quality Assurance focuses on quality outcomes for children and encompasses processes of self-assessment and continuing improvement against areas of quality care.

Quality Assurance:

- ▶ improves outcomes for children
- ▶ improves the accountability of child care to the public, and
- ▶ better equips services to cater for children's individual needs.

To be eligible for and maintain approval for CCB purposes services must register for and satisfactorily participate in quality assurance systems as set out in their Funding Agreement.

#### **4.6 Compliance with Child Care Benefit approval and continued approval requirements**

Unannounced visits to services are part of the Australian Government's improved compliance strategy to protect the integrity of payments made to support families accessing approved child care. Under the family assistance legislation and the terms of the funding agreement, DEEWR officers may visit a service unannounced.

## 5. Responsibilities and accountabilities under the Community Support Program

### 5.1. DEEWR responsibilities and accountabilities

The DEEWR State/Territory and National Offices will be responsible for:

- ▶ consulting with and providing information and advice to Funding Recipients on issues affecting OSHC
- ▶ providing all reasonable assistance to Funding Recipients to help them understand their roles, responsibilities and accountabilities as an OSHC service provider
- ▶ conducting Quality Assurance assessment of Funding Recipients through the National Childcare Accreditation Council (where applicable)
- ▶ ensuring financial acquittal, accountability and reporting requirements under the Funding Agreement are met
- ▶ reporting on the Program by reference to each State and Territory
- ▶ maintaining and updating these Guidelines
- ▶ providing national direction on all policy issues relating to OSHC
- ▶ reporting on OSHC at a national level
- ▶ monitoring the effectiveness and efficiency of OSHC child care on a national basis, including undertaking evaluations
- ▶ ensuring that funding allocation is targeted effectively and equitably across States and Territories, and
- ▶ ensuring a nationally consistent approach to the program is maintained.

### 5.2. Funding Recipient responsibilities and accountabilities

The Funding Recipient is responsible for providing the best possible care for all children at all times. In accordance with the Funding Agreement, OSHC services must be approved for the purposes of CCB and continue to comply with the eligibility rules set out in the Eligibility Determination. For further information please refer to the *Child Care Service Handbook* available at DEEWR's website located at [www.deewr.gov.au](http://www.deewr.gov.au).

An OSHC Funding Recipient is responsible for establishing and maintaining a quality child care service. More information on Funding Recipients' obligations and requirements is available within the 2009–10 Funding Agreement.

## 6. Funding Agreement

### 6.1. What are the Funding Agreement requirements?

All providers assessed as being eligible to receive funding will be sent a Funding Agreement from the Department prior to the commencement of the 2009–10 funding period. The Funding Agreement sets out the rights, responsibilities and obligations of the Commonwealth of Australia (as represented by the Department) and the Funding Recipient. All service providers must agree to the terms of the Funding Agreement and sign the Funding Agreement prior to receiving payments.

The Department requires that providers meet reporting and accountability requirements as specified in the Schedule to the Funding Agreement. The Funding Agreement must be signed and returned to the Department within 30 days of receipt of the letter of offer.

It is crucial to note that the Funding Agreement is a legally binding document between the provider and the Department which is enforceable by either party upon signing.

### 6.2. What are the reporting requirements?

Reporting provisions are outlined in the Funding Agreement and include (but are not limited to):

- ▶ Utilisation Reports
- ▶ Activity Reports, and
- ▶ Audited or Certified Financial Acquittal Report, depending on the type of Funding Agreement (for long form or short form agreements respectively).

#### 6.2.1 What are Utilisation Reports?

Utilisation reports provide DEEWR with a summary of the Funding Recipient's operating profile and use of OSHC funding. These reports are due on the dates specified within the Funding Agreement. Funding Recipients are required to provide DEEWR with one electronic copy of each Utilisation Report in Microsoft Word format, or as otherwise specified by the Department.

#### 6.2.2 What are Activity Reports?

Activity reports provide DEEWR with a summary of how the Funding Recipient is performing in relation to the Performance Indicators outlined within the Funding Agreement. Funding Recipients are required to report on outcomes of their Activity through Activity Reports on the dates specified within the Funding Agreement. Funding Recipients must provide DEEWR with these reports in the format specified by the Department.

#### 6.2.3 What is the purpose of the Financial Acquittal Report?

The Financial Acquittal Report (whether Audited or Certified) provides DEEWR with information about how the allocated funding was expended and whether the funding was expended in accordance with these Guidelines and Funding Agreement.

Service providers are required to provide either an **Audited Financial Acquittal Report** or a **Certified Financial Acquittal Report** as stated within their 2009–10 Funding Agreement.

Services will be required to return to the Department any funds not spent during the activity period or funds spent other than in accordance with the Funding Agreement.

The Financial Acquittal Report must contain the information as set out in the accompanying Schedule and Terms and Conditions of the Funding Agreement.

The OSHC Funding Recipient must ensure that all reports relating to the expenditure of funding are either audited by an Approved Auditor or certified by an authorised Officer in accordance with the Funding Agreement. Recipients are required to provide DEEWR with a hard copy of either the Audited Financial Acquittal Report or the Certified Financial Acquittal Report as specified in the Funding Agreement.

### **6.3. What is the process when a service ceases to operate?**

Services must not cease to operate or substantially change the operations of their services without first giving DEEWR at least 30 days notice in writing. The Department will then notify the service in writing outlining what is needed to finalise their Funding Agreement with the Department.

If the service ceases to operate, or in the event of termination of any Funding Agreement, any Australian Government funds not used or spent other than in accordance with the Funding Agreement must be acquitted and returned to DEEWR by the service within the timeframe specified by the Department. If the amount owed is not repaid within that time it will become a debt due and payable to the Australian Government.

## **7. Privacy and confidentiality**

### **7.1. Privacy and confidentiality**

In accordance with the Privacy Act 1988, DEEWR undertakes to use any information obtained from applicants strictly for the purposes of administering the Community Support Program. DEEWR requires Funding Recipients, in accordance with their Funding Agreements, to comply with the Information Privacy Principles (IPPs). Further information on the IPPs can be found on the Office of the Federal Privacy Commissioner's website at <http://www.privacy.gov.au>.

### **7.2 Freedom of Information**

The *Freedom of Information Act 1982* (the FOI Act) gives the community the right to access information in the Department's possession. Information collected or held by DEEWR may be released on request, unless it is exempted under the relevant provisions of the FOI Act or under specific legislation that provides for the confidentiality of that information. Individuals or bodies wishing to obtain information under the FOI Act should write to the DEEWR Program Contact Officer indicating clearly which information they would like access to.

Service providers are themselves not directly subject to the provisions of the FOI Act. However, documents that originate from DEEWR or another Australian Government body, or are created as a result of the Funding Agreements between the Australian Government and funded providers, are subject to FOI requests.

### **7.3 Security of Information**

Funding Recipients are required to store records relating to management of funding in a secure place and dispose of them in an appropriate manner. The Department is required to maintain all records (hard copy and electronic) in accordance with the *Archives Act 1983* and the Department's Records and Document Management Policy and Guidelines.

## 8. Complaints

### 8.1. Complaints – service provider

The Department has a formal complaints service and the service provider can lodge a complaint by telephoning 1300 363 079.

A complaint is defined as:

‘Any expression of dissatisfaction with a product or service offered or provided’  
[Australian Standard AS4269–1995].

The Department has a ‘complaints recording system’ to capture complaints to the Department about any of its services or those delivered by DEEWR funded service providers.

For the purposes of the Department’s complaints recording system, a ‘complaint’ does not include:

- ▶ Ministerial correspondence
- ▶ Freedom of Information requests, or
- ▶ Complaints made to service providers, as these should be covered under their own complaints mechanisms in accordance with the relevant Child Care Quality Assurance administered by the National Childcare Accreditation Council.

If the service provider is dissatisfied at any time with our handling of their complaint, they can also contact the Commonwealth Ombudsman at [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

## 9. Contact information

Service providers seeking further information about Australian Government funding for child care services can contact the Department on:

<b>The website</b>	<a href="http://www.deewr.gov.au">www.deewr.gov.au</a>
<b>By phone</b>	1300 363 079 – request to speak to a child care officer in your State or Territory
<b>By mail</b>	Child Care Programs Branch Department of Education, Employment and Workplace Relations GPO Box 9880 CANBERRA ACT 2601
<b>TTY</b>	1800 554 609

## 10. Other useful information

### Services seeking further information please contact:

- Child Care Access Hotline - 1800 670 305

The Child Care Access Hotline (the Hotline) is a telephone service funded by the Australian Government that provides families with information to help them choose a child care service that meets their needs.

- Family Assistance Office -1800 050 021

Services needing more information about CCB and Jobs, Education and Training Child Care Fee Assistance administration and calculation, should contact the Family Assistance Office Teams.

- Family Assistance Office Multilingual Call – 13 12 02

Related publications in a variety of languages can also be found online at the multilingual sections of the [Family Assistance Office](#) and [Centrelink](#).

### Child Care Service Handbook

The *Child Care Service Handbook* is a reference book for approved child care service providers. The Handbook was developed as a guide to assist services with the administration of CCB and the Child Care Services Support Program.

The printed hard copy version of the *Child Care Service Handbook* has been sent to child care services. If you would like a copy please call 13 36 84.

A PDF version of the Handbook is available below:

- [Child Care Service Handbook 2008-2009 - PDF Version](#)

### Inclusion and Professional Support Program

The Inclusion and Professional Support Program (IPSP) provides an integrated and consolidated approach to meeting the inclusion and professional support needs of child care services.

Updated details of the support services and subsidies provided through the IPSP are available at [www.deewr.gov.au](http://www.deewr.gov.au).

