



# Community Support Program

## Long Day Care Funding

## Program Guidelines 2009–10

**Version History:**

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2.0	5 January	CSP Program Management Section	3.2.10 has been amended to read: <i>Where a LDC 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 <b>the next</b> quarter as applicable.</i>	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.

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# 1. About the Guidelines

## 1.1. Purpose of Guidelines

These Guidelines provide the framework for the implementation and administration of Australian Government funding for Long Day Care (LDC). These Guidelines should be read in conjunction with the relevant LDC 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 LDC, including its purpose
- ▶ DEEWR expectations of LDC 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 LDC service providers.

## 2. About Long Day Care (LDC)

### 2.1. What is LDC?

Long Day Care (LDC) is a centre-based form of child care service. LDC services provide quality all-day or part-time care for children of working families and the general community. For profit and not-for-profit organisations, local councils, community organisations and employers may run these services.

LDC services may also provide care for school children before and after school and during school holidays, where State and Territory Government regulations allow this.

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

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

Once approved for CCB purposes, a centre based LDC service must continue to ensure that:

- (a) most of the children to be provided with child care will:
  - (i) not have commenced school and
  - (ii) attend the service at least one day a week
- (b) the service will operate on all normal working days in at least 48 weeks of the year
- (c) the service will be available to provide care for any particular child for at least 8 continuous hours on each normal working day on which it operates, and
- (d) where a child attends a session of care, the service will not prevent the child from attending any part of that session.

Further legislative criteria for LDC 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 LDC 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 LDC places allocated?

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

### 3. Information on funding available for LDC services

Under the Community Support Program, the Australian Government provides financial support to eligible LDC services. There are three separate types of financial support available to LDC services depending on their eligibility:

1. Set Up Assistance
2. Sustainability Assistance
3. Long Day Care Capital Funding Program.

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

Set Up Assistance for LDC is available under exceptional circumstances only.

##### 3.1.1 What is Set Up Assistance?

Set up Assistance is funding approved by DEEWR to help organisations in exceptional circumstances to establish new LDC child care services.

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

Under exceptional circumstances only, Set Up Assistance is paid to new LDC services at the discretion of the National Program Manager for the CCSSP.

##### 3.1.3 What services are not eligible for Set Up Assistance?

LDC services that have received funding under the former Long Day Care Incentive Scheme and Private Provider Incentive Scheme are **not** eligible to receive Set Up Assistance funding.

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

The Set Up Assistance rates for LDC services in 2009–10 are as follows:

Type of Payment	Funding*
New LDC service (in exceptional circumstances only)	\$13,197.00

\*Indexed annually

### **3.1.5 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 LDC, contact the Department on 1300 363 079 and request the child care office in your State or Territory.

### **3.1.6 What are the obligations of new LDC services receiving Set Up Assistance?**

New LDC 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 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?

Services that were approved for funding under the Long Day Care Incentive Scheme (LDCIS) or the Private Provider Incentive Scheme (PPIS) are **not** eligible to receive Sustainability Assistance.

No other Child Care Services Support Program funding is available to services established under the LDCIS or PPIS.

Sustainability Assistance is funding to support small 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.

Sustainability Assistance is targeted towards communities where a service is the sole provider of LDC, particularly in regional and remote areas, areas of socio-economic disadvantage, and services which provide places for children aged less than 24 months.

LDC services that receive Sustainability Assistance are not eligible to also receive Budget Based Funding or Neighbourhood Model Funding where Occasional Care is also provided by the service provider.

If Occasional Care is also provided the LDC service is not eligible for Neighbourhood Model Funding.

### 3.2.2 What can Sustainability Assistance funding be spent on?

Sustainability Assistance is designed to assist services with the day to day costs of operating an LDC 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 spent on?

Sustainability Assistance payments **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 What services are eligible to receive Sustainability Assistance?

To be eligible for Sustainability Assistance, a service must be a CCB approved service and be the sole provider of centre-based LDC child care in their area.

A 'sole provider of LDC' is a service providing the only form of approved centre-based long day care in an area. For Sustainability Assistance eligibility, the 'sole provider of LDC' applies to individual services, not operators.

If you have questions regarding the sole provider status of your service, please contact your local State or Territory office of the Department on 1300 363 079.

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

LDC services that have received funding under the Long Day Care Incentive Scheme and Private Provider Incentive Scheme are **not** eligible to receive Sustainability Assistance.

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

Where a service is the sole provider of centre-based LDC in their area, eligibility for LDC Sustainability Assistance is also determined on the following factors:

1. the remoteness of the service as measured by the Accessibility and Remoteness Index Australia (ARIA Plus)
2. the service's number of utilised places
3. the service's proportion of places (0-24 months) to be provided, and
4. the socio-economic status of the community, derived from Socio-Economic Indexes for Areas (SEIFA).

A service is assigned a score for each of these four criteria. To be eligible, a service must achieve a combined score equal to or exceeding the cut-off score of 46. The criteria are scored using the following model:

Remoteness Category (ARIA Plus)	Score
Major City	0
Inner Regional	10
Outer Regional	20
Remote	30
Very Remote	40

EFT Utilised places	Score
Up to 25	40
26 – 35	30
36 – 50	15
Over 50	0

% of places licensed for babies (under 24 months)	Score
No baby places	0
Up to and including 10% of places	5
Over 10% and up to and including 25%	10
Over 25% and up to and including 50%	15
Over 50%	20

Socio-economic Index (SEIFA)	Score
Under 880 (lowest 10%)	46

CUT-OFF SCORE	46
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Where a LDC service is co-located with a CCB approved Occasional Care service, the combined number of utilised places of the multiple care service (see 3.3) will be used to assess eligibility for the amount of LDC Sustainability Assistance.

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 a LDC 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
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In a service's first year of operation, payments will be made based on expected EFT utilised places and reviewed on lodgement of the first Utilisation Report.

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

The following are the Sustainability Assistance rates for 2009–10, which are subject to annual indexation:

EFT Utilised places	Funding per year* Major Cities/ Inner Regional	Funding per year* Outer regional	Funding per year* Remote and Very Remote
1 – 20	\$38,492.00	\$46,190.00	\$50,039.00
21 – 40	\$32,992.00	\$39,591.00	\$42,890.00
More than 40	\$27,494.00	\$32,993.00	\$35,742.00

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.

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

### 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 LDC Sustainability Assistance are subject to a regular review of their eligibility status.

Where a new LDC service commences operation in the area where the currently funded service operates, the funded service will be provided with 6 months notice in writing that they are no longer eligible for funding. Sustainability Assistance funding will cease at the expiry of the 6 month notice period and the funded service will be assessed as being no longer eligible.

Where a LDC 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 the next quarter as applicable.

## **3.3. Multiple Care Services**

### **3.3.1 What are Multiple Care Services?**

Multiple care services are designed to provide flexible care to meet the needs of their communities. They offer an integrated service delivery model where more than one care type is provided. Those LDC services that operate more than one care type as a multiple care service receive different amounts of Sustainability Assistance funding for their Family Day Care or In Home Care service component.

Factors determining whether a service is a multiple care type include:

- ▶ the service is operated by the same Funding Recipient
- ▶ the service is operated by the same director/coordinator/administrative staff, and/or
- ▶ the service shares use of existing buildings/address, facilities and resources.

### **3.3.2 How does being a Multiple Care Service affect the receipt of Sustainability Assistance for LDC services?**

Sustainability Assistance applies differently for each care component of a multiple care service. Where an LDC service is co-located with a CCB approved Occasional Care service, the combined number of EFT utilised places is used to assess eligibility for Sustainability Assistance.

## **3.4. Long Day Care Capital Funding Program**

### **3.4.1 What is the Long Day Care Capital Funding Program?**

The Long Day Care Capital Funding Program is not an ongoing program. When a funding round is being conducted, it is open to eligible LDC services to apply for capital funding to upgrade existing infrastructure to meet the needs of the community.

The Long Day Care Capital Funding Program aims to enable existing services to deliver improved early childhood development and learning programs, a higher quality of care and/or to increase access to child care by providing additional LDC places.

### **3.4.2 How do I apply for Long Day Care Capital Funding?**

The LDC Capital Funding Program is conducted via a competitive application and selection process. Announcements regarding any future funding rounds and application documentation will be made available on the OECECC website at [www.deewr.gov.au](http://www.deewr.gov.au).

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

### **3.4.3 What services are eligible?**

To be eligible to receive capital funding, an existing LDC service must, at the time of applying for the funding:

- ▶ meet all the eligibility criteria for Sustainability Assistance
- ▶ not have been past recipients of Long Day Care Incentive Scheme or Private Provider Incentive Scheme funding
- ▶ provide evidence that there is a demand in the community for the facilities or infrastructure that they propose to expand or upgrade
- ▶ be operating from the facilities identified for upgrade or expansion, and
- ▶ secure equal funding (either cash or in-kind) from State/Territory Government, local government, legal charitable trust, legal charity, philanthropic institution, fundraising activities or a combination of these sources.

### **3.4.4 What can Long Day Care Capital Funding be used for?**

Long Day Care Capital funding is intended to help eligible LDC services to upgrade or expand their facilities. The funding is available for existing LDC services and may be used for (though not limited to):

- ▶ addressing health, safety or regulatory issues that would affect the ability of the service to continue to provide care
- ▶ key renovations
- ▶ construction of an additional room to enable a service to provide more LDC places (this must be an extension to an existing building)
- ▶ refurbishment of an outdoor area, including playground equipment or shelter to enable children to play outdoors
- ▶ installation of heating/air conditioning, and/or
- ▶ provision of access ramps.

### **3.4.5 What can Long Day Care Capital funding not be used for?**

Long Day Care Capital funding **cannot** be used to establish a new service or to fund construction of a new service.

## 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 LDC 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 Long Day Care
- have an Australian Business Number (ABN).

### 4.2. What are the insurance requirements?

A LDC service provider is required to have the following insurance:

- Public Liability for not less than \$10 million for each and every claim
- Workers' compensation as required by law, and
- Professional Indemnity for not less than \$5 million per claim and in the aggregate, per year.

### 4.3. What are Sound Business Practices for a LDC 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 LDC 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 [LDC National Standards](#) provide a framework to ensure an acceptable standard of child care for all children in LDC. 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 a LDC 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 LDC
- ▶ providing all reasonable assistance to Funding Recipients to help them understand their roles, responsibilities and accountabilities as a LDC 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 LDC
- ▶ reporting on LDC at a national level
- ▶ monitoring the effectiveness and efficiency of LDC 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, LDC 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).

A LDC 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 LDC 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?

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 (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.

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

The LDC 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).

