



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

Under the law, you are still entitled to receive CCB and CCR if your child is unable to attend approved child care and you are charged a fee, up to 42 absence days in a year.

In addition to your 42 days of ‘initial absences’ the Government may continue to pay CCB (and CCR) on your behalf for additional absence days approved under the exceptional circumstances provision.

## What is an absence day?

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

You cannot claim absences if your child has not started care or has stopped care. You also cannot claim an absence if you have notified your child care service you are taking your child out of care on a set date and then change your mind and remove your child earlier.

If your child is absent for one or more than one session of child care on the same day, such as both before and after school care, it is counted as one absence day.

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 your initial 42 absence days.

## Why do I pay for child care on a public holiday?

Fee charging practices are commercial decisions made by child care service providers and are not regulated under family assistance law. Some child care service providers may charge for public holidays because, like most other employees, child care workers are entitled to be paid for public

holidays when they would otherwise be at work. The Department of Education however, acting under the family assistance law, has no capacity to intervene in these business decisions.

The Government's primary role in child care is to assist families with the cost through CCB and CCR and is unable to intervene in fee charging decisions.

## What is an additional absence day?

You can also get CCB and CCR for additional absence days once your initial 42 absence days have been used. There is no limit on these days but you may be required to provide documentation to support the absence.

The additional absence days reasons are:

- illness (with a medical certificate), or another absence due to sickness of the child, a parent or sibling, supported by medical certificates
- non-immunisation
- rostered days off
- rotating shift work
- temporary closure of a school or pupil-free days
- period of local emergency – the service is closed or the child is unable to travel to the service
- shared care arrangements due to a court order, parenting plan or parenting order
- attendance at preschool
- exceptional circumstances

## What is a parenting plan?

A parenting plan can take any form, but to be a parenting plan under the Family Law Act 1975 it must be in writing, signed and dated by both parents. It must be made free from any threat, duress or coercion. When providing documentation for shared care arrangements, it is not sufficient to have a verbal agreement or a statutory declaration signed by just one parent, describing the arrangement.

Parenting plans are developed by both parents, sometimes with the help of the Family Relationship Centre. For examples and more information about parenting plans you can go to the Family Relationships website or call 1800 050 321.

## What are exceptional circumstances?

You may also get CCB and CCR for up to 20 further absence days for your child to take a break from care. Exceptional circumstances are when you have used 31 or more of your initial 42 absence days for one or more of these reasons:

- an illness or illnesses (with a medical certificate)
- rotating shifts or rostered days off
- shared care arrangements due to a court order, parenting plan or parenting order.

You must provide supporting documentation to show that the 31 or more of the initial 42 absences were used for these specific absence reasons—for example, the supporting documentation for illness is a medical certificate. If your child has a medical certificate specifying a long-term illness, you do not need a separate medical certificate for each additional absence day.

## Can I get absences for Occasional Care?

You will get CCB and CCR for an absence if you have booked and paid for the child care your child was absent from at your Occasional Care service. There is no limit on the number of absences.

## What are my child care services responsible for?

Your child care services must keep a record of each absence for your child. Your service must let you know regularly how many absences have been used. Services are required to provide families with statements at least every three months.

You can also access your child's absence record by:

- using the Express Plus Families app and selecting 'Child Care'. If you do not have an app, you can download one to your smart device from the App Store or Google Play™. App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Google Play is a trademark of Google Inc.
- going to your myGov account and selecting 'Child Care' and then 'View Child Care Details and Payments'. If you do not have a myGov account, you will need to create one first by going to [my.gov.au](http://my.gov.au) and then linking it to Centrelink.
- going to [humanservices.gov.au/online](http://humanservices.gov.au/online) and logging on to Centrelink services online.

## How can I get more information?

For further information on your eligibility for CCB and CCR please contact the Department of Human Services:

- going to [humanservices.gov.au/online](http://humanservices.gov.au/online) and logging on to Centrelink services online. visiting a Service Centre (located in Medicare Offices and Centrelink Service Centres)

## Useful resources

- for news and information on child care visit the [MyChild website](#)
- to estimate and compare payments access the [Child Care Estimator](#)
- [A Guide to Australian Government payments](#)

## If you need to, you can also call:

- 136 150 for complex queries about your child care payments
- 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.
- 13 12 02 if you need information in a language other than English.