

Troubleshooting CCS

Area	Error	Reason
Session reports	Not submitted or delayed	<p>Session reports are used to calculate amounts to make payments. If sessions are not submitted payments will not be made.</p> <p>Similarly, if session reports are not submitted on time CCS payments will also be delayed.</p>
	Incorrect sessions of care or fees submitted	If sessions of care are incorrect (eg more hours are submitted) the activity test limit may be reached and result in lower CCS payments for the 2nd week in the fortnight.
Entitlements	Hours of subsidised care has been reached (Activity Test)	The hours of subsidised childcare per fortnight that a Family is entitled to is determined by an activity test. A change in the combined hours of work, training, study, recognised voluntary work or other recognised activity undertaken by a Family may result in a reduction or increase in subsidised hours.
	Hourly rate cap has been reached	An Increase in fees or session hours may result in the reaching the hourly cap rate. This may result in a higher out of pocket cost (gap fee) to a Family.
Debt	Family does not reconcile or complete annual balancing	If a tax return is not submitted at the end of the financial year the subsidy is paid, then the individual will have until 1 July the following year to meet the reconciliation obligations. Further payments will be suspended until reconciliation occurs.
	After adjusting taxable income, a review is performed on the individual's entitlement	Once a tax return is lodged and a review is undertaken, it may be determined that an overpayment in CCS has been made throughout the year (eg where an individual has underestimated their income). The overpayment is taken back as a debt by deducting from the amounts withheld (ie the Withholding 5% payments).
Attendance	Child did not physically attend agreed first day (unless under special circumstances*)	If a child is booked in to start at a service on a particular date but does not attend on that day, no CCS will be paid until the child physically attends a session of care. Eg Child is booked to start at Service on Monday 1 Jan but does not physically attend until Thursday 4 Jan. CCS will only be paid for the Thursday attendance on that week.

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Attendance	Child did not physically attend agreed last day (unless under special circumstances ⁵)	A service ceasing care for a child is taken as the day the child last physically attends a session of care under an enrolment. Any absences submitted after the child physically attends will not be eligible for CCS.
	14 or more weeks of non-attendance	Where a child does not attend a service within a period of 14 weeks or more, the enrolment will automatically cease. This will result in non-payment of CCS as there is no active enrolment. A new enrolment notice will need to be submitted when care recommences after the absence.
	An attendance/s was deleted	If a child attended a session but their attendance/s was deleted before session were submitted, there will be no CCS for that attendance. The service would need to update the attendance records for that child and resubmit the sessions for the child's CCS to be paid (vary the session report up until 28 days).
	Expired ACCS Certificates (6 weeks) or Determinations (13 weeks)	A certificate gives a Family immediate access to ACCS (child wellbeing) for up to six weeks. If that six weeks ends without a further determination, the child may not receive further ACCS. If a Determination (which provides 13 weeks of ACCS) expires and is not reapplied, the child may not receive further ACCS.
Absences	42 days limit reached	A child is eligible for up to 42 absence days in a financial year of subsidised care without the need to provide reasons for the absence (unless additional absences are provided under particular circumstances). Any absences above 42 days will require a reason for those any additional absences to be eligible for CCS.
	Public holiday is submitted as a deleted attendance	If a service chooses to delete attendances for a public holiday (rather than charging the fee and marking the child as non attending), there are no sessions to submit. This option will mean no CCS will be paid.