



CCMS Fact Sheet – 2014 Changes (2)

Returning fee reductions that cannot be passed to a family

Services' obligation to pass fee reductions to families

Child Care Benefit approved services are required under family assistance law to pass on fee reductions to families. As specified in Section 219B of the *Family Assistance (Administration) Act 1999*, services must pass on to a family all amounts as advised by the Department of Social Services (DSS) against an Attendance Record Report within 14 days of being advised of the amount.

Where a service cannot pass on a fee reduction amount to family

You must use all practicable means to pass on to families the fee reduction amounts advised by DSS.

If your service charges fees in advance—whether full fees or with an estimated fee reduction—and the family leaves care before you have been advised of the actual fee reductions for the final week of care, you may subsequently be paid an amount of fee reductions you cannot pass on.

In cases where you are unable to pass on a fee reduction amount (for example because the child has left care and your service is no longer in contact with the family) you must remit the amount back to DSS.

How to notify DSS of fee reductions that could not be passed on to a family

When this situation occurs, up until June 2014, services were required to complete a *Notification of fee reductions that cannot be passed to a family (08-308)* form and submit this to the CCMS Helpdesk.

Automation of notification process

In the enhancement to come into effect from June 2014, approved services will be able to notify DSS of any amounts that could not be passed on directly through their registered CCMS Software. Rather than having to fill out and submit a form for every attendance record where the calculated fee reduction could not be passed on, services will be able to input the amount that could not be passed on (either part of or the entire amount) into their registered CCMS software and submit this information directly to CCMS. CCMS will then automatically recover this amount.

When should I notify DSS to remit fee reductions?

Amounts would only need to be remitted back to DSS if there are no other available avenues by which to pass them on as a fee reduction to the family. If a family is on holidays but intends to return to the service, crediting the advised amount to their account in the meantime counts as having passed on the fee reduction. Likewise, if a family who pays their fees in advance leaves care before your service have been advised of the actual fee reductions for their final week of care, if you are still in contact with the family you may still be able to pass on the fee reduction directly to the family.

How will I know if the fee reduction has been remitted?

Querying CCMS payments will return all normal payments as well as any amounts remitted in this manner. While the exact method may differ slightly between registered CCMS software products, this information will be returned by CCMS in the same way as all other payment information.

Please note that for any services that have passed back fee reductions to DSS in the past by submitting the paper form, information on these will also be returned by CCMS after the enhancement.

When do I use the form?

You should not need to use the *Notification of fee reductions that cannot be passed to a family* form once your registered CCMS software product is upgraded to the latest version.

If you are facing difficulty in using your registered CCMS software product to notify DSS of any amounts that could not be passed on to a family, please contact your CCMS software provider.