



Absences from child care

Fact Sheet 9

Under the law, there are circumstances when you can still receive Child Care Benefit (CCB), Child Care Rebate (CCR) and Jobs, Education and Training Child Care Fee Assistance (JETCCFA) if your child is unable to attend approved child care and you are charged a fee.

What is an absence day?

You can receive get CCB, CCR and JETCCFA 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.

Your child care service/s 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 also required to provide families with statements at least every three months.

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

Like most other employees, child care workers are entitled to be paid for public holidays when they would otherwise be at work. The Australian Government however, acting under the family assistance law, has no capacity to intervene in these business decisions.

What is an additional absence day?

You can also get CCB, CCR and JETCCFA 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
- 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 are exceptional circumstances?

You may also get CCB, CCR and JETCCFA 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, CCR and JETCCFA 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.

How can I get more information?

To access your details or check your eligibility for child care payments, please contact the Department of Human Services by:

- visiting [Department of Human Services families website](#)¹
- logging on to your **Centrelink online account** through [myGov](#)² and selecting 'Child Care' and then 'View Child Care Details and Payments'. If you do not have a [myGov account](#), you can create one by visiting [myGov](#) and then linking it to your Centrelink online account
- using the **Express Plus Centrelink mobile app** and selecting 'Child Care'. Express Plus Centrelink is available for Apple devices with iOS7+ on the App Store and Android devices with version 4.0 and above on Google Play
- visiting a service centre
- calling **136 150**, or
 - Teletypewriter (TTY) service on **1800 810 586** if you are deaf or have a hearing or speech impairment. You need a TTY phone to use this service
 - **131 202** if you need information in a language other than English.

Useful resources

Other useful resources include:

- for news and information on child care visit the [MyChild website](#)³
- to estimate and compare payments access the [Child Care Estimator](#)⁴
- [A Guide to Australian Government payments](#).⁵

¹ www.humanservices.gov.au/customer/themes/families

² <https://my.gov.au/>

³ www.mychild.gov.au

⁴ www.humanservices.gov.au/customer/enablers/online-estimators

⁵ www.humanservices.gov.au/corporate/publications-and-resources/a-guide-to-australian-government-payments