

Child Care Subsidy

Information for families and carers

The Child Care Subsidy (CCS) is the main way the Australian Government helps families with childcare fees. This includes fees for outside school hours care programs.

Child care providers are granted approval under Family Assistance Law to receive CCS on behalf of families. CCS is paid to child care providers, who pass it on to families as a fee reduction. Families then pay out-of-pocket the difference between the provider's fee and the subsidy amount. Families can get CCS when their child is unable to attend child care up to 42 days a year. Families can also access extra absence days in certain circumstances, which are [outlined on the Services Australia website](#).

Services Australia balances CCS payments after each financial year to ensure families are paid the right amount.

Family and carer eligibility

Families and carers must meet certain requirements to be eligible for CCS.

Families and carers must:

- care for their child at least two nights per fortnight, have 14% share of care, or receive Family Tax Benefit for their child
- make a co-contribution to their child care fees at an approved child care service
- meet residency requirements.

Their child must:

- meet immunisation requirements
- not be attending secondary school (unless an exemption applies)
- be 13 or under (except in certain circumstances).

Family and carer entitlement

Three factors determine how much CCS a family/carer receives:

- [combined annual family income](#)
- [activity level](#), and
- [type of child care used](#).

Extra help is available for vulnerable and disadvantaged families through the [Child Care Safety Net](#) which includes the [Additional Child Care Subsidy](#). Families and carers can get an estimate of what they may be entitled to on [Services Australia's Payment and Service Finder](#).

Child Care Subsidy complaints

Parents and carers can raise complaints that relate to [Child Care Subsidy](#) payments, by contacting the Department of Education, Skills and Training by phone: 1300 667 276 or [email: ccshelpdesk@dese.gov.au](mailto:ccshelpdesk@dese.gov.au).

More information

For more Child Care Subsidy information go to: [Child Care Subsidy - Who can get it - Services Australia](#).