



Fact Sheet for Families Regarding Connectivity Issues with the Child Care Management System and Security of Data

Approved child care services are required by family assistance law to send details about you and your child or children electronically to the Child Care Management System (CCMS) to enrol or link you and your child or children to your record with the Family Assistance Office (FAO). This is so that Child Care Benefit, Child Care Rebate and Jobs, Education & Training fee reduction amounts can be accurately calculated based on the information you have provided to the FAO about your family.

Your service is also required by family assistance law to send the details of your child or children's weekly child care attendance electronically to the CCMS. This is so that the correct fee reduction amounts can be calculated for each week of care provided to your child or children and paid to your service on your behalf to reduce your child care fees.

Enrolment and attendance data can only be submitted to the CCMS by an approved service if they are using a CCMS Registered Software product. The Department of Education, Employment and Workplace Relations (DEEWR) is responsible for the process of registering software providers to ensure their products meet strict data format and security requirements and for the operation of the CCMS.

In recent weeks, there have been some technical issues for services lodging information, mostly at peak times, and services have needed to submit the information again. The issue may have resulted in a delay in processing your details as quickly as usual.

However, this has only affected a minority of claims. The technical issues are completely outside the control of services. We are working to fully resolve this as a matter of urgency.

A media report on Saturday 11 February 2012 implied the recent connection problems with the CCMS have led to data security issues, incorrect fee reduction calculations and families' bank accounts being overcharged. The report is not accurate, all the information received, processed and stored in the CCMS is considered as Security Classified Protected information. It is treated and handled accordingly and there are strict rules relating to access and use of that information.

Once a service is able to successfully connect to the CCMS to send data, fee reduction amounts are being accurately calculated by the FAO and paid to services on behalf of families.

A family's bank account can only be accessed and debited for child care fees with the consent of the family. Only a child care service that has your permission can debit or charge your bank account or credit card.

If you have any concerns about this information or would like to speak with an officer from DEEWR to obtain more information, please send an email to tipoffline@deewr.gov.au. Please include in your email the information below and an officer from DEEWR will contact you as soon as possible to assist you.

Subject: CONNECTIVITY ISSUE

Your name:

Contact phone number between 8am and 6pm AEDST:

Name of your child care service:

Your children's CRN: