

User experience	Awareness of childcare	Need for childcare	Find childcare	Select a childcare provider	Enrol into childcare	Apply for subsidy	Paying for care	Absences	Management	Exit care
	Promote Payment and Service Finder (DHS)	Contact Centrelink							Change of circumstances can include: income, activity (work), partner (new or ex)	
	Childcare finder promotion									
Hypothesis	Information on immunisation requirements	Payment and Service Finder is available online for families (test for different scenarios)		Care types have changed, e.g. pre-school now classed as centre-based care and therefore can be paid childcare subsidy.				New Additional Childcare Subsidy requirements for services to complete before being paid the additional childcare subsidy.	Need to go to myGov for reconciliation	
Global pain points, backstage, technology and information, insights	Childcare finder promotion	DET commissioned estimates in May 2018. Now families use Payment and Service Finder. Education staff cannot assist with family on specific questions like: not have access, privacy issues (Centrelink's role and better placed to assist)	It's painful to manually update Childcare Finder in myGov	Only 28 days backdating of claims	Both parents and the child must have a CRN	People don't understand some exemptions	Further work needed about interaction between CCS scope and NDIS	Eligibility assessed by DHS. Payability assessed by 3rd party data (sessions), out of staff and customer control	Invoices are too complicated and confusing	
		New alert service for finding childcare (DHS, Education)	Map doesn't reflect pain point in childcare subsidy: information on childcare subsidy is displayed differently depending on service provider/ third party software. This has an impact as they are a prime source of information for families		Families have to confirm Compliance Written Agreement (CWA) before subsidy is paid	Immunisation: records or names not matching	Updating any charges with DHS activity income withholding	Understanding what's required to change re: enrolment details if a family separates	Lodge tax return or lodge exemption	
		How many enquiries come through to DHS on childcare? Education receives around 500-600 calls on childcare services (previously it was around 1500-1700)	myGov portal account		DHS customer/support - staff are not aware of Childcare Subsidy System to assist customers Families can dispute enrolment or a session		How software vendors have configured data (no insight to educate staff on user experience)	Compliance processes in place for customers to ensure right rate (usually retrospective) Estimating income or activity for a whole financial year) Better online service to view CCS data, e.g. absences, payments Discrepancy between what data customers, providers and staff see + DHS and Education departments	
		Service compliance			Separating families, blending families			Parents don't know that they can enrol each child, not just 1 Notification on absences are no longer automated (service provider pain point) Attendance tracker	Cant' change or delete old records even if they are incorrect Parents need to report activities to claim entitlement, "What counts as activity?" Parents rely on service providers to sort it out for them	
					Family Tax Benefit limited with childcare subsidy claim caps on roles, caps on activity			Monitoring caps	Holiday care: parents have to re-apply and repeat processes when not used in 8 weeks Legislatio nchange - after school care	
					Partner's CRN is not linked in childcare subsidy claim			Lots of onus on service providers to educate parents	dispute enrolment vs. dispute session	
					Access ISP funds and services for kids with disability			CCS paid for absences at end of care now automatically recovered "Balancing" reconciliation process - parents are unaware they need to do this Lots of information on DHS, but parents are not sure what to look for Webinars on balancing (DHS - families, Education - providers)	Parents are unaware that enrolment disputes will stop payments Parents' responsibility to manage their family circumstances, e.g. separation What happens when you don't submit tax return	
								Parents don't understand how many absences they've got left Parents are unclear about what is an absence	DHS staff don't know/ manage childcare service data, so no sight of their behaviours Entitled CCS not paid, backdated if no reconciliation on certain date CCS balancing process required	
								Parents can apply for additional absences	Parents need to lodge tax return to know combined income Understand that it's a family entitlement, not an individual Compliance done by deferral, stakes look after licencing	
									Childcare finder Care for kids "8 week" rule - cancellation of enrolment 8 weeks after non-attendance) CCS doesn't cancel after exit, so families don't have to reapply Parents to apply for eligibility for care for child over 13	
									Parents can increase their withholding Cohort of parents who don't need to lodge tax return	

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