A family may receive 24 hour care in a Child Care Benefit approved child care service (excluding occasional care services) when because of work-related commitments or exceptional circumstances neither parent (or the single parent) is available to care for the child for a period of 24 hours. For further information on work-related commitments please refer to Section 11.3 of the Child Care Service Handbook.

Exceptional circumstances are short-term family crises of a very severe or serious nature, are defined in the Child Care Benefit (Hours of Eligibility Rules) Determination 2000 and could include situations such as:

- hospitalisation
- short-term physical incapacity
- short-term episodes of psychological or psychiatric illness
- serious illness of a member of the person’s family
- intensive medical treatment
- short-term carer responsibilities for other family members
- voluntary work associated with an emergency or disaster (such as bush fires, storms or floods)
- attendance at a funeral or bereavement service requiring long-distance travel
- resolution of a family member’s estate that involves long-distance travel
- attendance at court as a party to proceedings, a juror or a witness.

It is not possible to list all the circumstances in which a family would meet the criteria for exceptional circumstances. Each application is considered on its merits.

Access to 24 hour care is controlled because of concern over the care of the child and the high cost to the community. Families requiring 24 hour care for reasons which do not meet work-related commitments or exceptional circumstances should not be approved e.g. moving house or attending social functions.

Child Care Benefit approved child care service providers have discretion to approve up to 14 periods of 24 hour care for a child in a financial year (e.g. 1 July 2014 – 30 June 2015). This form must be completed to record approval of those individual periods of 24 hour care approved within the discretionary limit. After 14 periods of care in a financial year have been used by a child, a separate application for approval must be made to the Department of Human Services by submission of the appropriate form.

Service providers may be required to report periods of extended consecutive care in accordance with the State/Territory regulations where they apply.

### 1 Customer details

<table>
<thead>
<tr>
<th>Family name</th>
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<tbody>
<tr>
<td>Given names</td>
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<tr>
<td>Home address</td>
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<td>Postcode</td>
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<tr>
<td>Home telephone number</td>
<td>(        )</td>
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<tr>
<td>Work telephone number</td>
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<tr>
<td>Customer Reference Number (CRN)</td>
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</tbody>
</table>

### 2 Child details

<table>
<thead>
<tr>
<th>Child 1</th>
<th>Child 2</th>
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</thead>
<tbody>
<tr>
<td>Family name</td>
<td></td>
</tr>
<tr>
<td>Given names</td>
<td></td>
</tr>
<tr>
<td>Child CRN</td>
<td></td>
</tr>
</tbody>
</table>

**Approval for 24 hour child care for up to 14 periods in a financial year**
2 Child details (continued)

Child 3

Family name

Given names

Child CRN

Child 4

Family name

Given names

Child CRN

If 24 hour care is being sought for more than 4 children, please attach a separate sheet with the above details.

3 Care required

Please provide detailed information about the reason(s) 24 hour care is required.

Please attach a separate sheet if insufficient space.

4 24 hour care periods required

Please provide information about the number of 24 hour care periods required (covered by this application), and dates.

Number of periods required

Dates: from / / to / / 

from / / to / / 

from / / to / / 

5 Parent statement

• I declare that the information I have provided on this form is correct to the best of my knowledge.

• I understand that the Department of Human Services will release information necessary to administer my Child Care Benefit and/or Child Care Rebate to my child care service(s) and the Department of Education.

• I understand there are penalties for giving false or misleading information.

Signature Date

/ / 

Service to complete

Service details

Service name

Service CCB Approval Id

Service address

Postcode

Service telephone number ( )

Name of contact person

For further information about Form 08-230 (0712) please contact the Department of Education CCMS Helpdesk on 1300 667 276 (local call cost).