

## Understanding the Statement of Entitlement

Dear Parents,

Please take the time to read through this letter explaining how to interpret the Statement of Entitlement Report.

Each fortnight your service will email you a Statement of Entitlement. The statement can only be issued for care already provided and will included the child's physical attendance (in/out times) at the service and actual fee amounts. Therefore, cannot be issued in advance based on estimates.

The purpose of this report is to show what you *may* be entitled to and not what your service has been paid. Therefore, if you have a debt with Centrelink, at times they may recover this money via the child care subsidies and you will need to contact Centrelink directly if you need further information. If you disagree with the sessions that have been sent or the fee then please discuss this with your or service.

You will receive invoices or statements based on what your service has actually received in subsidies. These invoices and statements also keep track of what you have paid and currently owe your service therefore the statement of entitlement should not be used for this purpose.





## **Sample Report:**

Centre Based Care 16 Lakeview Drive Chermside QLD 4032



Provider Id: 1900123456

Name: Centre Based Care / OOSH

ABN:

Date of Issue: 15/08/2019



