

Childcare and Income Support

I'm working and need childcare; can Income Support help?

We may be able to assist you with some or all of your childcare costs if you have the main responsibility for the care of your child/children and your gross earnings are greater than the total cost of the childcare.

If you are a couple and both working we can help with childcare for the hours that you both work. Whoever has the lowest earnings will need to be earning more than the childcare costs.

If you are a lone parent we can help for the hours that you work but your earnings must be higher than the cost of childcare.

Frequently Asked Questions

How much can you pay towards my childcare costs?

This will depend on the cost per hour and the age of the child. A list of the maximum we pay per hour is available in the Department or on our website; if we can't cover the full cost you will need to pay the remainder.

Which childcare providers do you help with?

We will help with any childcare provider that is regulated by the Day Care of Children (Jersey) Law 2002 or accredited by the Jersey Child Care Trust. Details can be found on their website www.jcct.org.je

My child is over 12. Can you assist with childcare costs?

No. We will only assist with childcare costs for children under the age of 12.

It sounds like I will qualify; what do I need to give you?

We will need an estimate from your childcare provider confirming:

- The dates and times that are required
- The cost per hour or day
- Their contact details

For you (and your partner), we will need to know

- Your earnings
- The hours that you work

You must provide these details within 14 days of the start of the childcare otherwise you will not receive assistance.

Frequently Asked Questions

My partner is working and I'm not, can I get assistance with childcare?

No. We will only assist with childcare when both adults are in work.

Can you pay my childcare provider directly?

No, we will give any award to you. You will need to ensure you pay the provider direct. Most providers will prefer you sign a standing order.

I've heard I can get 20 hours free childcare when my child is turning 4?

You can, however this is not organised by Income Support. Please see www.gov.je/education or contact Education, Sport and Culture on [Tel:445504](tel:445504) for more details.

I'm in education/training, can you help with my childcare costs?

If you are exempt from being a jobseeker (e.g. have a child under the age of 3) then you will not receive assistance.

If you are required to be a jobseeker, you will need to show that the course will increase your potential

Frequently Asked Questions

I have to pay for deposits or childcare trips. Can you help?

We don't assist with these extra costs.

I have a medical condition and can't look after my child full time. Can I get childcare?

If you have a medical condition and can show a need for childcare then this can be considered. Please contact us for more information.

earnings. Please discuss this with your Job Coach through the WorkZone.

Frequently Asked Questions

I work night shifts, can you help with childcare?

We can. If you have no one to look after your child during the day then we may be able to help for the day costs. Please ask at the desk for more details.

I've been given compulsory redundancy and still being charged for my childcare. Can you help?

We can but this will depend on the required notice period for your childcare contract. If you don't give notice to your childcare provider within 7 days of being notified of your redundancy then we may not help.

Frequently Asked Questions

I need school holiday care only. Can you help?

Yes we can. Please contact us so that we can give you an estimate. Anything that costs more than our rates will need to be covered by you.

You must provide these details within 14 days of the start of the childcare otherwise you will not receive assistance.

You must tell Income Support about any changes **within 14 days** and provide official supporting documents (even if it's another member of your household). If you are not sure, ask us.

Not telling us is a criminal offence, you may be taken to court and/or you may lose benefit that you could be entitled to. You may also be overpaid benefit which you may have to repay.

Contact us on:

Social Security Department

P.O. Box 55

La Motte Street

St. Helier

JE4 8PE

Jersey

Tel: +44 (0)1534 445505

Email: Income.Support@gov.je