

## Frequently Asked Questions & Answers - Childcare Voucher Schemes

**Q: Can I participate in both the Dstl Childcare Voucher Schemes?**

A: Yes, employees may participate in **either or both** of the Childcare Voucher Schemes provided they meet the eligibility criteria.

**Q: Who is eligible?**

A: You must be the parent, step-parent, legal guardian or have parental responsibility of the child/children for whom you are claiming.

**Q: How do I apply?**

A: To register for the Childcare Voucher Schemes please contact Sodexo on 0800 085 2875. A link will then be sent by email, and registration to the scheme is completed on the website (via an Unclassified computer)

**Q: When can I start claiming vouchers?**

A: You can claim Salary Sacrifice Childcare Vouchers from when the child is born and Pre-School Vouchers from the date the child starts childcare.

**Q: Who is the provider of the Childcare Vouchers?**

A: Sodexo is Dstl's chosen provider of the Childcare Vouchers. Your childcare provider must be registered with Sodexo. If they are not registered they should call Sodexo on 0800 085 2875 for a registration pack.

**Q: Both my partner and I are employed by Dstl, can we both receive Pre-School Vouchers?**

A: No, where both parents work for Dstl, only one parent will be eligible to receive Pre-School Vouchers from Dstl, provided you meet the eligibility criteria.

**Q: My spouse and I are employed by Dstl, can we both sacrifice our salary for vouchers?**

A: Yes, both parents/legal guardians can receive Salary Sacrifice Childcare Vouchers, provided you meet the eligibility criteria.

**Q: I work 4 days a week. Can I claim Pre-School vouchers for the day I'm not contracted to be at work if my child is in childcare on that day?**

A: Assistance will normally be given only in respect of days or half days where the childcare is necessitated when you are at work, in Dstl employment.

**Q: Can I still claim Pre-School Vouchers if my partner is not in employment?**

A: No, your spouse or partner must be in employment on the days which you are seeking assistance with childcare costs unless there are medical or other exceptional reasons which prevent them from doing so.

**Q: My spouse is receiving Pre-School vouchers from his employer; can I have vouchers from Dstl?**

A: No, you or your spouse can receive vouchers but not both of you.

**Q: I'm due to commence maternity leave, can the Pre-School Vouchers continue for my child at nursery whilst I'm on leave?**

A: Yes, eligibility for vouchers is retained for the entire period of maternity leave.

**Q: Who will accept Childcare Vouchers?**

A: Any childcare provider who is OFSTED/local authority registered i.e. registered childminder, a registered nursery, registered childminder or out of hours clubs run by a school or local authority. Any childcare provider must also be registered with Sodexo. For a registration pack call 0800 085 2875.

**Q: My childcare costs vary from month to month, will I be able to vary the amounts of vouchers that I receive?**

A: Yes; you will be able to change the value for both pre-school and Salary Sacrifice Vouchers every month if you would like to; you will be able to manage this through your online account.

**Q: My partner and I both work for Dstl, do we need to have separate accounts?**

A: If you and your partner both work for Dstl and claim childcare vouchers, you will be able to set up a family account rather than having separate ones.

**Q: My monthly childcare costs are more than the total amount that I am eligible to claim; is it possible to top up my online account with the difference in order that I can just make one payment to my childcare provider?**

A: Due to tax implications this is not possible.

**Q: What is the deadline for making changes to my Childcare Vouchers?**

A: All changes must be submitted by 11.59pm on the 9<sup>th</sup> of that month.

**Q: Can I claim for more than 1 child?**

A: Yes, provided you meet the eligibility criteria and the cost per month falls within the claim amounts. Claims are made based on the total cost of childcare per month not how many children this covers.

**Q: Is it possible to claim more than my monthly entitlement in a single month?**

A: In some circumstances this is possible (e.g. If you join the scheme halfway through the tax year and wish to claim your full entitlement for the year). Please contact Dstl HR Business Services for further information.