



Little Learners

Frequently Asked Questions – CRN

What is a CRN number?

A CRN is your Centrelink provided **Customer Reference Number (CRN)**.

Both you and your child(ren) will need to have CRNs.

CRN is used to access all Centrelink support – most importantly your Child's CRN is used for CCB and CCR.

Without your child's CRN you will have to pay full fees (100%) – only when the Centrelink online system is updated with your child's CRN is your CCB and/or CCR able to be automatically taken out of your childcare fees.

The system is automated and we cannot override or alter Centrelink's procedures.

This means that the quicker that you get your child's CRN the better.

Parent CRN first

If you are already a Centrelink customer then you will have a CRN – this will be found on your correspondence from Centrelink.

If unsure, we recommend you call Centrelink and check if you have a CRN. Most people will have one even if they have not been involved with Centrelink for many years.

Not yet issued with your (parent) CRN

If you are not a customer, then you must first get your CRN before applying for your child's CRN.

Go to your nearest Centrelink service centre:

- take your proof of identity documents – check online (<http://findus.humanservices.gov.au/>) or ring them (136 150) for what you need
- they will assist with any further documentation and may be able to issue a CRN immediately.

Please note that ringing Centrelink can have delays of 1 to 2 hours and may be a very frustrating experience.

Your child's CRN number is next

You need to contact Centrelink to request your Child's CRN. Either:

- go to your nearest Centrelink service centre with your child's *Birth Certificate* to lodge the document and request a CRN for your child, or
- upload your child's *Proof of Birth* or *Birth Certificate* to Centrelink (through either Centrelink online account or myGov online account¹). If you have not received your child's CRN within a few weeks it is worth calling Centrelink to check if there are any issues.

Most delays in providing a CRN is because Centrelink are awaiting information from you. Once Centrelink have all the required information a CRN can be generated immediately.

Even though you believe you have submitted all the correct documents, they will not inform you if you are missing anything. You need to be proactive and ring them to find out why.

We cannot call Centrelink on your behalf. Due to Privacy legislation Centrelink will not allow us to call them and ask about your account or details.

¹ See our *FAQ – Centrelink* for more information