



Little Learners

Frequently Asked Questions – Centrelink

Centrelink online account

If you or your child does not yet have a (Customer Reference Number) CRN please see our *FAQ – CRN*.

Once you have a CRN you can [register](#) today for a Centrelink online account.

You should allow between 5 to 15 minutes to complete the registration process for a Centrelink online account.

Once you have registered you can also use the Express Plus Centrelink mobile app.

myGov online account

A myGov account is very handy as it links Centrelink, Medicare, and Child Support with one username and password.

You can then just use this portal to upload documents to Centrelink.

The other great benefit is that all your letters are available online. This is very handy as you now have fast easy access to your important documents and they will be retained for future reference.

To create a myGov account just use this link and follow the prompts – my.gov.au/LoginServices/main/login?execution=e1s1

What details do I need to give my child care service?

Upon enrolment, you will need to provide us with [information to identify your family](#):

- your CRN and date of birth
- your child's CRN and date of birth.

You can check your child's CRN by accessing your [Centrelink online account](#) through [myGov](#) or using the [Express Plus Centrelink mobile app](#).

Once we have this information, we will create a formal enrolment with Centrelink. After enrolment, Centrelink will upload the CCB and CCR payments on your behalf, where you've claimed Child Care Benefits as a fee reduction:

- Child Care Benefit (CCB) – if you have claimed CCB as a fee reduction
- Child Care Rebate (CCR) – if you've chosen to have your payments made to our child care service.

We can then reduce your fees, so you pay less each week.

To be entitled to your Childcare Benefits you will need to inform Centrelink that your child will be attending care. You can do this by contacting Centrelink over the phone or through your myGov account.

Help with child care costs

Centrelink offers financial assistance to help with the cost of child care including:

- [Child Care Benefit](#) (CCB) can help you with the cost of approved and registered care
- [Child Care Rebate](#) (CCR) can assist with your out of pocket expenses for approved care if you are working, studying or training - to get Child Care Rebate, you must make a claim for Child Care Benefit for **approved** child care
- [Jobs, Education and Training Child Care Fee Assistance](#) can help you with the cost of child care if you're eligible for Child Care Benefit for approved child care, want to return to work after having a child and are doing activities such as job search, work or study.

What is Child Care Benefit?

Child Care Benefit (CCB) is an income-tested payment which reduces the cost of your total child care fees. It is available to you if you are a parent, foster parent or grandparent with a child in your care who is attending child care approved for the purposes of CCB by, or registered with, the Government. There are certain eligibility requirements you must meet to get CCB.

For information, the website is <https://www.humanservices.gov.au/customer/services/centrelink/child-care-benefit>

What is Child Care Rebate?

The Child Care Rebate (CCR) covers 50 per cent of your out-of-pocket costs up to an annual limit per child, regardless of your income. Currently the CCR annual limit is \$7,500 per child per year. To be eligible you must use CCB approved child care, be eligible for CCB (even your income is too high to receive payment), and meet the Work, Training, Study test. You have the option to receive your Child Care Rebate paid fortnightly, either directly to your bank account, or through your child care service provider as a fee reduction. You also have the option of having your Child Care Rebate paid quarterly or annually as a lump sum directly to your bank account.

For information, the website is <https://www.humanservices.gov.au/customer/services/centrelink/child-care-rebate>

Note: To receive CCR as an annual lump sum you must also choose to receive CCB as a lump sum.

Absences and Child Care Rebate

Child Care Rebate is paid for up to 42 absences per child per financial year.

Additional absences beyond 42 days for certain reasons may be approved and paid. Please discuss your circumstances with the Director regarding possible additional absences.

If your child is absent for any days for which you normally wouldn't have been paid Child Care Benefit or Child Care Rebate:

- you won't be eligible for any child care payments for those days
- the days won't be included in your child's absence count for the year.

For example, if your child care service requires you to give 2 weeks' notice that your child will no longer attend their service, and your child attends the first week of the notice period and not the second week, you may still be charged fees for the second week but won't be eligible for child care payments.

A public holiday is counted as an absence at our centre.

You can access your child's absence record using your [Centrelink online account](#) through [myGov](#) by selecting **View Child Care Details and Payments**. You can also do this using the [Express Plus Centrelink mobile app](#).

You can read more about absences from child care on the [Department of Education and Training](#) website.

Work out the assistance you may be able to get

The [online estimator](#) lets you work out:

- the amount of Child Care Benefit for approved child care and Child Care Rebate you might get
- the number of hours you can claim
- your child care out of pocket expenses.

What Other Assistance is Available?

Jobs, Education and Training Child Care Fee Assistance

Jobs, Education and Training Child Care Fee Assistance (JETCCFA) provides extra help if you are a parent on an income support payment and looking for work, studying or starting a job. Access to JETCCFA is time-limited depending on the study, training or employment activity that an eligible parent undertakes.

Grandparent Child Care Benefit

Grandparent Child Care Benefit (GCCB) helps grandparents who are primary carers for their grandchildren and who receive an income support payment. GCCB pays the full cost of child care fees for each child in Child Care Benefit approved care for up to 50 hours a week.

Grandparents must meet the CCB eligibility requirements to claim GCCB.

Special Child Care Benefit

Special Child Care Benefit (SCCB) can help where there is a:

- child at risk of serious abuse or neglect, or
- family with an exceptional case of short term financial hardship which has substantially reduced their capacity to pay child care fees.

Adult Migrant English Program

The Adult Migrant English Program (AMEP) provides free English language training to eligible, newly arrived migrants and humanitarian entrants to Australia (through the Department of Education and Training).

You can get free child care for under school age children while you study under the programme.

Note: Parents with school aged children who require out-of-school hours care while participating in the AMEP can access JETCCFA.

For further information please contact Skilling Australia on 13 38 73 or email skilling@education.gov.au.

Further Reading

What assistance does the Australian Government give me for the costs of child care?

https://docs.education.gov.au/system/files/doc/other/fact_sheet_1_-_what_assistance_does_the_australian_government_give_me_for.pdf

What are my responsibilities for receiving child care assistance from the Australian Government?

https://docs.education.gov.au/system/files/doc/other/fact_sheet_8_-_what_are_my_responsibilities_for_receiving_child_care_ass.pdf

Child care fact sheets

<https://www.mychild.gov.au/childcare-information/fact-sheets>