



Australian Government

Department of Human Services

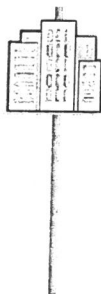
How to claim

Complete the following steps to apply for Child Care Subsidy. Before you start, check if you can get it.



Once we assess you, the outcome will be available in your Centrelink online account through myGov. Select Child Care Subsidy from the menu, then Child Care Subsidy Summary to view the outcome.

Steps to claim Child Care Subsidy



1. Get ready to claim

The easiest way to claim is online.

To claim online, you need a myGov account linked

to Centrelink.

If you don't have a myGov account or a Centrelink online account you'll need to set them up.

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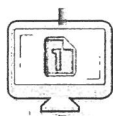
You may need to confirm your identity with us before you start your claim.

If you can't claim online call us on the Families line.



2. Get your documents ready

You'll need to get some supporting documents ready to help answer some of the questions in the claim.



3. Make your claim

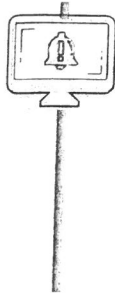
1. Sign in to myGov and go to Centrelink.
2. Select Payment and Claims from the menu, then Claims, then Make a claim.
3. Under Families, select Get started.
4. Answer all the questions. Each screen has information to help you complete the claim. This includes how to submit your supporting documents.
5. Submit your claim.

For help, use our online guide to claim Child Care Subsidy.

When you're ready:

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You'll need to do a new claim for each child when they start child care.



4. Track your claim

After you submit your claim online, you'll get a receipt telling you:

- that you've successfully submitted your claim
- the ID number of your claim
- the date we estimate your claim will be complete
- a link to track its progress.

You can track the progress of your claim online. Sign in to myGov and go to Centrelink, or use the Express Plus Centrelink mobile app.

If you completed your claim but the enrolment details were missing, you need to take action. Ask your provider to submit these details to us so you can confirm them.

We'll also let you know the result of your claim. We'll send an assessment notice to either your:

- myGov Inbox
- Centrelink online account
- Express Plus Centrelink mobile app.

If you don't get electronic letters, we'll send your notice in the mail.

If we need more details we'll ask you for them.



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Confirm enrolment

Before we can pay you Child Care Subsidy, you need to confirm your child's child care enrolment.

on this page

What if enrolment details don't match

What happens if your child's enrolment details ends

How to confirm the enrolment details

How to report fraud

When you claimed Child Care Subsidy, you may already have confirmed your enrolment details as part of this. If you completed your claim, but there were no enrolment details, you'll need to confirm them online. You can check your Centrelink online account for enrolment details now.

Once you check, if there are no enrolment details, you'll need to talk to your child care service. Ask them to submit your child's enrolment details to us so you can confirm them. See how to confirm the enrolment.

Before you confirm these details, make sure they match your Complying Written Arrangement (CWA), including fees and care sessions. A CWA is an agreement between you and your child care service to give care in return for fees.

We can only pay Child Care Subsidy when you've confirmed enrolment details.

What if enrolment details don't match

If the information or fees in the enrolment details don't match your CWA, speak to your child care service. They may be able to explain why the details don't match, or update them.

If you still don't agree with the enrolment, you should tell us what information is incorrect. Do this when you review the enrolment online.

You then need to talk to your child care service again. Ask them to send us updated enrolment details. You'll then need to confirm these online.

What happens if your child's enrolment details ends

Your enrolment details will end if your child either:

- stops attending the child care service
- has not attended child care for 8 continuous weeks.

For example, this can happen if you only use vacation care during school holidays.

If your enrolment ends, we'll stop paying your subsidy and the enrolment will display in your online account as 'ceased'.

If your child attends the service again in the future, you'll need to re-establish the care arrangement. The child care service will need to submit new enrolment details which you can confirm online.

How to confirm the enrolment details

Once we get the new information from your child care service, you need to confirm the enrolment details. You can do this using your Centrelink online account through myGov. Select Child Care Subsidy from the menu, then Enrolments.

For help, use our online guide to confirm your child's enrolment details.

How to report fraud

If you think your child care service is fraudulent or non-compliant, contact the Department of Education's Child Care Tip-off line.

Page last updated: 3 July 2019



Australian Government

Department of Human Services

Centrelink online account help - Confirm your child's enrolment details for Child Care Subsidy

Instructions on how to confirm your child's enrolment details for Child Care Subsidy.

in this guide

Step 1: get started

Step 2: view and confirm your child's details

Step 3: review and submit

Step 4: receipt

Step 5: sign out

If you've submitted a claim for Child Care Subsidy, you may still need to confirm your child's enrolment details. If you need to do this, it will appear as an outstanding task in your Centrelink online account in myGov.

We'll cancel your enrolment details in our system if your child has not attended child care for 8 continuous weeks. If we do this, we'll stop paying your subsidy. Read more about if we cancel your enrolment details.

If your child attends the service again in the future, your provider will need to resubmit your child's enrolment details. Once they've done this, you'll need to confirm your child's enrolment online. If the details are wrong or missing, you need to ask your provider to send this information to us. Once they've given us these details, you need to confirm them online.

We can only pay Child Care Subsidy to your child care provider if you've confirmed these details.

Step 1: get started


If you're not already in your Centrelink online account, sign into myGov and access your account.

Select MENU From your homepage.



Outstanding tasks

We need you to complete the following.

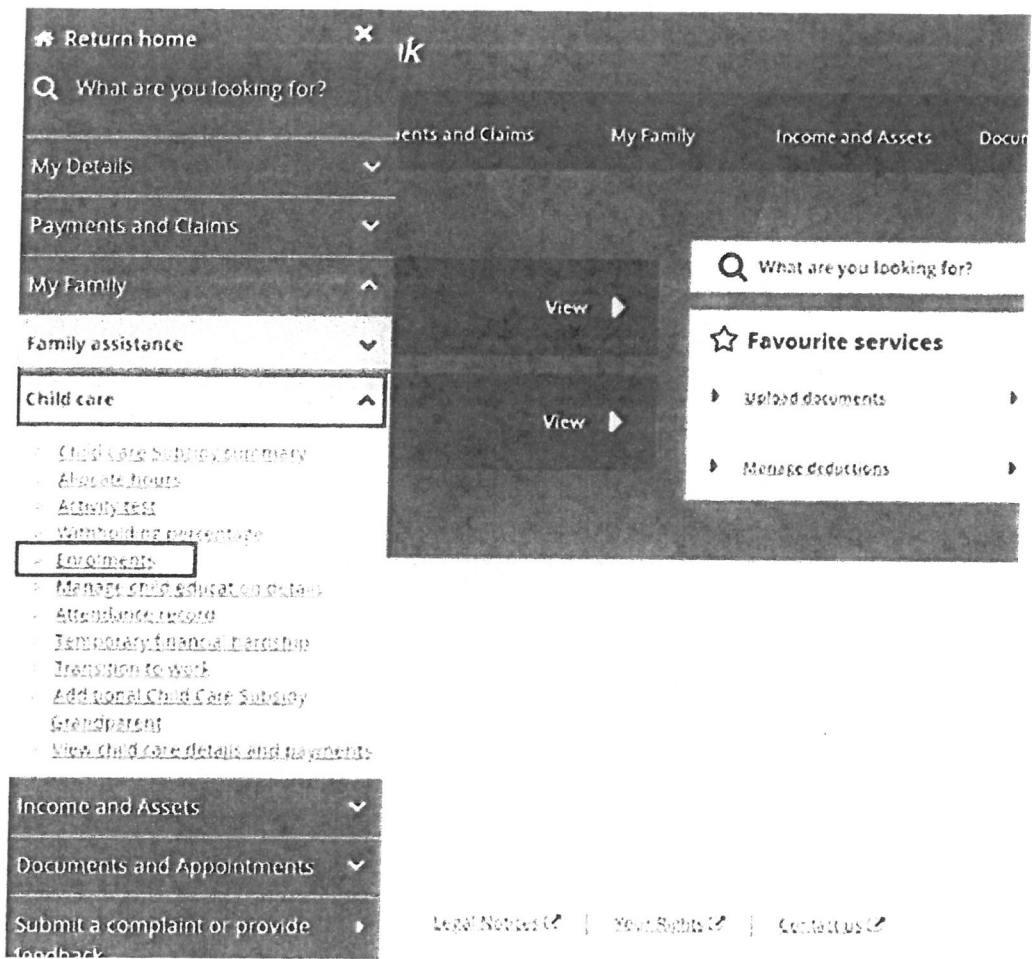


Confirm CCS Enrolment

Confirm Enrolment Confirm TIDMMS
CITIZEN enrolment at Child Care Centre.

Start task ▶

Select My Family, followed by Child care, and Enrolments.



Step 2: view and confirm your child's details

On the Child Care Subsidy Enrolments page you can view your child's enrolment details. Under Enrolment status you can see if you've confirmed the details or not.

If the status is Pending Confirmation you must confirm or dispute the details. Select view details to do this.

Child Care Subsidy Enrolments

Your child care enrolments

This page shows a summary of your enrolments for current financial year.

You will need to indicate if these enrolment details are correct by selecting view details and then make selections based on the options presented.


This is required for your Child Care Subsidy to be processed.


Enrolment status	Child name	Child care service name	Child care service type	Received date
Pending Confirmation	THOMAS CITIZEN	Child Care Centre	Centre-based Day Care	05/02/2019
Confirmed	JANE CITIZEN	Child Care Centre	Centre-based Day Care	05/02/2019


This will take you to a new page. Check the information on this page carefully. If your child's enrolment details are correct, select Yes. If they're wrong, select No. Once you've done this, select Next.

Child Care Subsidy Enrolments

THOMAS SMITH'S enrolment for CHILD CARE CENTRE
☒ Pending Confirmation

 **Care type**
Centre-based Day Care

 **Enrolment period**
30/01/2014 -

 **Address**
1 Smith Street

Regular sessions
Week 1

Session Day	Time	Fees
Monday	09:30 - 12:30	\$100.00 per session

Are these enrolment details correct?
☐ Yes ☐ No

Back

If you select No you'll need to speak to your child care service. They'll need to submit the correct details. Once they do this you'll need to start this process again from Step 1.

If you select Yes, go to Step 3 to review and submit.

Step 3: review and submit

We'll give you a summary of your details.

Make sure all the information is correct.

If you understand and agree with the declaration, select I accept this declaration, then Submit.

Child Care Subsidy Enrolments


Review & submit

Your submission

You have indicated the following enrolment is correct.

THOMAS CITIZEN'S enrolment for CHILD CARE CENTRE

✓ Pending Confirmation

	Care type Centre-based Day Care		Enrolment period 30/01/2019 -		Address 1 Smith Street
Regular sessions					
Week 1					
	Session Day		Time		Fees
	Monday		08:30 - 12:30		\$100.00 per session

You have indicated that the enrolment details are correct

Declaration

I declare that:

- The information I have given is correct.
- Giving false or misleading information is a serious offence.
- I must contact the Department of Human Services of any changes to this information as soon as possible.
- I have read and accept the [privacy statement](#).



I accept this declaration

Back

Step 4: receipt

We'll give you a receipt to let you know we've got your update. There's no need to call us.

We'll notify you once we've assessed your claim.

Please make a note of the Receipt ID for your records, then select Return to Home.

Child Care Subsidy Enrolments

Receipt



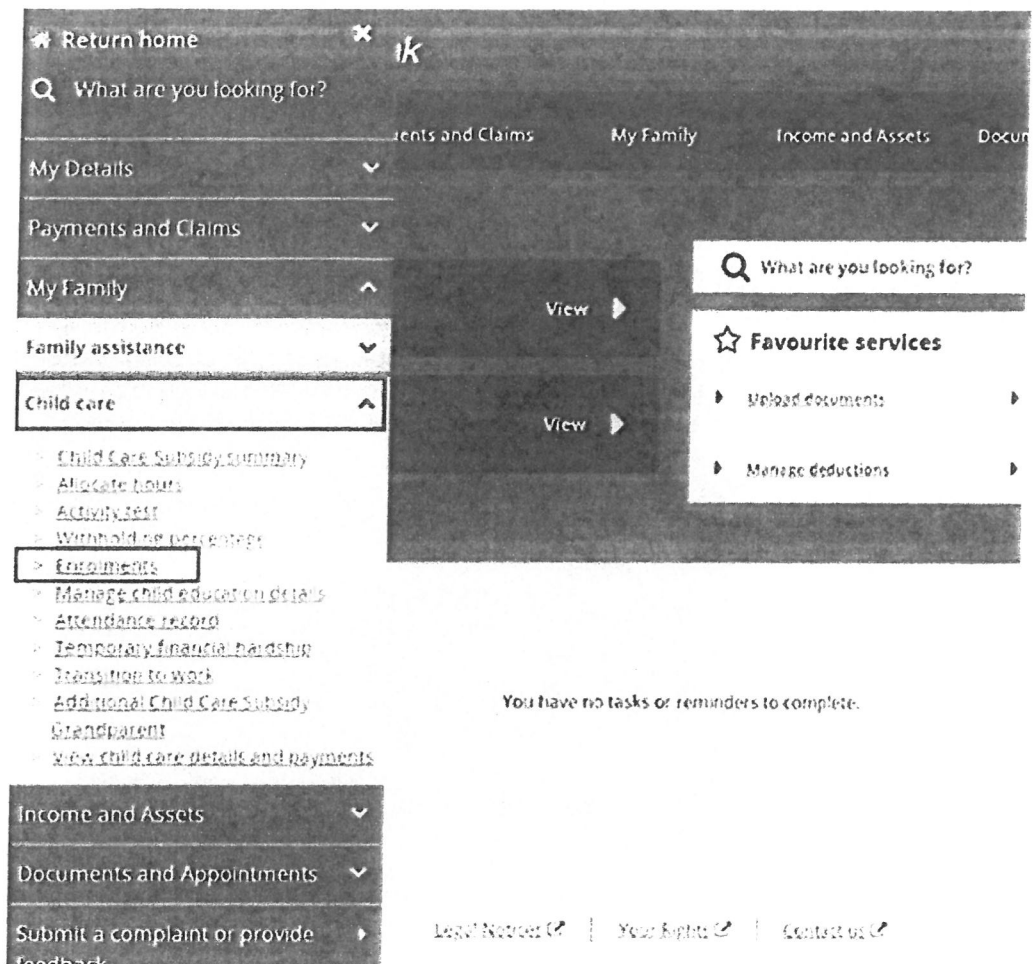
Enrolment update was successfully completed.

Receipt ID	111111111
Full name	JANE CLARK
Customer Reference Number	123 456 789A
Date and time	26 June 2016 at 3:50 pm AEST

Your submission

From the homepage you can check if you've confirmed your child's enrolment details.

To do this select MENU, followed by My Family then Child care then Enrolments.



This will take you to a page that shows you an enrolment summary. If you've confirmed your child's enrolment details, the enrolment status will show as Confirmed.

Child Care Subsidy Enrolments

Your child care enrolments

This page shows a summary of your enrolments for current financial year.

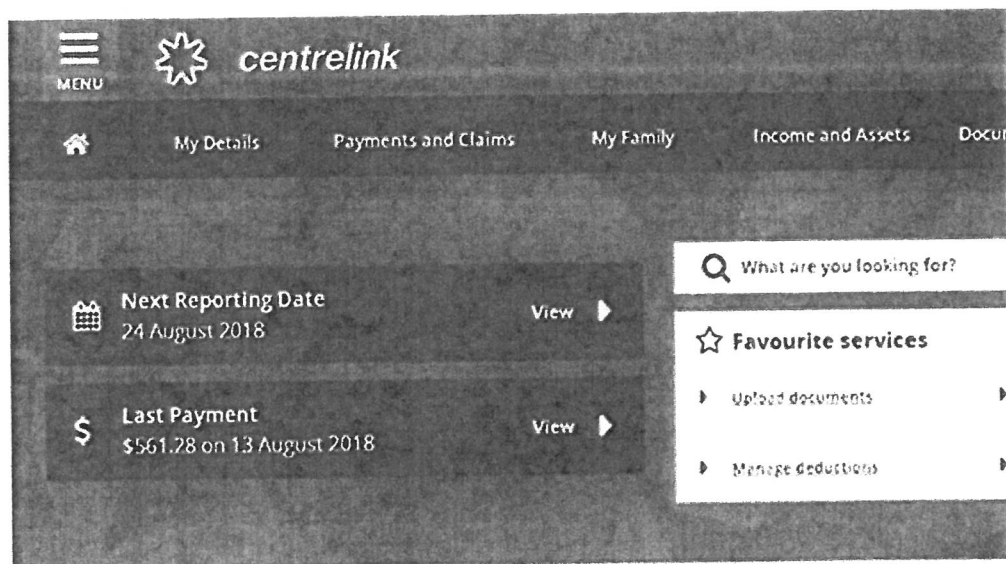
You will need to indicate if these enrolment details are correct by selecting view details and then make selections based on the options presented.

This is required for your Child Care Subsidy to be processed.

Enrolment status	Child name	Child care service name	Child care service type	Received date
Confirmed	THOMAS CITIZEN	Child Care Centre	Centre-based Day Care	05/02/2019
Confirmed	JANE CITIZEN	Child Care Centre	Centre-based Day Care	05/02/2019

Step 5: sign out

From your homepage, you can complete other transactions or select the myGov icon to return to myGov.



Outstanding tasks

You have no tasks or reminders to complete.

[Learn more](#) | [Your rights](#) | [Contact us](#)

For your privacy and security, sign out when you've finished using your myGov account.

Page last updated: 10 April 2019