



# Little Learners

## Frequently Asked Questions – Centrelink, CRN, CCS, and ACCS

### What is a Child Care Subsidy (CCS)?

Child Care Subsidy (CCS) is an income-tested payment and recognised activity that you do 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 childcare approved for the purposes of CCS by, or registered with, the Government. There are certain eligibility requirements you must meet to get CCS.

### 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 CCS. 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 CCS 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.**

### How to get a CRN – 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 ([findus.humanservices.gov.au/](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 account). 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 ask about your account or details.

## Centrelink online account

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 required** for Child Care Subsidy (CCS).

It is also very handy as it can link 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 – [humanservices.gov.au/individuals/online-help/create-mygov-account](https://humanservices.gov.au/individuals/online-help/create-mygov-account).

## What do I have to do upon enrolment?

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

To be entitled to your CCS you will need to log back into your Centrelink account and complete the *Confirm Enrolment* task. You can do this by logging into your myGov account.

## Absences and CCS

CCS is paid for up to 42 absences per child per financial year. Additional absences beyond 42 days for specified reasons may be approved. Please discuss your circumstances with the Director regarding possible additional absences, otherwise you won't be eligible for any CCS payments for those days.

In addition, attendance during your last two weeks is required, otherwise Centrelink is likely to not approve your CCS.

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** or by using the [Express Plus Centrelink mobile app](#).

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

## CCS Australian residence rules

You or your partner must be [living in Australia](#) and have 1 of the following:

- Australian citizenship
- a permanent visa
- a [Special Category visa](#)
- a certain temporary visa type, for example a [Partner Provisional](#) or [Temporary Protection visa](#).

You may also meet the requirements if either:

- you or your partner are a student from overseas, sponsored by the Australian Government to study in Australia
- you're in hardship, or special circumstances apply.

## ACCS entitlement

**Note:** ACCS is an option for three months free care for specific circumstances.

- there is a Court Order in place regarding the child.
- a grandparent is a primary carer of the child.
- a primary carer has had income reduced from your last years tax return, or from last months pay slip.

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**Partners, together in your child's journey**

- a primary carer is transitioning from income support to work, e.g. job seeker.

### **Additional Child Care Subsidy (ACCS) – what other assistance is available**

Additional Child Care Subsidy (ACCS) is a payment from the Australian Government for families who need practical help with the cost of child care to support their child’s wellbeing.

<https://docs.education.gov.au/system/files/doc/other/10. what is the accs child wellbeing.pdf>

**Additional Child Care Subsidy (transition to work)** – transitioning to work from income support payment by engaging in work, study or training activities.

<https://docs.education.gov.au/system/files/doc/other/11. what is the accs transition to work.pdf>

**Additional Child Care Subsidy (temporary financial hardship)** – to help families experiencing significant financial stress with the cost of child care.

<https://docs.education.gov.au/system/files/doc/other/12. what is the accs temporary financial hardship.pdf>

**Additional Child Care Subsidy (grandparent)** – grandparents on income support who are the principal carers of their grandchild(ren) with the cost of child care.

<https://docs.education.gov.au/system/files/doc/other/13. what is the accs grandparent.pdf>

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