



Here is a step by step guide to help you apply for Child Care Subsidy.

1. Go to your local Centrelink or go on line to MyGov.
2. MyGov will ask you to set up an account, follow the prompts.
3. This will set you up with a CRN (Customer Reference Number).
4. You will need one for you and your child/ren
5. Once you have CRN's bring them to the centre to be added to your enrolment.
6. Once you have decided what sort of care you want. E.g. a permanent booking or casual, this will be entered on the Kidsxap.
7. The centre will set up a CCSS (Child Care Subsidy Scheme) enrolment (your booking), this will be sent to Centrelink.
8. One of these messages will be sent back to the Child Care Centre and your MyGov inbox, we will guide you on how to get it completed.
9. Once you are confirmed, your child care subsidy will be applied to your fees.
10. We cannot guarantee that you will be entitled to a CCSS, as this is all decided by Centrelink and based on your yearly income and activity (work, study or volunteering).
11. When applying for your CRN or the CCSS, have as much information as possible on hand e.g. yearly income, working hours, Medicare numbers, previous address, birth certificates etc. **BE ARMED AND READY!!!**
12. The sooner you apply, the sooner your subsidy (if applicable) will come through. Then you will know what your payable fees are. This will allow you to set up a Direct Debt or bank transfer

Things to remember.

- Regularly check your MyGov inbox.
- Keep an eye on centre emails, as they may have important information that may affect you or your child/ren.
- Please come and chat anytime, we are here to help.

These are the messages that we get from Centrelink and what it means.

Confirmed: No Action Required.

Description: Enrolment has been created and confirmed correctly.

Action: No action is required.

NULL- Action required by Centre

Description: No enrolment status has yet been created.

Action: Submit a 200A or 200D notice to receive enrolment status. If no enrolment can be created, please create a new enrolment.

Pending Eligibility- Follow up with Guardian.

Description: CCS eligibility has not been finalized due to missing details on MY GOV (most likely payments details)

Action: Families need to go onto MY GOV and confirm eligibility and payment details. Centre should follow up with guardian.

Pending Confirmation- Follow up with Guardian.

Description: Families have not yet confirmed the enrolment on My Gov.

Action: Centre needs to follow up with families to ensure they confirm the enrolment.

Rejected- Follow up with Guardian.

Descriptions: Family or Government has rejected enrolment notice.

Action: Need to speak with families to determine the reason.

Disputed- Follow up with Guardian.

Descriptions: Families have disputed the enrolment on My Gov.

Action: Need to follow up with families as to why it was disputed and then send 200D notice.

Received- No action required.

Descriptions: Enrolment has been received by the government; enrolment is pending.

Action: Check again tomorrow to see updated status. If still not updated, please create a new enrolment.