



Figure 2: Summary of the four main steps to enrol a child with a child care provider when claiming the Child Care Subsidy from Centrelink

Once this enrolment process is successfully completed, entitlements can be calculated and payments made.

# 1. The individual makes a claim for Child Care Subsidy with Centrelink

Child care providers are not directly involved in the making of a claim for Child Care Subsidy by the individual or their partner. However, the individual or their partner must make a claim, and be determined to be eligible, in order for Child Care Subsidy entitlement to be determined.

The family should create or access their Centrelink online account via [www.my.Gov.au](http://www.my.Gov.au) to lodge a Child Care Subsidy Claim for their child.

Where possible, providers should encourage parents or carers to lodge their claim before enrolling their child. A Child Care Subsidy claim can stay active for a year without any sessions of care being reported for the child. However, Child Care Subsidy claims can only be backdated to a maximum of 28 days before the claim was made. If a child is enrolled and starts attending care before a claim is made, and the claim is delayed, the individual will not be eligible for Child Care Subsidy for any sessions of care that occurred more than 28 days before.

Providers should note that any subsidy payable for the 28-day period before a claim was made will generally be paid to the individual, not to the provider.

Centrelink will check and confirm the eligibility of the individual and child for Child Care Subsidy. For more information, see [An individual's eligibility for Child Care Subsidy, including Additional Child Care Subsidy](#).

Families are responsible for updating Centrelink with any changes to their income, activity and other circumstances, which they can do through their Centrelink online account. Providers do not need to obtain, record or submit this information.

## **Information for families**

Families can create or access their Centrelink online account and lodge a claim for Child Care Subsidy through [myGov](http://myGov).

[Information for families](#) about Child Care Subsidy and Additional Child Care Subsidy is available on the Department of Human Services Website.

Families can call Centrelink about Child Care Subsidy and other family payments on 136 150, from Monday to Friday, 8am-8pm, including for staff assistance in completing the claim form.