



What are my responsibilities for receiving Child Care Benefit (CCB)?

When receiving CCB you are responsible for keeping the Australian Government and your child care service provider up-to-date and notifying them when your circumstances change.

Here is a checklist of responsibilities:

- provide your child care service provider/s with your child/ren's Customer Reference Number and date of birth along with your Customer Reference Number and date of birth. Note: make sure you give the date of birth and Customer Reference Number for the parent or guardian who is claiming CCB.
- sign or initial attendance records daily to show when your child starts care ('time in') and finishes care ('time out')—do not sign blank attendance records
- sign or initial attendance records each time your child is absent from care
- inform each child care service provider you are using when you have used your initial 42 absence days (only if you receive CCB as a fee reduction) and provide your child care service provider with documents where necessary for:
 - additional absence days your child is absent from care
 - an increase in the number of maximum hours you can get paid CCB
- advise the Department of Human Services when changes happen that may affect your CCB. These include when:
 - your child stops using child care
 - your child starts or leaves school
 - your and your partner's income changes
 - you change partnering arrangements (opposite or same-sex) for example—if you get married, registered, separated or divorced
 - your or your partner's residence status changes
 - your address or bank account details change.

How can I get more information?

For further information on your eligibility for CCB and CCR please contact the Australian Government Department of Human Services:



access Online Services at www.humanservices.gov.au/onlineservices



call 13 61 50 between 8 am and 8 pm (local time) Monday to Friday



visit a Service Centre (located in Medicare Offices and Centrelink Service Centres)

Useful resources

For news and information on child care visit the mychild website available at www.mychild.gov.au

Access the Child Care Estimator at www.humanservices.gov.au/estimators

Family assistance payment rates fact sheet, available at www.humanservices.gov.au

If you need to, you can also call:



Teletypewriter (TTY) 1800 810 586 (if you are deaf or have a hearing or speech impairment).

You need a TTY phone to use this service.

13 12 02 if you need information in a language other than English.