



Australian Government

Family Assistance Office

# Notes for Child Care Benefit for registered care

## Purpose of these notes

These notes provide information for people using registered child care who want to claim Child Care Benefit.

With registered care, you are entitled to the registered care rate of Child Care Benefit for maximum of 50 hours of care per child per week, but you are not entitled to the Child Care Tax Rebate.

For Family Assistance Office purposes a person is considered to be your partner if you and the person are living together, or usually live together, and are married, or in a registered relationship (opposite-sex or same-sex), or in a de facto relationship (opposite-sex or same-sex).

The Family Assistance Office considers a person to be in a de facto relationship from the time they commence living with another person as a member of a couple.

From 1 July 2009 the Family Assistance Office recognises all couples, opposite-sex and same-sex.

## For more information

Call the Family Assistance Office on **13 6150**, visit your local Family Assistance Office or go to our website at **[www.familyassist.gov.au](http://www.familyassist.gov.au)**

To speak to the Family Assistance Office in languages other than English, call **13 1202**.

**Note:** Calls from your home phone to the Family Assistance Office 13 numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls to 1800 numbers from your home phone are free. Calls from public and mobile phones may be timed and charged at a higher rate.

The Family Assistance Office is located in all Medicare offices and Centrelink Customer Service Centres.

## If you have a hearing or speech impairment

**TTY service** Freecall™ **1800 810 586**. A TTY phone is required to use this service.

## Interpreters and translations

If you need an **interpreter** or **translation** of any documents for Family Assistance Office business, we will arrange this for you free of charge.

**Keep these Notes (pages 1 to 7) for your information.**

## What is Child Care Benefit?

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Child Care Benefit is assistance to help with the cost of child care. Child Care Benefit can be claimed in different ways depending on the type of child care you use. It is not available through the tax system.

Child Care Benefit is a payment to help families who use:

- **registered** child care, and/or
- **approved** child care.

**Registered care** is child care provided by nannies, grandparents, relatives or friends who are registered with the Family Assistance Office. In some circumstances it can also include child care provided by individuals in private pre-schools, kindergartens and some outside school hours care services. Your child carer must be registered with the Family Assistance Office for you to claim Child Care Benefit. Your child carer can contact the Family Assistance Office on **13 6150** for information on how to become registered.

**Approved child care** is care provided by a service provider that has been approved to receive Child Care Benefit payments on behalf of eligible families.

**For families using registered care** — You can only claim Child Care Benefit by completing this form and lodging it with your child care receipts at the Family Assistance Office within 12 months from the date care was provided. For example, if you use child care on 11 August 2009, you must lodge your claim by 11 August 2010.

You cannot be paid for any sessions of care for your child if you are the registered child care provider.

**For families using approved care — please do not use this form.**

For information about the different ways you can claim Child Care Benefit for approved care, call the Family Assistance Office on **13 6150**. To find an approved child care provider in your area call the Child Care Access Hotline on **1800 670 305 (TTY 1800 639 327)**.

**For families using registered care AND approved care** — You will need to claim Child Care Benefit separately for each type of care.

We also need to know if each child attends school. For Child Care Benefit purposes, a **school child** is a child who attends primary or secondary school or is on a break from school (for example, school holidays) and will be returning to primary or secondary school after that break. For Child Care Benefit purposes, children who are in the following classes are regarded as being in the first year of primary school:

- kindergarten in NSW or ACT
- preparatory or year 1 in QLD
- pre-primary in WA
- transition in NT
- preparatory in VIC and TAS
- reception in SA

Once you have completed this form and lodged it with your child care receipts\*, the Family Assistance Office will send your payment to your nominated account. The **Family Assistance Office** does not make cash payments.

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\* **Child care receipts** should include:

- the service provider's Customer Reference Number
- the hours of care, and
- dates when the care commenced and ended
- the amount paid for each child in care.

To be eligible for Child Care Benefit if you are using a registered child care provider, you and your partner (if you have one) must satisfy the work, training or study test at some time during the week (Monday to Sunday) in which the care was provided.

For example, if you had your child in registered care on Wednesday 1 July 2009, you and your partner must satisfy the work, training or study test at any time during the week beginning Monday 29 June and ending Sunday 5 July.

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### You satisfy the work, training or study test if:

- you OR your partner get Carer Allowance for a child (Carer Allowance is a Centrelink payment that provides assistance to parents and guardians who care for a child with a disability)

OR

- you AND your partner (if you have one) meet the eligibility requirements listed below at some time during the week in which the care was provided.

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### Eligibility requirements

**Working** Working includes: paid full time, part time or casual work, self employment, paid leave, unpaid sick leave, paid or unpaid maternity leave, and setting up a business

**Voluntary work** Voluntary work for 15 hours or more per week, any voluntary or unpaid work to improve your work skills

**Looking for work**

**Studying/training** Studying and training includes undertaking a course to increase your job prospects, attending a school, university or college, and being on a semester break

**Other circumstances** Have a disability, caring for an adult or child who has a disability, are outside Australia or in prison

**For example** To be eligible for up to 50 hours of Child Care Benefit per week for a child in **registered care**, a couple could be (and these are not the only possibilities):

- both working
- one working and one studying
- one with a disability and the other partner working
- one with a disability and the other partner caring for that person
- one studying and the other partner caring for a child with a disability
- one receiving Carer Allowance for a child.

For **approved care**, the work, training or study test requirements are different.

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**Please note:** If you have a partner, you and your partner:

- do not have to be in the same category, and
- do not have to satisfy the work, training or study test on the same day—so long as you both satisfy the work, training or study test at some time during the week in which the care was provided.

If you have a partner, only one of you can satisfy the work, training or study test under the *other circumstances eligibility* requirement.

Remember, if you have a partner then both of you must meet any one of these requirements to claim Child Care Benefit for registered care, unless one of you receives Carer Allowance for a child.

## **Commencing or returning to work**

If you or your partner commence or return to paid work for the FIRST time after the birth of a child or after taking on the care of a child you may be entitled to extra assistance. Partnered parents may receive the maximum rate of Family Tax Benefit Part B when the lower income earner in the family commences or returns to work after caring for a child. If eligible, you will be paid the maximum rate of Family Tax Benefit Part B for the period during the financial year that you FIRST returned to work. Family Tax benefit Part B is not payable to families if the higher earner's income is more than \$150,000 for the financial year.

For more information on returning to work, call the Family Assistance Office on **13 6150** between 8am and 8pm (local time) Monday to Friday, visit your local Family Assistance Office or go to our website at **[www.familyassist.gov.au](http://www.familyassist.gov.au)**

To claim **Child Care Benefit** for any child who is under **seven years old**, you may need to prove that your child's immunisation is up-to-date or that you have an approved exemption for your child.

If the child's immunisation is up-to-date, the easiest way to prove this is to provide the number on the current Medicare card the child is listed on.

If you do not want to provide the current Medicare number or you do not know it, and you do not have an approved exemption, you can provide:

- an '**Immunisation history form**' completed by your doctor or other recognised immunisation provider, or
- an '**Immunisation history statement**' from the Australian Childhood Immunisation Register.

### ***Approved exemptions***

Your child is exempt from the immunisation requirement in the following circumstances:

- your child cannot be given a particular scheduled vaccine due to a temporary or permanent medical condition—your child's doctor or a recognised immunisation provider will need to complete a '**Medical Contraindication form**' or provide a letter stating that your child cannot be immunised.
- your child's family holds a personal, philosophical or religious belief that your child should not be immunised—your child's doctor, or a recognised immunisation provider will need to complete a '**Conscientious Objection form**' or provide a letter stating that the benefits and risks of immunisation have been explained to you and because of your beliefs you do not want your child immunised.
- your child has a natural immunity to a disease or a vaccine is temporarily unavailable—you will need a **letter from your child's doctor or recognised immunisation provider** explaining the reasons.
- your child is in a category specified by the Minister for the Department of Education, Employment and Workplace Relations as being exempt from the requirement to be immunised. Members of the Church of Christ, Scientist are included in this category and you will need a **letter from an official of the church** stating that you and/or your partner are practising members of this church.

## About the information you give

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### Privacy and your personal information

Personal information is protected by law including the *Privacy Act 1988*. The authority to collect this information is contained in family assistance law.

The information you provide on this form will be used to determine your eligibility for, and provide payments and services to you, and where relevant, to third parties (for example, other family members). Certain information may also be used to detect or prevent fraud and/or recover overpayments.

The Family Assistance Office may give some or all of your information to the Department of Human Services, the Department of Families, Housing, Community Services and Indigenous Affairs, the Australian Taxation Office and partner agencies including Centrelink, and Medicare Australia for the purposes of assessing, delivering and monitoring of these payments and services provided to you.

The Family Assistance Office may disclose limited information (for example, income) about you to other parties when your circumstances affect their entitlement to payments and services.

In order to collect relevant immigration records, the Family Assistance Office will disclose information needed to identify you, and where applicable your partner and child(ren), to the Department of Immigration & Citizenship.

Limited personal information may be used to conduct customer research run by the Family Assistance Office, its partner agencies, the Department of Education, Employment and Workplace Relations, the Department of Human Services or by research organisations on their behalf. Your participation in customer research is valued, however, if you do not wish to take part, please call the Family Assistance Office on **13 6150**.

The Family Assistance Office can give your information to other persons, bodies or agencies without your permission in circumstances where Commonwealth legislation requires or authorises the disclosure. For example, the Family Assistance Office usually gives some or all your information about income and taxation matters to the Australian Taxation Office and the Child Support Agency for their use.

For more information about privacy, call the Family Assistance Office on **13 6150** or go to our website at **[www.familyassist.gov.au](http://www.familyassist.gov.au)**

Self Service offers you a quick and easy way to do your business with the Family Assistance Office by using phone or online Self Service options at a time that is convenient to you.

### ***eServices***

Registration for eServices is easy and only takes a few minutes. Register by clicking the eServices tab at **www.familyassist.gov.au** When you register, you will be given a Customer Access Number (CAN) and asked to choose a password.

Once online, you can:

- make a claim for Family Tax Benefit, and Child Care Benefit for approved care
- update your income estimate and see how it affects your payments
- request an advance payment of Family Tax Benefit
- see your Family Tax Benefit advance details
- check when you'll be paid by the Family Assistance Office
- access a range of other services.

### ***eServices by phone***

eServices by phone is available 24 hours, seven days a week. Once registered you will be given a PIN and can phone **13 6240** to access a number of options including:

- hear your income estimate
- hear your Family Tax Benefit advance details
- hear your payment history.

Customer support for this number is available from 8am to 8pm (local time) Monday to Friday except national or state public holidays.

For more information about Self Service or availability times, go to our website at **www.familyassist.gov.au** or call the Family Assistance Office on **13 6150**.



# Claim for Child Care Benefit for registered care

## When to use this form

Use this form if you are using registered child care and want to claim Child Care Benefit.

- You must provide the original receipts from your registered carer with this claim to confirm how much care you have used and paid for.
- The 'period you are claiming for' is the period covered by the receipts you provide with this form.
- DO NOT use this form to claim Child Care Benefit for approved care.

With registered care, you are entitled to the registered care rate of Child Care Benefit for maximum of 50 hours of care per child per week, but you are not entitled to the Child Care Tax Rebate.

## For more information

Call the Family Assistance Office on **13 6150**, visit your local Family Assistance Office or go to our website at **[www.familyassist.gov.au](http://www.familyassist.gov.au)**

To speak to the Family Assistance Office in languages other than English, call **13 1202**.

**Note:** Calls from your home phone to Centrelink 13 numbers from anywhere in Australia are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers. Calls from public and mobile phones may be timed and charged at a higher rate.

## If you have a hearing or speech impairment

**TTY service** Freecall™ **1800 810 586**. A TTY phone is required to use this service.

## Interpreters and translations

If you need an **interpreter** or **translation** of any documents for Family Assistance Office business, we will arrange this for you free of charge.

## What else you will need to provide

This form tells you which **other documents** you need to provide to support your claim. Please remember that we need to see original documents (please do not provide photocopies).

## Filling in this form

Please use black or blue pen.

Mark boxes like this  with a ✓ or ✗.

Where you see a box like this  ► **Go to 5** skip to the question number shown. You do not need to answer the questions in between.

## Returning the form(s)

Check that you have answered all the questions you need to answer, and that you have signed and dated the form.

Return your completed claim form (and required documents) to the Family Assistance Office in person or by post, **within 12 months from the date the care was provided**.

If you return your claim form (and required documents):

- by post – we will photocopy your documents, and return the originals to you by registered post.
- in person – we will photocopy your documents, and return the originals to you.

You can return your form to any Family Assistance Office, located in all Medicare offices and Centrelink Customer Service Centres.

## You

- 1** Do you need an interpreter when dealing with the Family Assistance Office?

This includes an interpreter for people who have a hearing or speech impairment.

No  *Go to next question*

Yes  What is your preferred spoken language?

What is your preferred written language?

- 2** Do you give permission for your partner to discuss your payments with us?

You can change this authority at any time

No

Yes

- 3** Your name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

- 4** Have you ever used or been known by any other name (e.g. name at birth, maiden name, previous married name, Aboriginal or tribal name, alias, adoptive name, foster name)?

No  *Go to next question*

Yes  Give details below

**1** Other name

Type of name (e.g. name at birth)

**2** Other name

Type of name (e.g. maiden name)

If you have more than 2 other names, attach a separate sheet with details.

## Your partner

This question is optional.

Does your partner need an interpreter when dealing with the Family Assistance Office?

This includes an interpreter for people who have a hearing or speech impairment.

No  *Go to next question*

Yes  What is your partner's preferred spoken language?

What is your partner's preferred written language?

Your partner's name

Mr  Mrs  Miss  Ms  Other

Family name

First given name

Second given name

Has your partner ever used or been known by any other name (e.g. name at birth, maiden name, previous married name, Aboriginal or tribal name, alias, adoptive name, foster name)?

No  *Go to next question*

Yes  Give details below

**1** Other name

Type of name (e.g. name at birth)

**2** Other name

Type of name (e.g. maiden name)

If your partner has more than 2 other names, attach a separate sheet with details.

## You

**5** Your sex

Male

Female

**6** Your date of birth

**7** Your Customer Reference Number (if known)

**8** Your permanent address

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Postcode

**9** Your postal address (if different to above)

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Postcode

**10** Your contact details

Home phone number ( )

Is this a silent number? No  Yes

Mobile phone number

Work phone number ( )

## Your partner

Your partner's sex

Male

Female

Your partner's date of birth

Your partner's Customer Reference Number (if known)

Your partner's contact details

Home phone number ( )

Is this a silent number? No  Yes

Mobile phone number

Work phone number ( )

**You****11** What is your CURRENT relationship status?**Please read this before answering the question**

From 1 July 2009, the Family Assistance Office recognises both opposite-sex and same-sex relationships. This includes relationships registered under state or territory law.

Select ONE option below that best describes your current relationship status.

**Married**
 Date of marriage

 /  / 
**Registered relationship**

*(opposite-sex or same-sex relationship registered under state or territory laws)*

 Date registered

 /  / 
**Partnered**

*(living together in an opposite-sex or same-sex relationship, including de facto)*

 Date you started living with a partner

 /  / 
**Separated**

*(previously lived with an opposite-sex or same-sex partner, including in a marriage, registered or de facto relationship)*

 Date of last separation

 /  / 
**Divorced**
 Date of divorce

 /  / 
**Widowed**

*(previously partnered with an opposite-sex or same-sex partner, including in a marriage, registered or de facto relationship)*

 Date of partner's death

 /  / 
**Never married or lived with a partner**


If none of the above describes your current relationship status, please call us on **13 6150**.

**12** Questions 12 and 13 are optional and will not affect your payment. If you do answer, the information will help us to continue to improve services to Aboriginal, Torres Strait and Australian South Sea Islander peoples.

Are you of Aboriginal or Torres Strait Islander origin?

If you are of both Aboriginal and Torres Strait Islander origin, please tick both 'Yes' boxes.

No

Yes – Aboriginal

Yes – Torres Strait Islander

**13** Are you of Australian South Sea Islander origin?

No

Yes

**Your partner**

Questions 12 and 13 are optional and will not affect your payment. If your partner does answer, the information will help us to continue to improve services to Aboriginal, Torres Strait and Australian South Sea Islander peoples.

Is your partner of Aboriginal or Torres Strait Islander origin?

If your partner is of both Aboriginal and Torres Strait Islander origin, please tick both 'Yes' boxes.

No

Yes – Aboriginal

Yes – Torres Strait Islander

Is your partner of Australian South Sea Islander origin?

No

Yes

**You****14 Please read this before answering the question**

**'Permanently'** means you normally live in Australia on a long-term basis. Holidays or short trips outside Australia would not affect this.

Are you living **permanently** in Australia?

No  ► *Go to next question*

Yes  ► **Go to 17**

**15** What country do you permanently live in?
**16** Are you an Australian Government Sponsored Student?

No

Yes

**17** Have you lived or travelled outside Australia since 1 September 1994, including short trips and holidays?

The answer to this question may enable the Family Assistance Office to access electronic records held by Australia's immigration department since 1 September 1994. These records will help us to verify your Australian residence on your behalf and assist in processing your claim.


No  ► *Go to next question*

Yes  ► Give details below

Passport number

Country of issue

**18** Are you an Australian citizen **who was born in Australia**?

No  ►  You will need to provide proof of your residence status, e.g. **citizenship papers, passport or other documentation**  
► *Go to next question*

Yes  ► **Go to 27**

**19** What is your country of birth?
**20** When did you start living in Australia?
 /  / 
**Your partner****Please read this before answering the question**

**'Permanently'** means your partner normally lives in Australia on a long-term basis. Holidays or short trips outside Australia would not affect this.

Is your partner living **permanently** in Australia?

No  ► *Go to next question*

Yes  ► **Go to 17**

What country does your partner permanently live in?

Is your partner an Australian Government Sponsored Student?

No

Yes

Has your partner lived or travelled outside Australia since 1 September 1994, including short trips and holidays?

The answer to this question may enable the Family Assistance Office to access electronic records held by Australia's immigration department since 1 September 1994. These records will help us to verify your partner's Australian residence on your partner's behalf and assist in processing your claim.


No  ► *Go to next question*

Yes  ► Give details below

Passport number

Country of issue

Is your partner an Australian citizen **who was born in Australia**?

No  ►  You will need to provide proof of your partner's residence status, e.g. **citizenship papers, passport or other documentation**  
► *Go to next question*

Yes  ► **Go to 27**

What is your partner's country of birth?

When did your partner start living in Australia?

 /  /

## You

**21** Are you an Australian citizen?

No  *Go to next question*

Yes  Date you became an Australian citizen

**Go to 27**

**22** What is your country of citizenship?

New Zealand  *Go to next question*

Other  Give details below

<b>Go to 24</b>

**23** Did you arrive on a New Zealand passport?

No

Yes

**24** What type of visa did you arrive on?

Permanent  *Go to next question*

Temporary  *Go to next question*

Unknown (e.g. arrived on parent's passport)  **Go to 26**

**25** Your visa details on arrival

Visa sub class

Date visa granted

	/   /
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**26** Has your visa changed since you arrived in Australia?

No  *Go to next question*

Yes  Current visa details

Visa sub class

Date visa granted

	/   /
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## Your partner

Is your partner an Australian citizen?

No  *Go to next question*

Yes  Date your partner became an Australian citizen

**Go to 27**

What is your partner's country of citizenship?

New Zealand  *Go to next question*

Other  Give details below

<b>Go to 24</b>

Did your partner arrive on a New Zealand passport?

No

Yes

What type of visa did your partner arrive on?

Permanent  *Go to next question*

Temporary  *Go to next question*

Unknown (e.g. arrived on parent's passport)  **Go to 26**

Your partner's visa details on arrival

Visa sub class

Date visa granted

	/   /
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Has your partner's visa changed since they arrived in Australia?

No  *Go to next question*

Yes  Current visa details

Visa sub class

Date visa granted

	/   /
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**27 Please read this before answering the question**

If you are currently receiving Family Tax Benefit payments from us and you provide different bank account details for Child Care Benefit, then all Family Tax Benefit payments will be directed to this new account.

Where do you want your payment made?

The bank, building society or credit union account must be in your name. A joint account is acceptable. It cannot be in a child's name unless you are the signatory or trustee.

I have given my account details to the Family Assistance Office before  **Go to next question**

I am providing new account details  **Give details below**

Name of bank, building society or credit union


Branch where your account is held

Branch number (BSB)

Account number (this may not be your card number)

Account held in the name(s) of

**28 Please give details of each of the children you are claiming Child Care Benefit for.**

 You will need to provide proof of birth for any child where proof has not been provided to the Family Assistance Office, for example, Birth Certificate or extract, adoption papers or other documents issued by the government.

**1** Child's family name

First given name

Second given name

Date of birth

Sex

Male  Female

When did this child enter your care?

Does this child attend school?

This includes children who are on a break from school who will be attending school after that break, e.g. school holidays.

No  Yes

Did this child start school during the period you are claiming for?

No  Yes  **Date started**

**2** Child's family name

First given name

Second given name

Date of birth

Sex

Male  Female

When did this child enter your care?

Does this child attend school?

This includes children who are on a break from school who will be attending school after that break, e.g. school holidays.

No  Yes

Did this child start school during the period you are claiming for?

No  Yes  **Date started**

If you are claiming Child Care Benefit for more than 2 children, attach a separate sheet with details.



