



Claiming Child Care Subsidy (CCS)

A GUIDE FOR FAMILIES

Welcome

There are 5 key steps to ensuring you are eligible for childcare subsidy.

1. Head to my.gov.au and log in or register as a new user. If you haven't done it before, you'll need to link your myGov account to Centrelink and complete the Centrelink registration.



2. Confirm your Activity Hours

The screenshot shows the Centrelink main menu. A green arrow points to the 'MENU' icon at the top. Another green arrow points to the 'My family' menu item. A third green arrow points to the 'Child care' menu item, which is expanded to show sub-options. A fourth green arrow points to the 'Activity test' sub-option, which is highlighted with a green box.

- Return home
- What are you looking for?
- My details
- My tasks
- Payments and claims
- My family
- Family assistance
- Child care
 - Child Care Subsidy summary
 - Allocate hours
 - Activity test
 - Withholding percentage
 - Enrolments
 - Manage child education details
 - Attendance record
 - Temporary financial hardship
 - Payment Balancing
 - Absences
- Income and assets
- Documents and appointments

Within the main menu, navigate to:
> My Family > Child Care > Activity Test

The screenshot shows the 'Activity Test' page. It includes a 'Help' icon, an 'Activity Test Summary' box, and a table of activity hours. A green arrow points to the 'Update Activity Test' button at the bottom. A green callout box with the text 'Update you hours if required.' points to the button.

Activity Test

Help ?

Activity Test Summary

The following recorded activities are used to work out your hours of subsidised care per fortnight

You

Activity type	Hours per fortnight	Start date
Volunteering	1	27 Oct 2015
Other activity	2	01 Dec 2016
Paid Work	60	01 May 2017

Return to Home | Update Activity Test

Update you hours if required.

3. Check your Subsidy Rate

Return home ×

What are you looking for?

My details ▾

My tasks ▸

Payments and claims ▾

My family ▲

Family assistance ▾

Child care ▲

- > **Child Care Subsidy summary**
- > Allocate hours
- > Activity test
- > Withholding percentage
- > Enrolments
- > Manage child education details
- > Attendance record
- > Temporary financial hardship
- > Payment Balancing
- > Absences

Income and assets ▾

Documents and appointments ▾

MENU

My details

⚠ If your income has been af might be able to help.
Find out what assistance

View payment hist

Make a claim or vie

Tasks

⚠ **Update Family Income I**
Please provide a new Far Estimate for the new fina

Withing the main menu, navigate to:

> My Family > Child Care > Child Care Subsidy Summary

Home > Child Care Subsidy summary

Child Care Subsidy (CCS) summary

Children assessed for CCS

John Doe
Age 8 (XXX XXX XXXA)

Child Care Subsidy
75% subsidy rate ⓘ
100 eligible hours per fortnight

[View details](#)

If your subsidy rate and the eligible hours are showing ZERO, call **Family Assistance 13 61 50**

Family income estimate (2021 - 2022) ⓘ

Activity test hours ⓘ

4. Book with TeamKids



Head to teamkids.com.au and **Log In** to make a booking, OR search for a venue first.

The screenshot shows the Team Kids website interface. At the top left is the Team Kids logo. To its right is a navigation menu with links for ABOUT, PROGRAMS, PARENTS, PARTNERS, CAREERS, NEWS, FAQs, and CONTACT. Further right are two buttons: a blue 'LOG IN' button and an orange 'REGISTER' button. A green arrow points down to the 'LOG IN' button. Below the navigation is a large banner image of children working on a project. Overlaid on the banner is a search bar with the text 'FIND A VENUE NEAR YOU'. Below this is a text input field containing 'Enter SUBURB here' and an orange 'Search' button. A green arrow points from the input field towards the search button. At the bottom of the banner is a blue bar with the text 'We exist to enchant children's lives'.

5. Confirm your Enrolments

The screenshot shows the Centrelink mobile app interface. On the left is a navigation menu with options: Return home, Search, My details, My tasks, Payments and claims, My family, Family assistance, Child care, and Income and assets/Documents and appointments. The 'Child care' section is expanded, showing options like 'Child Care Subsidy summary', 'Allocate hours', 'Activity test', 'Withholding percentage', 'Enrolments', 'Manage child education details', 'Attendance record', 'Temporary financial hardship', 'Payment Balancing', and 'Absences'. The 'Enrolments' option is highlighted with a green box and a green arrow. Other green arrows point to 'My family' and 'Child care' in the menu. On the right, a 'My details' section contains a warning about income assistance and buttons for 'View payment hist' and 'Make a claim or vie'. Below that is a 'Tasks' section with a red exclamation mark icon and a task to 'Update Family Income'.

Back on the Centrelink portal, navigate to:
> My Family > Child Care > Enrolments

The screenshot shows the 'Child Care Subsidy Enrolments' page on the Centrelink web portal. The page title is 'Child Care Subsidy Enrolments' with a 'Help' icon. Below the title is a section 'Your child care enrolments' with a text box explaining that the page shows a summary of enrolments for the current financial year and that users need to indicate if details are correct. Below this is a table with the following data:

Enrolment status	Child name	Child care service name	Child care service type	Received date	Action
Confirmed	John Doe	TeamKids - Leichhardt	Outside School Hours Care	24/01/2022	View details
Ceased - Confirmed	John Doe	TeamKids - Leichhardt	Outside School Hours Care	01/10/2021	View details
Ceased -	John	Our Space OOSH	Outside School	27/01/2021	View details

A green arrow points to the 'View details' link for the first row (Confirmed enrolment for John Doe).

Check all enrolments have been confirmed, if not go to 'view details' and follow the prompts to confirm.

You're done!

Your child care subsidy is now sorted!

TeamKids is here to help.
If you get stuck, simply give us a call
1300 035 000

