



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

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

Here is a checklist of responsibilities:

- 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 you are using when you have used your maximum of 30 absence days* (only if you receive CCB as a fee reduction) and provide your child care service with documents where necessary for:
 - days your child is absent from care
 - an increase in the number of maximum hours you can get paid CCB
 - Special Child Care Benefit.

*Note: All child care services are changing over to the new Child Care Management System (CCMS). Once a service is on the CCMS, new absence rules will apply. You will get CCB for 42 absence days per child each financial year.

- advise the Family Assistance Office when changes happen that may affect your CCB. These include when:
 - your child starts with a new child care service
 - your child leaves a child care service
 - your child stops using child care
 - your child starts school
 - your income changes
 - you change partnering arrangements (for example, if you get married or divorced)
 - your address or bank account details change.

How can I get more information?

For further information on your eligibility for CCB please contact the Family Assistance Office:



access online services at familyassist.gov.au



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



email through familyassist.gov.au



visit a Family Assistance Office (located in Medicare Offices, Centrelink Customer Service Centres and Australian Taxation Offices).

Useful resources

Family Assistance, The What, Why and How booklet, available at familyassist.gov.au

Family Assistance Office Guide to Payments fact sheet, available at familyassist.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.



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