Australian Government
Department of Education

INSTRUCTIONS FOR FAMILIES

1. Use this letter where a child care service has assessed that your children need wellbeing support but:
   a. You (and your partner) do not meet residency requirements for Child Care Subsidy (CCS).
   b. You do not have a Services Australia Customer Reference Number (CRN) for the children needing care.
2. Complete your name and the date below, then take this letter to Services Australia.
3. Ask Services Australia staff to provide your child's CRN.
4. Give the CRN to your child care service so it can arrange access to subsidies through a Provider Eligible Arrangement enrolment.

REQUEST TO SERVICES AUSTRALIA FOR CHILD CUSTOMER REFERENCE NUMBER (CRN) TO SUPPORT PROVIDER ELIGIBLE ARRANGEMENT ENROLMENT

Parent name:_____

Date: _____

This family does not meet the residency rules for Child Care Subsidy (CCS). They can still access ACCS through a Provider Eligible Arrangement (PEA) enrolment type where a child care service has assessed that their child needs wellbeing support.

A PEA is approved by the Australian Government Department of Education.

Families who need a child's CRN for the sole purpose of accessing child care under a PEA enrolment are not required to lodge a CCS claim.

The process is outlined in the Services Australia operational blueprint file: 'Linking a child to a customer's record 102-05050120' published at operational.servicesaustralia.gov.au/public.

ACTION FOR SERVICES AUSTRALIA STAFF

Please provide child CRN to the family. The family will provide this information to their child care service for the sole purpose of accessing child care through a PEA enrolment.

Child name	CRN