



# Family Application Guide

## Overview

The Nanny Pilot Programme will begin in January 2016 and provide fee assistance to participating families using a nanny in the family home.

The pilot programme will help support families who are have difficulties accessing mainstream child care to enable them to maintain or increase their workforce commitments.

## Before you Begin

As well as this document, please read the **Nanny Pilot Programme Guidelines** and the **Families Fact Sheet** to help you submit an application for the Nanny Pilot Programme.

The application process is in two stages (see diagram on page 3).

Before you begin, you will need the following information to complete your application:

1. Customer Reference Numbers issued by Centrelink/Department of Human Services for you, your partner (if applicable) and each child for who will be cared for by a nanny.
2. Documentary evidence of you and your partner's (if applicable) annual taxable income which can be either:
  - your Notice of Assessment issued by the Australian Taxation Office from 2013-14 or 2014-15.
  - a statutory declaration of your annual taxable income.
  - your most recent payslip that shows your annual taxable income.

## Please remember that:

- your application is not submitted until you have reviewed and submitted your application and received a confirmation email.
- you may change or withdraw your application at any time up to the closing date by logging into your myGov account and accessing your Nanny Pilot Programme application (you will be asked to 'review and submit' your application each time you make changes).
- no further changes can be made to your application after the closing date - if you wish to withdraw your application after the closing date, you will need to contact the Nanny Pilot Programme team on 1800 249 873.

## After you have submitted your application

Once the application period has closed, the Department of Social Services will assess all applications. Families will be prioritised to participate for one or more of the following reasons:

- can demonstrate an increase in activity, particularly workforce participation, if they access a nanny.
- one or both parents work non-standard hours, such as evenings or weekends.
- located in a regional or remote area of Australia.
- geographically isolated from existing child care
- have a mix of child care arrangements that are difficult to manage because of complex logistics (for example, needing to use a variety of care types such as long day care and outside school hours care for two or more children).
- have children that have a disability or require additional support.
- unavailability of existing child care.

In addition, where there are a large number of families that are prioritised for inclusion in the programme, consideration may also be given to the following factors that will assist in informing the evaluation of the Nanny Pilot Programme:

- the prioritisation of a geographic location to assess the impact of the programme in addressing barriers to employment participation in a specific region.
- the amount of care required each week.
- whether care will be required for the duration of the pilot programme or a shorter time period.
- the number of children in the family.
- other special circumstances.

It should take approximately three to four weeks to assess all applications. Once all applications have been assessed, the Department of Social Services will contact all eligible applicants to inform them of the outcome of their application.

If you have been selected to participate in the Nanny Pilot Programme, you will be contacted by the service provider that is delivering the programme in your area on behalf of the Department of Social Services to begin the process of matching a suitable nanny for your family. The service provider will confirm the details that you have provided in your application as well discussing nanny requirements, hours of care needed and when you would like the nanny to commence.

If you are not selected, you will be able to remain on a contact register for possible future places.

## Contact for further information

For more information call 1800 249 873 Monday to Friday 9am to 5pm AEST or email [nannypilot@dss.gov.au](mailto:nannypilot@dss.gov.au)

# Family Application Process



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graph TD; A[Family Application Process] --> B[1. Nanny Pilot Programme  
www.dss.gov.au/nannypilot]; B --> C[Check your eligibility  
You will be required to answer three questions to determine your eligibility to apply to participate in the Nanny Pilot Programme]; C --> D[Confirm your details  
If you are eligible and wish to proceed with an application, you will be required to enter your personal details and Centrelink issued Customer Reference Number]; D --> E[2. Log into myGov  
https://my.gov.au]; E --> F[Link your myGov account to the Nanny Pilot Programme Family Application Portal]; F --> G[Complete application  
Complete an online application through the Nanny Pilot Programme Family Application Portal];
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1. Nanny Pilot Programme  
[www.dss.gov.au/nannypilot](http://www.dss.gov.au/nannypilot)

## Check your eligibility

*You will be required to answer three questions to determine your eligibility to apply to participate in the Nanny Pilot Programme*

## Confirm your details


*If you are eligible and wish to proceed with an application, you will be required to enter your personal details and Centrelink issued Customer Reference Number*

2. Log into myGov  
<https://my.gov.au>



Link your myGov account to the Nanny Pilot Programme Family Application Portal

## Complete application

*Complete an online application through the Nanny Pilot Programme Family Application Portal*


Question	Instruction
<p><b>STEP 1</b></p> <p><b>CHECK YOUR ELIGIBILITY</b> </p>	<ol style="list-style-type: none"> <li>1. Go to the information for families page on the <a href="#">Nanny Pilot Programme webpage</a>.</li> <li>2. Click on 'complete an online application'.</li> <li>3. Answer the three following questions to determine your eligibility to apply for the Nanny Pilot Programme.</li> </ol>
<p>What is your current Australian residency status?</p>	<p>At least one parent/guardian must be an Australian citizen or permanent resident to participate in the Nanny Pilot Programme. The main applicant must meet this requirement, as it will also ensure they have a CRN issued by Centrelink/DHS, which is needed for the application.</p>
<p>Is your combined family taxable income less than \$250,000 per annum?</p>	<p>Families must earn a combined annual household taxable income of less than \$250,000 to be eligible. Family income refers to the income of the main applicant and (if applicable) your partner.</p> <p>As part of your application, you will be required to upload documentary evidence to confirm your taxable income and that of your partner's (if applicable).</p>
<p>On 1 January 2016, will you have at least one dependent child who is less than 13 years of age or commencing their last year of primary school; or 13 years or older with a disability or additional support needs?</p>	<p>On 1 January 2016 you must have at least one child who is</p> <ul style="list-style-type: none"> <li>• Less than 13 years of age <b>or</b> commencing their final year of primary school in 2016 <b>OR</b></li> <li>• 13 years of age or older with a disability or additional support needs.</li> </ul> <p>To be eligible, children must be dependents; which means they are wholly or substantially in your care.</p> <p>The final year of primary school is Year 6 in all states and territories except South Australia where it is Year 7.</p>

After answering these questions the system will advise you of your eligibility to proceed with your application. If you are eligible and wish to proceed please select '**Yes**' on the confirmation screen.

Question	Instruction
<p><b>PROVIDE YOUR DETAILS</b> </p>	<ol style="list-style-type: none"> <li>1. If you are eligible to apply for the Nanny Pilot Programme and you chose to proceed with your application you will now be required to provide more details about yourself.</li> <li>2. To complete this part of the application you must have a valid Customer Reference Number (CRN) issued by Centrelink/DHS.</li> </ol>
<p>First name and surname</p>	<p>If you have registered with Centrelink/DHS in the past please ensure you use the same name in this application. For example, if you used the first name 'Annabelle' when you registered with Centrelink/DHS, please use this name and not any derivatives such as 'Anna'.</p>
<p>Your date of birth</p>	<p>Please enter your date of birth in the format dd/mm/yyyy</p>
<p>Your email address</p>	<p>Please ensure that you provide the email address that will be the best method for the Department of Social Services to contact you about your application and to let you know whether you have been selected to participate in the pilot programme.</p>
<p>Your Customer Reference Number</p>	<p>The Customer Reference Number (CRN) is the reference number issued by Centrelink/DHS. To apply for the Nanny Pilot Programme the <b>main applicant must have a CRN</b>.</p> <p>Your CRN will be used by the Department of Social Services to match against your existing records held by Centrelink/DHS.</p> <p>Most individuals will have had a CRN issued to them at some point. Below are some examples where you would have been issued with a CRN;</p> <ul style="list-style-type: none"> <li>• you are currently in receipt of a Centrelink benefit or payment</li> <li>• you have previously been in receipt of a Centrelink benefit or payment</li> <li>• you are or were a partner of a Centrelink customer or;</li> <li>• your parents claimed a payment for you when you were a child</li> </ul> <p>If you do meet one of the above you can find your CRN in one of the following ways;</p> <ul style="list-style-type: none"> <li>• Log into your Centrelink service within myGov – CRN's are located at top right hand corner of the page.</li> <li>• If you hold a Centrelink concession card you will find your CRN listed on the front of the card.</li> <li>• If you have received a Centrelink letter, you can locate your CRN at the top of the front page.</li> </ul> <p>If after checking all of the above you are unsuccessful in locating your CRN, you can contact DHS on 136 150 for assistance.</p> <p>If you do not meet one of the above you should contact DHS on 136 150 to have a CRN issued.</p>
<p><b>CHECK YOUR DETAILS</b> </p>	<ol style="list-style-type: none"> <li>1. If the system is able to verify your details, you will be taken to a 'Registration Confirmation' page and your Nanny Pilot Programme reference number will be</li> </ol>

displayed. This reference number will be emailed to you for your records, and must be used when communicating with the Department of Social Services about your application

2. If the system is only able to match some of your details you will be asked to either confirm the details provided are correct or go back to change your details.
3. If the system is unable to match your details against the CRN you provided, you will be directed to call the Nanny Pilot Programme help desk on 1800 249 873.

Question	Instruction
<p><b>STEP 2</b> </p> <p><b>myGov</b></p>	<ol style="list-style-type: none"> <li>1. Go to <a href="#">MyGov webpage</a>.</li> <li>2. Log into myGov. You must have a myGov account to proceed with your application to the Nanny Pilot Programme. If you do not have a myGov account, you can create one on the myGov home page.</li> <li>3. If you need any assistance with using myGov contact the myGov help desk on 13 23 07 and select option 1. The help desk is open between: <ul style="list-style-type: none"> <li>• 7:00am and 10:00pm Monday to Friday</li> <li>• 10:00am and 5:00pm Saturday and Sunday in local Australian time zones.</li> </ul> </li> </ol>
<p>Link your myGov account to the Nanny Pilot Programme Family Application Portal.</p>	<p>Once you have logged into myGov, you will need to link your myGov account to the Nanny Pilot Programme. You will then need to request an activation code to be emailed to you to allow you to continue with your application. Please note this number is <b>not</b> the same as your Nanny Pilot Programme reference number.</p>

<p>Open the Nanny Pilot Programme Family Application Portal</p>	<p>Once you have entered your activation code you will be taken to the Nanny Pilot Programme Family Application Portal where you will be able to submit your application.</p> <p>You will be asked to provide more details about:</p> <ul style="list-style-type: none"> <li>• you, your employment situation and your salary including a copy of your Notice of Assessment issued by the Australian Taxation Office for 2013-14 or 2014-15 (if available) or other proof of your income</li> <li>• your family's care arrangements and requirements</li> <li>• if relevant, your partner, their employment situation and their salary including a copy of their Notice of Assessment issued by the Australian Taxation Office for 2013-14 or 2014-15 (if available) or other proof of income</li> <li>• your children, their Customer Reference Numbers (CRNs) and their existing and proposed care arrangements</li> </ul>
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# Sample Department of Social Services Nanny Pilot Programme Family Application Portal

[Home](#) | [About](#) | [FAQ](#) | [Logout](#)



Australian Government  
Department of Social Services

## Nanny Pilot Programme

### Welcome to the Nanny Pilot Programme

Please enter all the details for all the pathways shown below, pathways will be greyed out if you have not entered a prerequisite pathway.

Your reference number is **NPP**    
Please quote this number if communicating with the Department of Social Services.  
Your application status is **Not Submitted**.

[↩ I want to withdraw my application](#)

 <b>Your details</b>   Step 1: Complete	 <b>Your family's care details</b>   Step 2: Complete	 <b>Your partner's details</b>   Step 3: Available	 <b>Your children's details</b>  <b>1</b> Step 4: Available	 <b>Review and submit</b>   Step 5: Unavailable
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Contact us

[Disclaimer](#) | [Web Site Privacy Statement](#)

[✉ Nannypilot@dss.gov.au](mailto:Nannypilot@dss.gov.au)

'Your details' asks questions about your work, income, study.

'Your family's care details' asks questions about your existing care arrangements, and what arrangements you would have if you had a nanny.

'Your partner's details' is only available if you select you have a partner. This section asks questions about your partner's work, income and study.

'Your children's details' asks questions about your children and what care is required.


The 'Review and submit' section allows you to check all the information you have provided before submitting your application


**Please enter all details for the pathways shown above. Pathways will be greyed out if you have not entered a prerequisite pathway**

#### Possible icons

- This indicates that this section has been completed. You are still able to go back and make changes.
- This indicates that this section has not been completed and requires further changes.
- This indicates that this section is unavailable and previous steps will need to be completed before you can access.
- This icon against children details indicates that no children details have been entered.
- This icon against children details indicates that details for one child has been entered. The number will change depending on how many children's details are entered.



Question	Instruction
<p><b>YOUR DETAILS</b> </p>	<ol style="list-style-type: none"> <li>1. Some questions will be pre-populated from the information you previously supplied.</li> <li>2. You are required to complete all other fields.</li> </ol>
<p>Details about your name, gender, date of birth, email address and Customer Reference Number</p>	<p>These questions will be pre-populated based on your previous response. You will be able to update your email address if this has changed.</p>
<p>Your phone number</p>	<p>Please enter your preferred contact number. This number may be used by the Department of Social Services to contact you about your application and will also be used by the service provider to contact you if you are selected to participate in the Nanny Pilot Programme.</p>
<p>Your current residential address</p>	<p>Please use your home address where the care will be provided. Do not enter a postal address.</p>
<p>What is your country of birth?</p>	<p>This is a standard question that will be used for statistical purposes only and has no bearing on your application.</p>
<p>What is your indigenous origin?</p>	<p>This is a standard question that will be used for statistical purposes only and has no bearing on your application.</p>
<p>What is the main language used in your home?</p>	<p>This is a standard question that will be used for statistical purposes only and has no bearing on your application.</p>
<p>Are you a single parent?</p>	<p>You are a single parent if you do not have a partner, either married or de facto, living with you.</p> <p>If you indicate that you are a single parent/guardian, you will not be required to complete details for a partner.</p>

**WORK AND STUDY DETAILS** 

To participate in the Nanny Pilot Programme, both parents/guardians (or in the case of sole parent family, the sole parent) must be engaged in work, training, or study for a minimum of eight hours per fortnight during the pilot programme unless they are exempt.

If you or your partner do not currently meet the minimum activity requirement, this will not exclude your family from applying for the Nanny Pilot Programme, as long as you and your partner can demonstrate you will meet the activity requirements from the time care is requested.

What is your current annual taxable income?

Please enter your current annual taxable income. If you currently have no income please enter \$0.

Please attach a copy of your Notice of Assessment from 2013-14 or 2015-15 issued by the Australian Taxation Office or other evidence of your income

The Nanny Pilot Programme is only available for families who earn a combined annual household taxable income of less than \$250,000.

As part of the application process, the Department of Social Services will need to verify your annual family income. Please provide one of the following documents as evidence:

- your Notice of Assessment issued by the Australian Taxation Office from 2013-14 or 2014-15 (where available)
- a statutory declaration of annual taxable income
- your most recent payslip that shows your annual income
- other documentary evidence supporting your claim.

The Department of Social Services does not need to know your Tax File Number and you may cross this out on the Notice of Assessment or other documents before uploading the document.

Save a copy of your proof of income on your computer then use the browse button to search the location of the document and upload as prompted. File types able to be uploaded include most types of images, common document formats, PDFs and zipped files.

Once the Department of Social Services verifies your income the document will be removed from your application and the Department's records.

Select your current employment status.

Please choose the statement that best describes your current work situation.

***If you select 'Employed' you will need to answer the following questions about your work***

**What is your main occupation?**

Please select one occupation from the drop down menu. If your occupation is not available, please choose the closest possible match or select 'Other'.

**Do you work non-standard hours?**

Non-standard hours are hours outside of Monday to Friday 8am to 6pm such as evening work, overnight work or weekend work.

**What is your usual work pattern?**

If you work the same number of hours per week, choose **weekly**.

If you work different hours each week but the same number of hours per fortnight, choose **fortnightly**. For example if you work 40 hours in one week and 30 hours the next, you are working a constant 70 hours per fortnight.

If you work on a roster, choose whether it is a weekly roster or a fortnightly roster. If it is something else please select 'Other'.

**On average, how many hours do you work per week?**

Please provide an estimate of hours (rounded to the nearest whole hour) worked per week.

If you work shift work across a longer time period, a weekly average should be provided. For example if you work 40 hours one week and 30 hours the next, you are working an average of 35 hours per week.

If you are currently on long term leave from work please enter '0'. You can enter the number of hours you would work if you had a nanny in the following question.

If you are currently studying or training please refer to the study / training question.

Do you think your workforce participation (work hours) will increase if a nanny is placed with you?

***If you select 'Yes' you will need to answer the following question***

**How many hours will you work per week if a nanny is placed with you?**

The Nanny Pilot Programme aims to support families who are having difficulties accessing mainstream child care to enable them to maintain or increase their work hours, by providing a subsidy towards the cost of a nanny.

Please state the number of hours per week you would be able to work if a nanny is placed with you.

To be eligible for the subsidy, both parents/guardians (or in the case of sole parent family, the sole parent) must be engaged in work, training, or study for a minimum of eight hours per fortnight during the pilot programme unless they are exempt.

The number of hours of subsidised care is commensurate with the amount of activity undertaken as outlined in [Attachment A](#) on page 24.

Question	Instruction
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Are you currently studying or in training?

***If you select 'Yes' you will need to answer the following questions***

**On average, how many hours do you study or train per week?**

Please provide an estimate of the number of hours per week you study or train. This should be based on actual time for study and training including contact hours, practical assessments and other study or training requirements.

Will your study or training hours increase if a nanny is placed with you?

***If you select 'Yes' you will need to answer the following question***

**Please provide an estimate of the number of hours per week you would study or train if a nanny is placed with you.**

To be eligible for the subsidy, both parents/guardians (or in the case of sole parent family, the sole parent) must be engaged in work, training, or study for a minimum of eight hours per fortnight during the pilot programme unless they are exempt.

The number of hours of subsidised care is commensurate with the amount of activity undertaken as outlined in Attachment A on page 24.

Do you identify as having a disability or impairment?

This question will be used for statistical purposes.

If you do identify as having a disability or impairment and it is not represented here, please choose 'Not stated/inadequately described'.

Are you exempt from the activity requirement?

You or your partner may be exempt if you or your partner:


- have a disability
- are overseas or in prison.

If you are exempt your partner must still meet the activity requirement. If your partner is exempt you must still meet the activity requirement.

***If you select 'Yes' you will need to answer the following question***

**Why are you exempt from the activity requirement?**

Please select one option from the drop down menu.

Question	Instruction
<b>YOUR FAMILY'S CARE DETAILS</b> 	This section will assist in the assessment of applications to prioritise places in the programme
How many hours per week do you require a nanny in your home?	Please estimate the hours of care you need, allowing for travel time to and from your place of work/study/training.
Approximately how many months of care will be required?	The Nanny Pilot Programme is a two year pilot programme starting in January 2016. Please provide an estimate, up to 24 months, of how many months you would need a nanny.
How many children in your home need the care of the nanny?	<p>Please enter the number of children that will be cared for by the nanny, including any children who will not be eligible for a subsidy.</p> <p><i>You will only be required to enter more information for children that will be eligible for the subsidy as part of the application.</i></p>
Are you applying to share a nanny with another family?	If you are applying to share a nanny with another family, each family will need to apply to the Nanny Pilot Programme separately and the applications will be cross referenced and considered for selection together.
	<p><b><i>If you select 'Yes' you will need to answer the following question</i></b></p>
	<p><b>What is the Nanny Pilot Programme reference number of the family that you are applying to share with?</b></p> <p>When you started your application, you were emailed a Nanny Pilot Programme reference number. Include the Nanny Pilot Programme reference number of the other family you are applying to share a nanny with. This means both families must have started the application process and received a Nanny Pilot Programme reference number. The other family will need to include your reference number in their application. This will enable the two applications to be linked.</p>
Are you geographically isolated from existing child care and early learning services?	<p>You may select 'Yes' if travel between your home and the closest child care and early learning service would take more than an hour. Travel time refers to the actual time spent in transit, it does not include time spent waiting for buses, taxis or other forms of transport.</p> <p>To find your nearest child care or early learning services go to <a href="http://www.mychild.gov.au">www.mychild.gov.au</a>.</p>
Do you have a mix of child care arrangements that are difficult to manage?	An example of mix of care arrangements is where one child is attending a long day care service and another child is at primary school and attends an 'after school' care service which can be logistically complex.


Question	Instruction
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Are child care and early learning services in your area unavailable?

You may select 'Yes' if it would take less than an hour to travel between your home and the closest child care and early learning services **but** there are no available places for your child at these services.

In addition to the information provided in this application, please provide any other special circumstances regarding why you require a nanny to support your application.

Please outline any special circumstances your family has for needing a nanny to care for your child/children. These may be considered as part of your application where there are a large number families to be prioritised for inclusion in the programme.

Question	Instruction
<b>YOUR PARTNER'S DETAILS</b> 	These questions will only be available to fill out if you have a partner. If you do not have a partner please go to page 19, <b>Your Child's Details</b> .
Your partner's first name and surname	If your partner has registered with Centrelink/DHS in the past, please ensure that you use the same name they provided to Centrelink/DHS in this application.
Your partner's gender	Please select one option from the drop down menu.
Your partner's date of birth	Please enter your partner's date of birth in the format dd/mm/yyyy
Your partner's Customer Reference Number	<p>The CRN is the reference number issued by Centrelink/DHS. For further details on how your partner can find their CRN, please refer to page 5 under '<i>Your Customer Reference Number</i>'.</p> <p>Your partner's CRN is not mandatory for this application but should be included to match against their existing records held by Centrelink/DHS.</p>
What is your partner's country of birth?	This is a standard question that will be used for statistical purposes only and has no bearing on your application for the Nanny Pilot Programme.
What is your partner's indigenous origin?	This is a standard question that will be used for statistical purposes only and has no bearing on your application.
<b>Confirm your partner's details</b>	<p>If the system is only able to match some of your partner's details you will be asked to either confirm the details provided are correct or go back to change your details.</p> <p>If the system is unable to match your partner's details against the CRN you provided, you will be required to re-enter your partner's details.</p>
What was your partner's current annual taxable income?	Please enter your partner's current annual taxable income. If your partner has no income please enter \$0.
Attach a copy of your partner's last Notice of Assessment issued by the Australian Taxation Office (other documentary evidence is also acceptable).	<p>The Nanny Pilot Programme is only available for families who earn a combined annual household taxable income of less than \$250,000.</p> <p>As part of the application process, the Department of Social Services will need to verify your annual family income. Please provide either:</p> <ul style="list-style-type: none"> <li>• your partner's Notice of Assessment issued by the Australian Taxation Office from 2013-14 or 2014-15 (where available)</li> <li>• a statutory declaration of annual income from your partner</li> <li>• your partner's most recent payslip that shows your annual income</li> <li>• other documentary evidence supporting your partner's claim.</li> </ul>

The Department of Social Services does not need to know your partner's Tax File Number and you may cross this out on the Notice of Assessment or other documents before uploading the document.

Save a copy of your partner's proof of income on your computer then use the browse button to search the location of the document and upload as prompted. File types able to be uploaded includes most types of images, common document formats, PDFs and zipped files.

Once the Department of Social Services verifies your partner's income the document will be removed from your application and the Department's records.

Select your partner's current employment status

Please choose the statement that best describes your partner's current work situation.

***If you select 'Employed' you will need to answer the following questions about your partner***

**What is your partner's main occupation?**

Please select one occupation from the drop down menu.

**Does your partner work non-standard hours?**

Non-standard hours are hours outside of Monday to Friday 8am to 6pm such as evening work, overnight work or weekend work.

**What is your partner's usual work pattern?**

- If your partner works the same number of hours per week, choose weekly.
- If your partner works different hours each week but the same number of hours per fortnight, choose fortnightly. For example if your partner works 40 hours one week and 30 hours the next, they are working a constant 70 hours per fortnight.
- If your partner works on a roster, choose whether it is a weekly roster a fortnightly roster. If it is something else please select 'Other'.

**On average, how many hours does your partner work per week?**

Please provide an estimate of hours (rounded to the nearest whole hour) your partner works each week.

If your partner works shift work across a longer time period, a weekly average should be provided. For example your partner works 40 hours one week and 30 hours the next; they are working an average of 35 hours per week.

If your partner is currently on long term leave from work please enter '0'. You can enter the number of hours your partner would work if you had a nanny in the following question.



Do you think your partner’s workforce participation will increase if a nanny is placed with you?

***If you select ‘Yes’ you will need to answer the following question***

**If a nanny is placed with your family, how many hours would your partner work per week?**

The Nanny Pilot Programme aims to support families who are having difficulties accessing mainstream child care to enable them to maintain or increase their work hours, by providing a subsidy towards the cost of a nanny.

Please provide an estimate of the number of hours per week your partner would work if a nanny is placed with you.

To be eligible for the subsidy, both parents/guardians must be engaged in work, training, or study for a minimum of eight hours per fortnight during the pilot programme unless they are exempt.

The number of hours of subsidised care is commensurate with the amount of activity undertaken as outlined in [Attachment A](#) on page 24.

Is your partner currently studying or in training?

***If you select ‘Yes’ you will need to answer the following questions***

**On average, how many hours does your partner study or train per week?**

Please provide an estimate of the number of hours per week your partner study or trains. This should be based on actual time for study and training including contact hours, practical assessments and other study or training requirements.

Will your partner’s study or training hours increase if a nanny is placed with you?

***If you select ‘Yes’ you will need to answer the following question***

**Please provide an estimate of the number of hours per week your partner would study or train if a nanny is placed with you.**

To be eligible for the subsidy, both parents/guardians must be engaged in work, training, or study for a minimum of eight hours per fortnight during the pilot programme unless they are exempt.

The number of hours of subsidised care is commensurate with the amount of activity undertaken as outlined in [Attachment A](#) on page 24.

Do they identify as having a disability or impairment?

This is a standard question which will be used for statistical purposes.

If your partner identifies as having a disability or impairment and it is not represented here, please choose ‘Not stated/inadequately described’.

Is your partner exempt from the activity requirement?

You or your partner may be exempt if you or your partner:

- have a disability
- are overseas or in prison.

## Question


## Instruction

If your partner is exempt you must still meet the activity requirement. If you are exempt your partner must still meet the activity requirement.


***If you select 'Yes' you will need to answer the following question:***

**Why is your partner exempt from the activity requirement?**

Please select one option from the drop down menu.

Question	Instruction
<b>YOUR CHILD'S DETAILS</b> 	You must complete this section for each child eligible for a subsidy under the Nanny Pilot Programme
Your child's name and surname	Please enter your child's name. Please ensure that you use the same name that you have previously provided to Centrelink/DHS in this application.
Your child's gender	Please select one option from the drop down menu
Your child's date of birth	Please enter your child's date of birth in the format dd/mm/yyyy
Your child's Customer Reference Number	<p>The Customer Reference Number (CRN) is the reference number issued by Centrelink/DHS. <b>Your child's CRN is mandatory for this application.</b></p> <p>If you have claimed any of the following payments, your child will have a CRN:</p> <ul style="list-style-type: none"> <li>• Baby Bonus</li> <li>• Maternity Immunisation Allowance</li> <li>• Child Care Rebate</li> <li>• Child Care Benefit</li> <li>• Family Tax Benefit</li> <li>• Paid Parental Leave</li> <li>• Maternity Payment</li> <li>• Parenting payment</li> <li>• Newstart principle carer</li> </ul> <p>You can find out your child's CRN by doing one of the following:</p> <ul style="list-style-type: none"> <li>• By logging into the Centrelink service within myGov - child/ren's CRN's can be found in the 'My profile' section underneath the heading of 'My Family' or alternatively, if the customer is in receipt of Child Care Benefit, the child CRN's can be found in the "View Child Care Details and Payments" option under the "Child Care" sub-menu heading</li> <li>• If you hold a Centrelink concession card, CRN's of all family members covered by the card are listed on the front cover of the card</li> <li>• If you are or have previously been entitled to Child Care Benefit for your child and received a letter about their Child Care Benefit, the Child's CRN can be located at the top of the page</li> </ul> <p>If you are still unsure of your child's CRN you should contact Centrelink/DHS on 131 650.</p>
Your child's Country of birth	This is a standard question that will be used for statistical purposes only and has no bearing on your application.

Question	Instruction
Your child's Indigenous origin	This is a standard question that will be used for statistical purposes only and has no bearing on your application.
<b><i>Check your child's details</i></b>	<p>If the system is only able to match some of your child's details you will be asked to either confirm the details provided are correct or go back to change the details.</p> <p>If the system is unable to match your child's details against the CRN you provided, you will be required to re-enter your child's details. If no match is detected you will be directed to call the Nanny Pilot Programme help desk on 1800 249 873.</p>

Question	Instruction
<b>YOUR CHILD'S CARE DETAILS</b> 	You must complete this section for each child eligible for a subsidy under the Nanny Pilot Programme
What are the current care arrangements for this child?	<p>Answering this question will assist the Department of Social Services in the evaluation of the Nanny Pilot Programme.</p> <p>Please select one option from the drop down menu.</p> <ul style="list-style-type: none"> <li>▪ Centre based care - <i>this means your child attends a Child Care Benefit approved centre such as long day care or outside school hours care services.</i></li> <li>▪ Family day care – <i>this means your child attends a Child Care Benefit approved family day care service.</i></li> <li>▪ In home care – <i>this means your child receives in home care that is approved for Child Care Benefit purposes.</i></li> <li>▪ Registered care – <i>this means you receive some child care benefit for care currently being provided for your child.</i></li> <li>▪ Informal care arrangements – <i>this means your child does not attend any approved child care services but is cared for informally by friends, relatives, neighbours, etc.</i></li> <li>▪ Nanny – <i>this means you currently have a nanny who cares for your child (that is not part of the Child Care Benefit approved In Home Care programme)</i></li> <li>▪ Combination of care – <i>this means your child attends a combination of care types.</i></li> <li>▪ No current arrangements – <i>this means that your child does not have any formal or informal child care arrangements.</i></li> </ul>
How many hours of care are required for this child per week?	<p>As care requirements may not be consistent from week to week, please provide an average of how many hours of care are required for this child if you had a nanny. The amount of care required for this child should not be greater than the total number of hours you require a nanny in your home.</p> <p>You may request more than 50 hours of care per week; however you will only be subsidised the number of hours of care you are eligible for, up to a maximum of 50 hours per week.</p>
Does this child identify as having a disability or impairment?	<p>This will assist in identifying whether your child has a disability or impairment that may require additional care.</p> <p>If your child has a disability or impairment and it is not represented here, please choose 'Not stated/inadequately described'.</p>
Does this child have additional support needs?	<p>Additional support needs means your child needs or would benefit from extra support because they:</p> <ul style="list-style-type: none"> <li>▪ are a recent arrival in Australia</li> <li>▪ have a culturally and linguistically diverse background</li> <li>▪ have a medical or health condition</li> <li>▪ demonstrate challenging behaviours and behavioural or psychological disorders have developmental delays</li> <li>▪ have learning difficulties.</li> </ul>

## Question

## Instruction

What grade will your child be in, in 2016?

This question will assist in determining the eligibility of your child to participate in the Nanny Pilot Programme as subsidies will only be paid for children who on 1 January 2016 are either:

- Less than 13 years of age or commencing their final year of primary school in 2016 **OR**
- 13 years of age or older with a disability or additional support needs?

If your child has not started school select 'Under school age'.

The final year of primary school is Year 6 in all states and territories except South Australia where it is Year 7.

Question	Instruction
DECLARATIONS	
Do you declare that the information you provided is true and correct?	By selecting 'Yes', you declare that the information supplied by you is true, correct and complete in every respect.
Are you aware that it is an offense to provide false or misleading information to the Commonwealth?	The provision of false, incorrect, incomplete or misleading information may result in the application not being considered for the Nanny Pilot Programme or your exclusion from the Nanny Pilot Programme if you are selected.
Do you acknowledge that your information may be passed on to services external to the Department of Social Services?	<p>Personal information collected on this form will be used by the Department of Social Services to administer the Nanny Pilot Programme. The Department of Social Services may also use this personal information for research and evaluation of the Nanny Pilot Programme, including passing on de-identified information to a third party research organisation.</p> <p>If you are selected to participate in the Nanny Pilot Programme, the Department of Social Services will disclose this personal information to the relevant service provider, so that they can match you with a nanny.</p> <p>The Department of Social Services will not otherwise use or disclose personal information collected on this form unless authorised or required by law.</p>
Do you acknowledge that submission of an application does not guarantee participation in the Nanny Pilot Programme or that a suitable nanny will be found?	By selecting 'Yes' you declare that you understand a submission of an application does not guarantee you will be selected or that a suitable nanny will be found.
If you are selected to participate in the Nanny Pilot Programme, do you agree to adhere to all the requirements specified in the Nanny Pilot Programme guidelines?	If you are selected to participate in the Nanny Pilot Programme, you will have to adhere to all the requirements specified in the Nanny Pilot Programme guidelines. Please ensure you have read and familiarised yourself with the Nanny Pilot Programme guidelines before you submit your application.

**Activity test requirements**

To be eligible for the subsidy, both parents/guardians (or in the case of sole parent family, the sole parent) must be engaged in work, training, or study for a minimum of eight hours per fortnight during the pilot programme unless they are exempt.

The number of hours of subsidised care is commensurate with the amount of activity undertaken by the parent/guardian as outlined in the table below. Parents/guardians will be able to combine time spent undertaking work, training or study.

Steps	Weekly		Fortnightly	
	Activity	Subsidised hours of care	Activity	Subsidised hours of care
1	4 to 8 hours	Up to 18 hours	8 to 16 hours	Up to 36 hours
2	More than 8 hours to 24 hours	Up to 36 hours	More than 16 hours to 48 hours	Up to 72 hours
3	More than 24 hours	Up to 50 hours	More than 48 hours	Up to 100 hours

If you have a partner and each of you are eligible for different steps, the parent with the lowest activity will determine the hours of subsidised care for each child.