

Affordable Child Care Benefit (ACCB) FAQ

Table of Contents

Application	2
Do I qualify?	2
How do I apply?	2
What month am I eligible from?.....	2
How long does it usually take?	3
What else do I need to complete my application?	3
I submitted a Child Care Arrangement form; does that count as an application?.....	3
My work schedule varies. What do I say in my application?	3
What is the status of my application?	3
How was the benefit plan amount decided?	4
Why does my Benefit Plan end on a different day than my renewal?.....	4
I think my benefit plan is incorrect. Can you review it for me?	4
Spousal Consent and Information	4
How does my spouse give consent?	4
Does my spouse need to consent every time I renew?.....	4
What does my Spouse need to do for me to renew?	5
My Spouse is from another country and we are waiting for their Permanent Resident Status; are we eligible?	5
My Spouse lives and works overseas, what do I report on my application?.....	5
My Spouse has moved out, should I re-apply?	5
Income Reporting	5
What if I haven't filed my Income Tax?	5
How do I complete an Income Review?	5
What if my (or my spouse's) current income is lower than it was last year?	6
What if I requested an 'Income Review' but my income has increased?	6
Renewal	6
When should I send my renewal?	6
Can I renew on the phone?	6
How do I renew?.....	6
If I renew now, will you use my most recent tax income, or continue with the previous income? ..	7

The MyFS portal says that my renewal should have been completed by now. Can you check to make sure you received my documents?	7
Missing Information	7
Is there anything missing from my documents that I have submitted?	7
I've received an approval letter and a letter about missing information; what does this mean?	7
Reporting Changes.....	8
I am on maternity leave, am I still eligible?	8
Do I have to report changes to marital status?	8
Changing Child Care Providers.....	8
What if my child care provider changes?	8
Will I be reassessed if I change my child care provider?	8
Payments to Child Care Providers	9
My child care provider is asking for payment. When can they claim?.....	9
Technical Support	9
I can't view the PDFs/attachments in MyFS Messages. What should I do?	9
Translation Services.....	9
English is not my first language; how do I get assistance so I can apply?	9

Application

Do I qualify?

ACCB is assessed using a number of factors. To learn more, visit the website: [Eligibility and estimate funding](#).

How do I apply?

You can complete the online application using My Family Services.

Visit the website here: [Apply for funding](#)

What month am I eligible from?

Your benefits will begin on the first of the month in which your full application package is received complete.

All documents (ie. Application form, Child Care Arrangement form, supporting documents etc.) must be submitted in order for your application to be complete. Missing or incomplete documents will delay your application.

How long does it usually take?

Documents submitted online through My Family Services (MyFS) will receive notification through the 'Message Centre' in MyFS. You can also visit the website for our current processing times: [Check the status of your Application](#)

Documents submitted by facsimile or mail may take longer.

What else do I need to complete my application?

Start the online application by signing up for MyFS. After you have completed the Application form, print the Child Care Arrangement form and take it to your Child Care Provider to have them complete their sections. Make sure you both sign and date the form.

It is your responsibility to submit the Child Care Arrangement form. The form can be uploaded to MyFS.

Lastly, review the supporting documents and upload them to MyFS. Sign up today for the online parent portal @ My Family Services here: [Apply for funding](#)

I submitted a Child Care Arrangement form; does that count as an application?

No. The Child Care Arrangement form is only one part of the application for the ACCB. The ACCB Application can be completed online by signing up for MyFS.

If you have applied online through MyFS, you can upload documents and forms to your account, without mailing or faxing.

All documents must be submitted in order for your application to be 'complete'. Missing or incomplete documents will delay your application.

[Apply for funding](#)

If you need assistance, you can receive in person services through your local CCRR office or call the Child Care Service Centre @ [1-888-338-6622](tel:1-888-338-6622).

My work schedule varies. What do I say in my application?

Explain your work schedule in your online application in MyFS.

Include the days per week, hours of work per day etc., or call the Child Care Service Centre @ [1-888-338-6622](tel:1-888-338-6622).

What is the status of my application?

Please visit the website for current processing times. Once your file has been processed, notification will be sent to you requesting that you log into MyFS.

You can check the status of your application or review the outcome by logging into MyFS without the need to call.

How was the benefit plan amount decided?

When assessing your eligibility, ACCB uses a number of different criteria. These include family size, number of children requiring child care, annual income, class of child care and a few others. You can learn more by reviewing the website here: [Eligibility and estimate funding](#)

Why does my Benefit Plan end on a different day than my renewal?

Your approved benefit plan will end for a variety of reasons, usually because of a change in circumstance. Your child may age out of the type of child care, your studies may have come to an end, or your reason for child care has ended. When this happens, a reassessment will occur to determine continued eligibility.

I think my benefit plan is incorrect. Can you review it for me?

Yes, you can use the message centre in MyFS to request a review or alternatively, call the Child Care Service Centre @ [1-888-338-6622](tel:1-888-338-6622) and request to have your benefit plan reviewed.

Spousal Consent and Information

How does my spouse give consent?

Your Spouse must register for their own separate BCeID: [BCeID - Personal BCeID: Getting Started](#)

This simple process takes about 2 minutes. Once done, ask your spouse to check their email to activate their portion of the 'Consent' and use of CRA data.

If they haven't received an email, have them call into the Child Care Service Centre for assistance @ [1-888-338-6622](tel:1-888-338-6622).

Does my spouse need to consent every time I renew?

No, your spouse will give consent when you first apply for the Affordable Child Care Benefit, after that you will need to report any changes to their 'reason for child care' requirement. A new consent will be needed if your file has been closed and then re-opened later.

What does my Spouse need to do for me to renew?

You will need to report your spouse's reason for child care'. See website here for details: [Eligibility and estimate funding](#).

My Spouse is from another country and we are waiting for their Permanent Resident Status; are we eligible?

The parent who applies for the Affordable Child Care Benefit must meet the residency and citizenship status. The spouse does not have to.

[Eligibility and estimate funding](#).

My Spouse lives and works overseas, what do I report on my application?

Please make a note of this on your application. An Adjudicator will review and may call you for further details.

My Spouse has moved out, should I re-apply?

You must report this change to the Child Care Service Centre immediately.

You can send a message using your MyFS account or call the Child Care Service Centre at [1-888-338-6622](tel:1-888-338-6622) to report as soon as possible.

Income Reporting

ACCB uses income from the Canada Revenue Agency (CRA).

What if I haven't filed my Income Tax?

If you haven't filed your taxes with the CRA for the last two years, complete an Income Declaration Form for the previous calendar year: [Forms for the Affordable Child Care Benefit](#)

Include the income amount that would be the equivalent of CRA line 15000 (total income before deduction otherwise known as your gross income) minus line 14500 (social assistance payments).

How do I complete an Income Review?

Follow the instructions on the Income Declaration Form and submit the form through MyFS. [Report changes for the Affordable Child Care Benefit](#)

What if my (or my spouse's) current income is lower than it was last year?

For details on completing the Income Review, visit the website here: [Report changes for the Affordable Child Care Benefit](#)

The Income Declaration form is on the website here: [Forms for the Affordable Child Care Benefit](#)

What if I requested an 'Income Review' but my income has increased?

Report this change by sending a message in MyFS or call the Child Care Service Centre at [1-888-338-6622](tel:1-888-338-6622).

[Report changes for the Affordable Child Care Benefit](#)

Renewal

When should I send my renewal?

Renew approximately 30 days in advance of your Benefit Plan end date.

If you don't remember your expiry date, log into MyFS and check your Dashboard or your benefit plan expiry date on your Eligibility Assessment letter.

For further questions, parents can message the Child Care Service Centre in MyFS. Please check the website for current processing times: [Affordable Child Care Benefit](#)

Can I renew on the phone?

Renewals are not done over the telephone. In order to renew, you must provide a new application, meet the 'reason for child care' eligibility requirement and report any changes since your last application. MyFS allows parents to upload renewal documents ahead of their benefit plan expiry date at their convenience.

See the website under 'Eligibility and estimate funding' for list of parents 'Qualifying reason for child care' requirements: [Eligibility and estimate funding](#).

If you have questions about your renewal, you can use the 'message' feature in MyFS rather than calling.

Parents who haven't signed up for MyFS you can do so here: [Apply for funding](#)

How do I renew?

You can renew online through your MyFS account. See details here for reporting changes: [Report changes for the Affordable Child Care Benefit](#)

If I renew now, will you use my most recent tax income, or continue with the previous income?

ACCB uses the most recent tax information from the CRA (within the previous two tax years).

For more information, visit our website under the heading 'Eligibility and estimate funding': [How funding is calculated](#)

The MyFS portal says that my renewal should have been completed by now. Can you check to make sure you received my documents?

Before calling to check on your application status, visit the website to check current processing dates. This website is updated frequently.

Missing Information

Is there anything missing from my documents that I have submitted?

Until your documents have been fully reviewed and assessed, it is not possible to confirm what information is missing, if any.

The documents you have submitted will be processed in date order of receipt.

The easiest way to check the status of your document submission is by using our online services through MyFS.

Once your documents have been reviewed, you will be sent a message and/or your approved benefit plan, along with any other communication in MyFS. Parents not using MyFS will be notified by regular mail.

*** Note to all parents - please ensure your address and phone number are up to date.

See website under 'Report Changes': [Report changes for the Affordable Child Care Benefit](#)

I've received an approval letter and a letter about missing information; what does this mean?

Your benefit plan has been approved; however, further information is still needed to confirm the plan. If you fail to provide the missing information in a timely manner, your benefit plan may be cancelled.

In addition, it may also result in an overpayment, or prohibit you from accessing funding in the future.

Please do not delay in submitting your missing information. This will help ensure your child care provider receives payment in a timely manner and that your benefit plan will continue without interruption.

Reporting Changes

I am on maternity leave, am I still eligible?

No, maternity leave is not an eligible reason for the ACCB. Report your maternity leave to the Child Care Service Centre immediately.

You can report this change by sending a message in MyFS or by calling the toll-free number at [1-888-338-6622](tel:1-888-338-6622).

To see the eligible reasons for benefits, visit the website here: [Eligibility and estimate funding](#)

Do I have to report changes to marital status?

Yes, always report a change in your relationship status. If you get married, separated, divorced, or are living common law, report these changes immediately.

[Report changes for the Affordable Child Care Benefit](#)

Changing Child Care Providers

What if my child care provider changes?

You will need to complete a new Child Care Arrangement form together with your new child care provider. Ensure that you both sign and date the form. Parents are responsible for submitting the form by uploading it to MyFS.

Will I be reassessed if I change my child care provider?

Yes, reassessments are done whenever there are changes to a family's circumstance.

Payments to Child Care Providers

My child care provider is asking for payment. When can they claim?

Once your benefit plan is approved, your provider can submit a claim for payment. Until then, parents are responsible for paying their care provider to cover any fees.

Technical Support

I can't view the PDFs/attachments in MyFS Messages. What should I do?

Try opening with Chrome, FireFox or Safari; alternatively, try to enable pop-ups in your browser. If you are still having difficulty, please call the Child Care Service Centre Toll-free: [1-888-338-6622](tel:1-888-338-6622).

Translation Services

English is not my first language; how do I get assistance so I can apply?

ACCB offers language support services in 120 languages. When you call the Child Care Service Centre ([1-888-338-6622](tel:1-888-338-6622)), ask for a translator to join the call. There is no charge to you for this service.

You can also access assistance through: [ISSofBC | Immigrant Services Society of BC \(issbc.org\)](http://ISSofBC.org) or by calling your local Child Care Resource and Referral Office: [Child Care Resource and Referral Centre](#)