



Where can I find a child care service that meets my needs?

What is mychild.gov.au?

The mychild website provides families and carers with information on early childhood education, child care, children's health and wellbeing and parenting and family support services. You can also search a database to find Child Care Benefit approved children's services in your local area.

What information can I find on mychild.gov.au?

The mychild website contains a searchable database of all Child Care Benefit approved services where you can find:

- information on the types of care (Long Day Care, Family Day Care, Occasional Care, In Home Care and Outside School Hours Care)
- the location of child care services including an interactive map and contact details
- possible vacancies
- fee information where provided by child care services
- additional information on education programs, meals and other services provided.

What is the Child Care Access Hotline?

The Australian Government Child Care Access Hotline is a free telephone service to help you find a child care service that meets your needs.

You can access this service via **Freecall 1800 670 305** between 8.00 am and 6.00 pm nationally Monday to Friday (charges apply on calls from public pay phones or mobile phones).

What can I find out through the Child Care Access Hotline?

Hotline information includes:

- types of care (for example, Long Day Care, Family Day Care, Occasional Care, In Home Care and Outside School Hours Care)
- the location of child care services
- possible vacancies
- fee information where provided by child care services
- how to choose a quality child care service
- how the Australian Government helps with the cost of your child care.

How can I get more information?

For further information on the different types of Child Care Benefit approved care in your area and reported vacancies:



visit www.mychild.gov.au



call the Australian Government Child Care Access Hotline 1800 670 305 (a service is also available if you require information in a language other than English).

If you need assistance when contacting us (if you are deaf or have a hearing impairment):

Teletypewriter (TTY) users: phone 133 667 then ask for 1800 670 305. You need a TTY phone to use this service.

Speak and Listen users: phone 1300 555 727 then ask for 1800 670 305.

Internet Relay Users: connect to the National Relay Service
www.iprelay.com.au/call/index.aspx

Useful resources

For news and information on child care visit the mychild website available at www.mychild.gov.au

Access the Child Care Estimator at www.humanservices.gov.au/estimators

Family assistance payment rates fact sheet, available at www.humanservices.gov.au