



▶ Information for families using child care

Fact Sheet 18

Where do I go for more information on child care?

There are a number of Australian Government contacts where you can receive information on child care. They include:

Child Care Access Hotline

Hotline information includes:

- the different 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
- 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.

What is the Child Care Access Hotline number and when can I call?

Call 1800 670 305* between 8.00 am and 6.00 pm nationally Monday to Friday (a service is also available if you need 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

Department of Human Services

The Department of Human Services administers Child Care Benefit, Child Care Rebate, Paid Parental Leave, Baby Bonus, and Family Tax Benefit payments. Service Centres located in Medicare Offices and Centrelink Service Centres across the country, offer a range of payments to support families with their work and family responsibilities.

The Department of Human Services can be contacted:

- at www.humanservices.gov.au/onlineservices for Online Services
- on 13 61 50 between 8 am and 8 pm (local time) Monday to Friday
- by visiting a Service Centre (located in Medicare Offices and Centrelink Service Centres)

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.

Useful resources

- Visit the mychild website at www.mychild.gov.au for news and information on child care
- Visit www.humanservices.gov.au/childcare for:
 - information on the Child Care Estimator
 - Family assistance payment rates fact sheet

Immunisation

For up-to-date information on your child's immunisation records (seven and under) call the Australian Childhood Immunisation Register in Medicare Australia on 1800 653 809 or visit www.medicareaustralia.gov.au.

For other questions on immunisation call Freecall 1800 671 811.

The Office of Early Childhood Education and Child Care

For information on different types of child care visit the www.mychild.gov.au website.

State and Territory Regulatory Authorities

Concerned about the quality of your child care? Contact your child care centre and discuss the matter. Then, if you are not satisfied, raise your concern with the Regulatory Authority in your state. The contact details can be found on the Australian Children's Education and Care Quality Authority's (ACECQA) website <http://acecqa.gov.au/regulatory-authorities/>.

Department of Immigration and Citizenship

For information on receiving child care help when participating in the Adult Migrant English Program, call the enquiry line on 131 881, the translating and interpreting service line on 131 450 or visit <http://www.immi.gov.au/living-in-australia/help-with-english/amep/>

Australian Taxation Office

For information on exemptions from Fringe Benefit Tax benefits relating to child care, call 13 28 66.