



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

## Fact sheet 17

The child care system is changing from July 2018. For more information about the new child care fee assistance programs please go to <https://www.education.gov.au/jobsforfamilies>

### What is mychild.gov.au?

The [MyChild website](http://www.mychild.gov.au)<sup>1</sup> 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 (CCB) approved children's services in your local area and preschools and kindergartens covered by the National Quality Framework.

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

The [MyChild website](http://www.mychild.gov.au) contains a searchable database of all CCB 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
- National Quality Standard (NQS) ratings where assessed and rated
- additional information on education programs, meals and other services provided.

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<sup>1</sup> [www.mychild.gov.au](http://www.mychild.gov.au)

## 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 9.00 am-5.30 pm AEST 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
- NQS ratings where assessed and rated
- how to choose a quality child care service
- how the Australian Government helps with the cost of your child care.

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

- Teletypewriter (TTY) users: phone 133 677 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](#).<sup>2</sup>

## Useful resources

Other useful resources include:

- for news and information on child care visit the [MyChild website](#)<sup>3</sup>
- to estimate and compare payments access the [Child Care Estimator](#)<sup>4</sup>
- [A Guide to Australian Government payments](#).<sup>5</sup>

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<sup>2</sup> <http://relayservice.gov.au/>

<sup>3</sup> [www.mychild.gov.au](http://www.mychild.gov.au)

<sup>4</sup> [www.humanservices.gov.au/customer/enablers/online-estimators](http://www.humanservices.gov.au/customer/enablers/online-estimators)

<sup>5</sup> [www.humanservices.gov.au/corporate/publications-and-resources/a-guide-to-australian-government-payments](http://www.humanservices.gov.au/corporate/publications-and-resources/a-guide-to-australian-government-payments)