



## ▶ Information for families using child care

Fact Sheet

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### Where do I go for more information on child care?

Here is a list of Australian Government contacts for more information on child care.

#### Child Care Access Hotline

The Child Care Access Hotline telephone service gives information on:

- types of care (Long Day Care, Family Day Care, Outside School Hours Care, Occasional Care, and In Home 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 8.00am and 9.00pm Monday to Friday (a service is also available if you require information in a language other than English).

If you need to, you can also call:

Teletypewriter (TTY) 1800 639 327 (if you are deaf or have a hearing or speech impairment). You need a TTY phone to use this service.

*\*Calls to 1800 numbers are free. Calls from public pay phones or mobile phones are charged at a higher rate.*

#### Family Assistance Office

The Family Assistance Office provides information on family assistance payments, such as Child Care Benefit, Child Care Rebate\*, Jobs, Education and Training Child Care fee assistance, Baby Bonus and Family Tax Benefit.

For further information on your eligibility for these family assistance payments contact the Family Assistance Office:

- access online services at [familyassist.gov.au](http://familyassist.gov.au)
- call 13 61 50 between 8am and 8pm (local time) Monday to Friday
- email through [familyassist.gov.au](http://familyassist.gov.au)
- visit a Family Assistance Office (located in Medicare Offices and Centrelink Customer Service Centres)

**\*On 1 July 2009, the Child Care Tax Rebate was re-named the Child Care Rebate. There is no change to your eligibility or entitlements.**

## Useful resources

- Family Assistance, The What, Why and How booklet, available at [familyassist.gov.au](http://familyassist.gov.au)
- Family Assistance Office Guide to Payments fact sheet, available at [familyassist.gov.au](http://familyassist.gov.au)

## If you need to, you can also call:

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.

## Australian Taxation Office

For information on the Child Care Tax Rebate for the 2004–05 and 2005–06 financial years call 13 28 61 or visit [ato.gov.au](http://ato.gov.au). For information on exemptions from Fringe Benefit Tax benefits relating to child care, call 13 28 66.

## 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 [medicareaustralia.gov.au](http://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](http://www.mychild.gov.au) website.

## National Child Care Accreditation Council

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 National Childcare Accreditation Council on 1300 136 554 (toll free).

## 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 [immi.gov.au/amep](http://immi.gov.au/amep)