



Australian Government



## Want to find out about the child care services and possible vacancies in your area?



Call the Australian Government Child Care Access Hotline on **1800 670 305** from 8.00am to 9.00pm Monday to Friday.

The Child Care Access Hotline can give you advice on:

- child care availability
- fee information where provided by child care services
- location of child care services
- types of care available
- how to choose a child care service
- how the Government assists with the cost of child care.

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.

Or **1800 670 305** for a translating service.



General early childhood education and child care information is available at

[mychild.gov.au](http://mychild.gov.au)

## Want to find out what child care payments you are entitled to?

The Australian Government recognises the impact of child care fees and has two measures to help families with the cost of approved quality child care. These are:

- Child Care Benefit\* - This is a means-tested payment based on a family's income so that it is targeted to people most in need of additional financial assistance.
- The Child Care Tax Rebate\*\* - This payment provides additional assistance for working families who use approved child care by covering half of all their out-of-pocket approved child care costs, up to a maximum of \$7500 per child per year. The Child Care Tax Rebate is not income-tested and can now be paid quarterly.

\* To get Child Care Benefit you must meet Australian Government residency and immunisation requirements and have responsibility for the payment of your child care costs.

\*\* To get the Child Care Tax Rebate you must have used approved child care, been eligible for Child Care Benefit (entitled at a rate of zero or more) and passed the Child Care Benefit work, training, study test (for the purposes of the rebate).

To find out what you are entitled to:



access online services at **familyassist.gov.au**



call **13 61 50** between 8am and 8pm (local time) Monday to Friday



email through **familyassist.gov.au**



visit a **Family Assistance Office** (located in Medicare Offices, Centrelink Customer Service Centres).

### Useful resources

- Family Assistance, The What, Why and How booklet, available at **familyassist.gov.au**
- Family Assistance Office Guide to Payments fact sheet, available at **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.

Or **13 12 02** if you need information in a language other than English.