



## ▶ Information for families using child care

Fact Sheet 16

### Will my child be given priority for child care services?

We understand that getting your child into quality child care is an important priority. Sometimes, there may be a waiting list for child care services and to ensure the system is fair, the Australian Government has 'Priority of Access Guidelines'.

#### What are the Priority of Access Guidelines?

The guidelines only apply to approved child care. They are used when there is a waiting list for a child care service or when a number of parents are applying for a limited number of vacant places.

Every approved child care service has to abide by the guidelines and tell you about them when you enrol your child into care.

#### Priorities

Priority 1—a child at risk of serious abuse or neglect.

Priority 2—a child of a parent (or both parents if you have a partner) who satisfies the Government's work, training, study test.

Priority 3—any other child.

A child care service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. They can only do so if you:

- are notified when your child first entered care that your service follows this policy
- are given at least 14 days notice of the need for your child to vacate.

#### Outside School Hours Care

Outside School Hours Care is primarily for school children. A service may ask a child not yet in school to leave care if a child who is in school applies for a place.

#### Employer sponsored places

If a child care service is funded by an employer for their employees' children it can give priority to those children.

## How can I get more information?

For further information on the different types of approved care and reported vacancies please contact the Australian Government Child Care Access Hotline:



call 1800 670 305 (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.