



Childcare support

Defence Community Organisation

Defence Community Organisation has a range of options to support the availability of childcare services to Defence families, who might face difficulties in sourcing childcare.

Australian Defence Force members and their families sometimes face difficulties securing childcare services when posted to a new area, or when they change their work or care arrangements. There is a range of options available to help you find suitable childcare in your area.

CHILDCARE OPTIONS

There are a number of childcare options available to Defence members and their families:

- Defence childcare centres
- individual case management
- local community childcare
- family day care
- salary packaging childcare.

DEFENCE CHILDCARE CENTRES

Defence maintains a network of childcare centres around Australia where children of newly-posted ADF families can receive priority access, when the local community childcare providers are unable to accommodate them.

These centres are managed by licensed childcare provider, One Tree Community Services. If you need to find out more about a local Defence childcare centre, contact the Defence Family Helpline on 1800 624 608 in the first instance.

You'll then be referred to a One Tree Community Services representative who can answer questions about centre's daily operations, including enrolments.

INDIVIDUAL CASE MANAGEMENT

Our individual case management service helps families who are having difficulty finding childcare and provides them with options that will allow them to decide which childcare service best suits their family.

Specialist early learning staff from One Tree Community Services provide support to families who need help to find appropriate childcare when they move to a new location or change their work or care arrangements.

One Tree Community Services representatives negotiate with all local registered childcare providers, including family day care and before and after school care to ensure childcare is suitable for the family's circumstances.

The individual case management is a free service. However, normal childcare fees will apply for any childcare options selected by families.



LOCAL COMMUNITY CHILDCARE

Connecting with your local community is an effective way for Defence families to find different childcare options. There are often playgroups, parents' groups or other support networks families can access in the local area. Families can also search for different childcare options by visiting www.mychild.gov.au or by calling the Government's ChildCare Access Hotline on 1800 670 305

FAMILY DAY CARE

Under our Partner Employment Assistance Program, eligible partners who run an existing family day care business can apply to receive reimbursement for re-registration costs, (where required under state/territory legislation), when they relocate with their ADF partner to a new posting location.

SALARY PACKAGING CHILDCARE

Defence families may choose to salary package childcare, where they can use their pre-tax dollars to pay for childcare costs at approved childcare centres.

If you choose this option, you will not be eligible for the Government's childcare subsidy, so it is strongly recommended that you seek independent advice to determine whether salary packaging is financially advantageous for your family.

If you have any questions after reading this information sheet and PACMAN, contact the all-hours Defence Family Helpline on 1800 624 608 or via email at defencefamilyhelpline@defence.gov.au.

Defence Community Organisation offers a wide range of support services for ADF members and their families.

For more information about childcare support or other Defence Community Organisation information or programs, visit the Defence Community Organisation website at www.defence.gov.au/dco

Contact the all-hours Defence Family Helpline on **1800 624 608** or email us at defencefamilyhelpline@defence.gov.au

