



Childcare support

Defence Member and Family Support



Australian Defence Force members and families sometimes face difficulties securing childcare services, particularly when posting to a new area or changing work or care arrangements.

Defence Member and Family Support has a range of options to support families to access suitable childcare services.

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 Defence 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.

To find out more about a local Defence childcare centre, contact the Defence Member and Family Helpline on 1800 624 608. You'll be referred to a One Tree Community Services

representative who can answer questions about a centre's daily operations, including enrolments.

INDIVIDUAL CASE MANAGEMENT

Our individual case management service helps Defence 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 Once Tree Community Services provide support to Defence 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 [Child Care Finder](#) or by calling the Government's Child Care Access Hotline on 1800 670 305.

FAMILY DAY CARE

Under our Partner Employment Assistance Program (PEAP), eligible partners who run an existing family day care business can apply to receive reimbursement for re-registration costs (where required under state or 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 may not be eligible for government childcare subsidies, so it is strongly recommended that you seek independent advice to determine whether salary packaging is financially advantageous for your family.

For more information about government childcare packages or a range of other payments you may be eligible for, visit the [Department of Human Services](#) website.

Defence Member and Family Support offers a wide range of support services to ADF members and their families.

For more information on this factsheet and other DMFS services visit our website or contact the all-hours Defence Member and Family Helpline.



1800 624 608



memberandfamilyhelpline@defence.gov.au



defence.gov.au/members-families



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