

**Senate Committee: Education and Employment**

**QUESTION ON NOTICE  
Budget Estimates 2017 - 2018**

**Outcome: Early Childhood and Child Care**

**Department of Education and Training Question No. SQ17-000878**

Senator Collins, Jacinta provided in writing

***Support for services to transition***

**Question**

What support will be in place for services to help with the transition to the new system?

**Answer**

Over the coming 12 months, the Department of Education and Training will be undertaking a range of activities to ensure that child care services are informed about the changes to the child care system and supported to transition to the new arrangements.

The department conducted face-to-face information sessions between 25 May and 13 June 2017 nationally. These were designed to provide an overview of the key changes to the child care system, as well as encourage services to start considering what they will need to do before 2 July 2018. To access the widest possible audience, the department also held three information webinars for those who were unable to physically attend a session. The sessions were well attended with interest from a broad range of services across the sector.

A range of information and communication materials will be available on the department's website, as well as through other channels including sector conferences, direct emails to services and engagement activities with sector peak bodies. The materials will include targeted factsheets on implementation and transition, as well as a regular electronic newsletter.

Changes to the child care system will be supported by a new integrated IT system, which will be designed to enable greater information sharing between child care service providers and the department, thereby reducing the administrative and regulatory burden on providers. There will be training on the use of the new IT system for approved child care providers in 2018.

Providers will also be able to access ongoing support through the Child Care Management System (CCMS) Helpdesk, a dedicated helpdesk for service provider and technical issues.