

**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. SQ17-000885**

Senator Collins, Jacinta provided in writing

***Advice for service providers wishing to attend information sessions on the Australian Government's new child care arrangements***

**Question**

Concerns have been raised that some current information services were announced with only three days' notice and that services had very limited opportunity to ask questions – will services have the chance to ask questions and get advice?

**Answer**

The Department of Education and Training conducted information sessions and consultation forums in relation to the Australian Government's new child care system between 25 May and 13 June 2017. The sessions and forums were conducted in every capital city as well as Wodonga, Broome, Launceston and Cairns.

The information session held in Canberra on 25 May 2017 was the first in the series and, as a result, services and key stakeholders in the Canberra region had three days' notice. For all other locations, attendees had a minimum of one week's notice, and in many cases longer. Webinars were also available to services unable to attend in person.

Attendees had the opportunity to ask questions and provide feedback at each event, both in person and via written feedback forms. The department is currently working through feedback received and will ensure that key information sought by services is published on its website as implementation progresses.

Attendees were also provided with details of how to obtain further information, including via the department's website, the Child Care Management System Helpdesk and a departmental email contact.

The information sessions were the first in a series of communication activities the department will undertake over the next 12 months to prepare the sector for changes to the child care system. As advised at the information sessions, there will be future opportunities for the sector to find out more about the reforms, including through the department's website and other channels.