



Will my child be given priority for child care services?

The Australian Government is committed to ensuring that Australian families are able to access affordable, flexible and high quality child care. 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 Child Care Benefit 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 Child Care Benefit 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 (for the purposes of the priority of access guidelines)*.
- **Priority 3**—any other child.

Within these main categories priority should also be given to:

- children in Aboriginal and Torres Strait Islander families
- children in families which include a disabled person
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of \$42,997 for 2014-2015, or who or whose partner is on income support
- children in families from a non-English speaking background
- children in socially isolated families
- children of single parents.

***Note:** To satisfy the work, training, study test for the purposes of the priority of access guidelines, both you and your partner (if you have one) must have work, training or study-related activities at some time during the week or have an exemption. No minimum number of hours is required. More information is available in Fact Sheet 7—*What is the work, training, study test?*

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 CCB approved care in your area and reported vacancies:

- visit [MyChild website](#)
- call the Australian Government Child Care Access Hotline 1800 670 305 (a service is also available if you require information in a language other than English).

If you need assistance when contacting us (if you are deaf or have a hearing or speech impairment):

- Teletypewriter (TTY) users: phone 133 677 then ask for 1800 670 305. You need a TTY phone to use this service.
- Speak and Listen users: phone 1300 555 727 then ask for 1800 670 305.
- Internet Relay Users: connect to the [National Relay Service](#).

Useful resources

- for news and information on child care visit the [MyChild website](#)
- to estimate and compare payments access the [Child Care Estimator](#)
- [A Guide to Australian Government payments](#)