



The *Information for Families* initiative

mychild.gov.au offers you an easy way to promote your service and assist families

To help in providing a useful website for both services and families, please follow the instructions below.

1. Are your fees already displayed on the website?

No:

Please complete the following steps:

- Go to our website at <http://ifp.mychild.gov.au/Content/Providers.aspx>
- Fill in the Data Collection Form at <http://ifp.mychild.gov.au/smartform/IFFDataCollectionForm.pdf>
- Submit the form and your service's fees will be displayed after approximately 14 days. Please note that during peak submission times the update of your information may take longer.
- If you require assistance with this form, please contact the Child Care Access Hotline on **1800 795 433**.

Yes, but I need to update my fee information:

Please follow the steps above.

Yes and they are still accurate:

Please let us know by either

- Contacting the Child Care Access Hotline on **1800 795 433**. Please have your CCB Approval ID on hand or;
- Sending an e-mail to informationforparents@deewr.gov.au confirming that the fees displayed are still current. Please include your service's CCB Approval ID, name and service type in this e-mail.
- You do not need to let us know if your fee information has been updated on the website within the last 6 months.

To keep the mychild website as accurate and useful for families as possible, any fee information that is more than 18 months old may be removed from the website. It is important to update or confirm your fees so we know that the information that is displayed for your service is still current.

The Data Collection Form can also be used to update your contact phone number, fax number, email address, website address (if available) and to provide any additional services offered. Please note the information you provide in this form is used solely for publication on the mychild website.

2. Are your contact details correct?

No:

If your service's operating name and/or address has changed you must contact the CCMS Helpdesk by calling 1300 667 276 between 8:00am – 6:00pm AEST Monday to Friday, or alternatively email them at ccmshelpdesk@deewr.gov.au.

The changing of a child care service name or address is a notifiable event under the *A New Tax System (Family Assistance) (Administration) Act 1999* and section 19 of the *Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2000*.

3. Have you checked your service location on the interactive map?

Yes, but it is in the wrong place:

If the map marker is in the wrong place, let us know by following the link at the bottom of the map. Please note: if you have had a change of address you will need to notify your local DEEWR State or Territory office, as per the instructions above.

4. Are you reporting your vacancy information?

The **vacancy information** on mychild.gov.au helps families to quickly identify which services have availability for their children. Please remember to submit your vacancies every week using the **standard definition** for your service type:

For Long Day Care, Family Day Care and In-Home Care:

- the total number of ongoing full day vacancies that your service is willing to fill*.

For Occasional Care and Vacation Care:

- the total number of full day vacancies that your service is willing to fill*.

For Before School Care and After School Care:

- the total number of ongoing full session vacancies that your service is willing to fill*.

**Refers to vacancies that you believe your service has capacity to fill if a parent or carer was to contact you wanting to make a booking.*

It is a requirement of ongoing approval under family assistance law that your service provides vacancy information. Non-compliance may contravene a civil penalty provision and attract an infringement notice or civil penalty order.

Please visit our [Quick Guide](#) for further assistance on reporting your vacancies.

More information?

If you would like more information please visit the mychild.gov.au website or contact us at informationforparents@deewr.gov.au.