

Question on Notice

No. 574

Asked on Tuesday, 17 April 2007

MR FENLON MP asked the Minister for Communities, Minister for Disability Services Queensland, Minister for Aboriginal and Torres Strait Islander Partnerships, Minister for Seniors and Youth (**MR PIT**T)–

What services are provided by the Department of Communities to assist families in accessing or choosing the appropriate child care services for their children?

ANSWER:

The Department of Communities provides a variety of services and resources for families to assist in accessing and choosing child care services that meet the needs of individual children. These services and resources are distributed throughout Queensland via the Child Care Information Service, the department's website, child care and family support conferences, and at public events.

The Child Care Information Service is a free statewide information service operating Monday to Friday from 8.30 am to 5.00 pm. The Child Care Information Service aims at improving information on, and access to, early childhood education and care services, thus contributing to Queensland's standard of living for all children and families. The contact details for the Child Care Information Service are advertised widely in community directories as well as the Yellow Pages.

The Child Care Information Service provides information to the public about child care and early education services and family support in Queensland through:

- a telephone information and referral service;
- brochures and fact sheets about the range of early childhood education and care services;
- information kits for new service providers; and
- Parent Tip Sheets to support and empower parents in their role.

The telephone information and referral service assists Queensland families and the wider community to access information on:

- the location and types of child care services in their local area;
- making informed decisions about the early childhood education and care service that best meets their child's and family's needs; and
- their rights as a consumer.

Department of Communities staff members regularly attend and provide resources at public events for children and their families, including the annual Parents and Babies Expo, where staff are available to answer questions about the range of early childhood education and care service options for children aged from birth to school age.