



# Accessing childcare

Life Event Community Meet-up

6 March 2019

## Workshop Highlights

At the last community meet-up, key stakeholders focused on what **good future life event experiences** might look like by:

- thinking about initiatives happening in the space
- coming up with future-state user stories
- identifying opportunities on what government can do, and
- generating ideas on what the life event communities can focus on in 2019.

The following agencies were represented at the workshop:

- Department of Human Services
- Australian Taxation Office
- Commonwealth Superannuation Corporation
- Department of Education and Training
- Digital Transformation Agency

## Top user stories

As a new applicant (parent), I want to understand what 'activities' are and how they affect my eligibility, so that I can meet my obligation and continue to receive subsidies.

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As a user, I want to understand what subsidies I am entitled to and how I can apply, so that I can determine if I can afford childcare and that I don't overclaim and pay back money that I may not have.

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As a parent accessing child care, I want to know how many days of absences I have left for my child, so that I can plan my finances accordingly.

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As a parent, I want to know if the government has detected a problem with my subsidy/ payment/ enrolment, so that I can do something to remedy the issue.

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As a public servant, I want to ensure we leverage data and information held by government agencies on parents and children, so that it is easier for users to enrol, stay enrolled, claim and then exit childcare services.

## Opportunities – What government can do

- Create a ‘multi-circumstances’ calculator
- Provide childcare information at birth
- Notify parents directly
- Regulate the description of childcare services (e.g. mobile phone companies)
- Design invoices to be clear and concise
- Provide better and consistent information to the providers, along with better support
- One source of truth (online portal) which provides information on different options
- Better and clearer descriptions of the subsidy, including absences

## Action items – What our community can do

- Update journey map to reflect current state and expand it to cover the entire journey
- Synthesise to identify theme to focus on
- Understand touch points across other life event journeys
- Identify and connect with key (government and external) stakeholders
- Use case studies to illustrate user's pain points
- Confirm hypotheses with home departments

## Current initiatives

Initiative	Lead Agency	Objective
Attendance Tracker	Department of Education and Training (DET)	Data to know the hour-by-hour accounting of attendance to child care
Monitoring CAPS	DET	Analysing the impact of 'CAPS' on families

Released under FOI Act

## APPENDICES – Synthesis of Workshop Outputs

### Appendix A: User stories

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As a parent accessing childcare, I want to know when I am coming up to the end of the entitlement. So that I can plan and adjust my finances accordingly.

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As a public servant, I want to ensure we leverage data and information held by government agencies on parents and children. So that it is easier for users to enrol, stay enrolled, claim and then exit childcare services.

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As a parent accessing childcare, I want to know how family daycare fits into the governments oversight of daycare (ratings, regulations, trust). So that I know if it is a viable option for my child.

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As a parent whose child is entering kindergarten, I want to have my childcare subsidy information updated automatically to reflect the change of circumstances. So that the burden is not on me to notify Centrelink.

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As a parent, I want to have consistent rules applied across childcare centres around public holidays. So that I can make enrolment / financial plans in an informed way.

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As a nominated carer, I want to be able to prove my identity once and for everyone to know what I have permission to do. So that I can assist my family with their childcare arrangements.

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As a childcare provider, I want to be able to direct parents to one place where all their questions can be answered. So that they are better informed and more confident in their decisions.

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As a new applicant (parent) I want to understand what 'activities' are and how they affect my eligibility. So that I can meet my obligation and continue to receive subsidies.

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As a user, I want to understand what subsidies I am entitled to and how I apply. So that I can determine if I can afford childcare and that I don't overclaim and pay back money that I may not have.

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As a parent accessing childcare, I want to give permission to my GP to share information with my childcare centre. So that obligations around relevant absences information can be shared so that the burden isn't on me.

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As a parent accessing child care, I want to know how many days of absences I have left for my child. So that I can plan my finances accordingly.

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As a parent, I want to know if the government has detected a problem with my subsidy / payment / enrolment. So that I can do something to remedy the issue.

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## Appendix B: Opportunities - What government can do

Clear and simple touchpoints for customers	Improved and streamlined processes	Proactive, tailored and accessible information, services and support
Education campaign to raise awareness of available services	Create one system of registering for childcare	One source of information
Provide childcare information at birth	Regulate the description of childcare services (e.g.: mobile phone companies)	Create on universal website
Don't cancel payments without speaking to parents.	Dedicated carers section in CLK?	Provide a better service to advertise vacancies
Explain myGov "disputes"	Invoices to be clear and concise	One source of truth (online portal) which provides information on different options
Government go back to talking to people not providers	myGov/ Centrelink dashboard with notifications	Single source of truth
Create a "multi-circumstances" calculator	Provide better and consistent information to the providers	Better / clearer descriptions of the CCS
Use school enrolment as a trigger for childcare review.	Better support for childcare providers	Clear explanation of absences
Childcare / school to notify DHS when children enrol for school to cease the childcare subsidy.	GPs to automatically send medical certificates to childcare with parental consent	In plain English articulate requirements for absences
		Create a universal language of terminology

### Appendix C: Action items - What our community can do

NOW		MID-TERM		LATER
Do more research together	Engage with stakeholders	Provide evidence	Engage with stakeholders	Explore opportunities
Understand additional challenges for indigenous, ESL and Child with special needs.	Identify and connect with key (government and external) stakeholders	Use case studies to illustrate user's pain points.	Confirm hypotheses with home departments	Draft business cases for potential government programs
Understand touch points across other life event journeys.	Involvement of others outside of government in the community			Collate existing resources to make them consistent
Update journey to reflect current state.				Create new, easy to understand guides to payments
Expand map to cover entire journey.				
Synthesise to identify themes to focus on.				