



Australian Government  
Department of Home Affairs



## Frequently Asked Questions

### AMEP Childcare Program

All AMEP students **must** be fully vaccinated against COVID-19 to attend class and **must** wear a mask at school.

#### Free childcare?

**1. Am I eligible for free childcare services for my child/ren?**

Yes. The AMEP Childcare Program pays for your childcare while you are attending AMEP classes. It is not available for other TasTAFE classes/courses.

**2. Is there an age limit for my child/ren to access the free childcare services?**

Yes. Children, up to and including 6 years of age and not enrolled in school.

**3. Where are you going to find childcare for my child/ren?**

Where possible, childcare services should be within 30minutes travel time of your home address or TasTAFE.

**4. What can I do if childcare cannot be found for my child/ren?**

You will need to wait. We will advise you of the options. We can refer you to the Volunteer Tutor Scheme or Distance Learning to help with your English, while you wait for childcare.

**5. Do I get free childcare when I am doing Distance Learning or the Volunteer Tutor Scheme?**

No.

**6. What should I do if I already have childcare?**

You need to tell us the childcare details. We will contact the childcare centre to arrange the payment for you on the days you attend class.

**7. Can I directly make changes to my childcare booking with the childcare centre after my childcare has been organised by TasTAFE?**

No, you must talk to the Childcare Coordinator and who will make changes if possible.

#### When can I use free childcare?

**1. What days and times can I use free childcare?**

Your free childcare is only for days you attend class.

You need to drop off your child at the centre early enough to allow you to come to your class on time.

You should pick up your child soon after you finish your class.

**2. Do I need to inform TasTAFE and the childcare centre if my child is unable to go to care?**

Yes. please see contact details below.

**3. If I cannot come to class because of illness, family reasons or appointments, can I use free childcare?**

No. Unless you are willing to pay for the costs.

**4. Can I use childcare if my child is sick?**

No. You must keep your child at home. You must notify the childcare centre and also notify the English Language Services team. Details below.

**5. Do I need to provide a Medical Certificate if my child is sick?**

You need to let your teacher know if your child is sick for more than 2 days. You **may** be asked to show a Medical Certificate as proof of illness.

**6. Is it ok for me to go to my appointment and not come to class on my childcare days?**

No, you must make your appointments outside of class times.

## School Holiday Childcare

**1. Do I get free childcare during the school holidays?**

No. If you want to use childcare during the school holidays you must:

- pay for it yourself; and
- let the Childcare Co-ordinator know that you have organised this with the childcare centre

## Class Attendance

**1. What happens if I miss a lot of class?**

You must let your teacher know the reason if you wish to continue with the free childcare. If you don't, your teacher will contact you via SMS, phone or email. If your teacher cannot contact you within 2 weeks, your childcare will be automatically cancelled, as per the TasTAFE Student Course Withdrawal procedure.

**2. What should I do if I would like to stop attending class?**

You must tell your teacher and the Childcare Co-ordinator immediately. Contact details below

## Other Information

**1. What should I do if I want to use childcare when I am not in class and during school holidays.**

You need to contact the childcare centre to enrol your child in care and ask them to create a personal account for your child. You may be eligible to apply for the Child Care Subsidy by using your Centrelink online account through myGov, or the Express Plus Centrelink app.

**2. How to claim Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS)?**

If you are eligible for CCS and ACCS, please use the following links for your information

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim>  
<https://www.servicesaustralia.gov.au/individuals/services/centrelink/additional-child-care-subsidy/how-apply>

## Contact Details

**Phone:** TasTAFE on 6165 5863

**Email:** [languages.statewide@tastafe.tas.edu.au](mailto:languages.statewide@tastafe.tas.edu.au)

**Message/text:**

Childcare Co-ordinator on 0457 186 962