

Senate Committee: Education and Employment

**QUESTION ON NOTICE
Additional Estimates 2015 - 2016**

Outcome: Early Childhood and Child Care

Department of Education and Training Question No. SQ16-000189

Senator Lines, Sue provided in writing

Cost of subsidised nannies

Question

There was a story (attached) in Fairfax newspapers last week by reporter Noel Towell, the headline was Govt's 'subsidised' nannies to cost parents \$30 an hour. The story said that the service provider in Canberra was charging \$35 an hour before subsidy. Is this correct?

- a. The story also said several families the journalist had spoken to who had registered had no intention of using the service because of the prohibitive out-of-pocket expenses. There have been several comments posted on social media in response to that story from other registered participants. Is the Department aware of this feedback?
- b. How many complaints or comments has the department received, either directly from families or via services, that the out-of-pocket costs are prohibitive?
- c. Overall, has the Department received complaints from families relating to the pilot? If so, how many? What is the process for handling those complaints or enquiries?

Answer

- a. Yes.
- b. The department receives a range of correspondence, including feedback, complaints, comments and requests for information from families relating to the Nanny Pilot Programme and it is not possible to categorise this correspondence. Service providers have indicated that some families have raised out of pocket costs as a concern.
- c. Any feedback received on the Nanny Pilot Programme is responded to on an individual basis. Feedback relating to activities that the service provider is required to undertake are referred on and the correspondent informed of the action taken.