



**BRITISH
COLUMBIA**

October 25, 2010

Ref: 195155

Susan Harney
Chairperson
Coalition of Child Care Advocates of BC
2772 East Broadway
Vancouver BC V5M 1Y8

Dear Ms. Harney:

Thank you for your letter of September 11, 2010, requesting local support for families through the Child Care Subsidy application and renewal process.

You will be pleased to know that the Child Care Subsidy Service Centre (Service Centre) offers services via a toll-free telephone and toll-free fax line. As well, local, in-person support is provided by community partners. These partners are located throughout the province and include the Child Care Resource and Referral program with 41 locations, Immigrant Settlement Service Agencies with 23 locations, and Service BC offices with 59 locations.

The role of community partners is to:

- provide a copy of the necessary forms for completion;
- assist, if requested, in completing the application or renewal form; and
- forward the application or renewal to the Service Centre via fax.

In addition, the Immigrant Settlement Service Agencies offer translation services, in the language of the parent. The Service Centre also offers an interpretation service with no cost to parents. At the request of a caller, Service Centre staff are able to connect with an interpreter within one minute. Services are offered in 145 languages.

The Child Care Subsidy program has been streamlining their forms and processes, and continues to work with Straightforward BC under the Ministry of Small Business, Technology and Economic Development, on a streamlining initiative. Your suggestions are being taken into consideration as we move forward in making citizens' dealings with government easier and the forms more comprehensible.

.../2

I appreciate you raising your concern and providing suggestions to enhance access channels for families applying for Child Care Subsidy. Should you have further questions, please contact the Child Care Subsidy Service Centre at 1 888 338-6622. The Service Centre is open from 8:00 a.m. to 5:00 p.m. Monday to Friday, excluding statutory holidays. Program information is also accessible on-line at: www.mcf.gov.bc.ca/childcare/subsidy_promo.htm.

Kind regards,

A handwritten signature in black ink, appearing to read 'Lesley du Toit', written in a cursive style.

Lesley du Toit
Deputy Minister