



# CCS Approval Notification Obligations

## Information that must be reported to the department by approved child care providers

### What things need to be reported?

One of the ongoing conditions of CCS approval is that child care providers report, and keep up to date, particular information about their legal entity, their service operations and their personnel.

If you fail to report these things, or keep them up to date, the department may take compliance action including the issuing of infringements or the suspension or cancellation of your approval.

Matters to be notified	Timeframe for notification
<b>Fees:</b> The fees charged by the service before any fee reduction or discounts are applied.	Within 14 days of: <ul style="list-style-type: none"><li>the granting of CCS approval or commencement of the service</li><li>changes to current fees</li></ul>
<b>Opening Hours:</b> The operational hours and days on which each approved child care service operates.	Within 14 days of: <ul style="list-style-type: none"><li>the granting of CCS approval or commencement of the service</li><li>any change to operational hours or days.</li></ul>
<b>Vacancies:</b> The number of anticipated vacancies that the provider has available to fill in each of its approved child care services for each day of the following week (beginning on a Monday).	By 8.00 pm (AEST) each Friday
<b>Change of Provider or Service Closure:</b> Change to the identity of the provider's legal entity due to business restructure, sale or transfer of ownership. and/or Closure of an approved child care service	Within 42 days of intended restructure/sale/transfer/closure date
<b>Financial or sudden and expected closure of the service</b> The provider enters administration, receivership, liquidation or bankruptcy or the service closes suddenly due to unforeseen circumstances	Within 24 hours after the financial administration event or within 24 hours of the closure.

Matters to be notified	Timeframe for notification
<p><b>Address:</b> Change of physical or postal address of the provider or any of its services.</p>	<p>Within 30 days before the change.</p>
<p><b>Change of provider or service name:</b> Change to the name of the provider or any of its services</p>	<p>Within 14 days after the change.</p>
<p><b>Provider and Service Contact details:</b> Change of any of the following contact details of the provider or of any its services:</p> <ul style="list-style-type: none"> <li>• email address</li> <li>• website</li> <li>• telephone number</li> <li>• fax number</li> </ul>	<p>Within 14 days after the change.</p>
<p><b>Provider or Service Personnel details:</b></p> <p><b><i>When new personnel commence</i></b> - Information about and declaration that background checks have been done for any new person who is:</p> <ul style="list-style-type: none"> <li>• a person with management or control of the provider</li> <li>• a person with day to day control of a service</li> <li>• a Family Day Care or In Home Care educator</li> </ul> <p>The information must include the name and contact details of the new person.</p> <p><b><i>When existing personnel change their name or contact details</i></b> - Update of name or contact details for any existing person who is:</p> <ul style="list-style-type: none"> <li>• a person with management or control of the provider</li> <li>• a person with day to day control of a service</li> <li>• a Family Day Care or In Home Care educator</li> </ul> <p><b><i>When existing personnel change or leave their roles</i></b> - When a person already specified ceases to have management or control of the provider or have day to day control of a service.</p>	<p>Within seven days after the new person commences;</p> <p style="text-align: center;">And</p> <p>Within seven days after the provider becomes aware of the change of name or contact details of the existing person.</p> <p style="text-align: center;">And</p> <p>Within seven days of the person ceasing to be a person with management or control of the provider or a person with day to day control of the service.</p>

Matters to be notified	Timeframe for notification
<p><b>Adverse background checks:</b> The provider becomes aware, because of a background check undertaken for a specified person, that the person:</p> <ul style="list-style-type: none"> <li>• has a serious conviction or finding of guilt for any of the following offences under Australian or foreign law <ul style="list-style-type: none"> <li>- an indictable offence</li> <li>- an offence involving violence or a sexual offence</li> <li>- an offence involving fraud, stealing or dishonesty</li> </ul> </li> <li>• is an undischarged bankrupt, or</li> <li>• was a director or secretary of a corporation when the corporation went into administration, receivership or liquidation, or at any time during the 12 months beforehand.</li> </ul>	<p>Within seven days after the provider receives notice of the background check.</p>
<p><b>Change to fitness and propriety of personnel:</b> The provider becomes aware of an event or circumstance in relation to a person with management or control of the provider or a person responsible for the day-to-day operation of a service that reasonably indicates that the person is not likely to be a fit and proper person to be involved in the administration of Child Care Subsidy.</p>	<p>Within seven days after the provider becomes aware of the event or circumstance.</p>
<p><b>Serious convictions:</b> A serious conviction or finding of guilt of a person with management or control of the provider and/or a person with day to day control of the service or a Family Day Care/In Home Care educator.</p>	<p>Within 24 hours of the provider becoming aware of the conviction.</p>
<p><b>Working With Children Card Status</b> - Change in the status of a working with children card for anyone who is required to have such a card under section 195D of the <b><i>A New Tax System (Family Assistance) (Administration) Act 1999</i></b> - for example, if the card is amended, suspended or revoked.</p>	<p>Within 24 hours after the provider becomes aware of the change of status.</p>
<p><b>Conflict of Interest</b> - A provider or a person with management or control of the provider obtains an interest, or is likely to obtain an interest, in a business which may affect their ability to comply with Family Assistance Law, where the approval may benefit the business or where a conflict of interest might reasonably be perceived to exist.</p>	<p>Within seven days after the provider becomes aware of the matter.</p>
<p><b>Changes to FDC/IHC Educator qualifications</b> A FDC or IHC educator obtains a child care qualification from a registered training organisation owned or controlled by a person with management or control and it appears that the educator has not obtained the qualification solely on her or his own merit.</p>	<p>Within seven days after the provider becomes aware of the matter.</p>

## How do I report the information?

You must report most required notifications (including temporary service closures) through either:

1. Your service's child care software
  - The child care software provider will be able to give instructions on how to do this using their product.

Or

2. The Provider Entry Portal (the PEP)

**IMPORTANT – Only an individual listed as a Person with Management or Control of the Provider can log onto the PEP and make changes to service information. Approved providers should ensure they have adequate personnel system access in place at all times to be able to meet these CCS Approval notification requirements.**

- The Provider Entry Portal (the PEP) is the department's interface through which providers and services can send and receive information to and from the department.
- To [log into the PEP](#), enter the username and password you created for your PRODA organisation account.
- The following links will help you log on to the PEP and update your information:

[\*How to update your organisational details in the PEP Task Card\*](#)

[\*How to add child care personnel in the PEP Task Card\*](#)

[\*How to update your organisational details on Child Care Finder Task Card\*](#)

### ***Help with logging into the PEP***

If you have forgotten your username click on the '[forgotten your username](#)' hyperlink in the PEP to recover this information.

If you have forgotten your password click on the '[forgotten your password](#)' hyperlink in the PEP to reset your forgotten password).

Click '**Sign In**'. The Provider/Service summary page will open.

Once logged in, select the relevant service that needs to be updated.

Please allow 24 hours for any changes to your service information to be reflected on the Child Care Finder website.

## Change of Provider or Service Closure

Providers who intend to cease operating a CCS approved service must complete and submit the [Notification of intension of closure, sale or transfer of ownership form](#) to the department.

## More information

If you need additional information or assistance, you contact the department's CCS Assessment Team by email at [CCSAssessments@dese.gov.au](mailto:CCSAssessments@dese.gov.au)