



# How to Add, Update and Remove Child Care Personnel Details in the Provider Entry Point

## What is this task card for?

This task card provides instructions on how to add or change personnel details using the Provider Entry Point (rather than your child care software product).

## Who will need this task card?

Persons with Management or Control of the Provider and/or Persons with Responsibility for Day to Day Operation of a Service who are required to update provider or service personnel records.

## Before you begin

You will need the following information and documents in order to add staff personnel or update their roles. It would be beneficial to gather these before starting the process.

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## Persons with Management or Control of the Provider

### Information Required

- Name, date of birth, position.
- PRODA RA number.
- Phone numbers and email address.
- Working with Children Card number, expiry dates and state or territory of card issue (if applicable).
- Past operations of or employment in a child care service.
- Details of financial management history.
- Details of involvement in other child care business enterprises.

## Documents required

- Australian National Police Criminal History Check (commonly referred to as a police check).
  - A current Working with Children Check (or equivalent) – if the person is required to hold this check under your jurisdiction’s regulations.
  - National Personal Insolvency Index check (using the Bankruptcy Register Search service).
  - A current and historical personal name extract search of the records of the Australian Securities and Investments Commission (ASIC).
  - Evidence of a search of the ASIC Banned and Disqualified Register.
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## Persons Responsible for the Day-to-Day Operation of the Service

### Information Required

- Name, date of birth, position.
- PRODA RA number.
- Phone numbers and email address.
- Working with Children Check number, expiry dates and state or territory of card issue (if applicable).

### Documents required

- Australian National Police Criminal History Check (commonly referred to as a police check).
  - A current Working with Children Check (or equivalent) – if the person is required to hold this check under your jurisdiction’s regulations.
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## Service Contact

### Information Required

- Name, date of birth, position.
- PRODA RA number.
- Phone numbers and email address.

## Documents required

- Australian National Police Criminal History Check (commonly referred to as a police check).
  - A current Working with Children Check (or equivalent) – if the person is required to hold this check under your jurisdiction’s regulations.
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## Family Day Care / In Home Care Educator

### Information Required

- Name, date of birth, position.
- PRODA RA number.
- Phone numbers and email address.
- Working with Children Check number, expiry dates and state or territory of card issue (if applicable).

### Documents required

- Australian National Police Criminal History Check (commonly referred to as a police check).
  - A current Working with Children Check (or equivalent) – if the person is required to hold this check under your jurisdiction’s regulations.
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**You will not be able to submit the form if you have not provided the required information or responses.**

### Important information

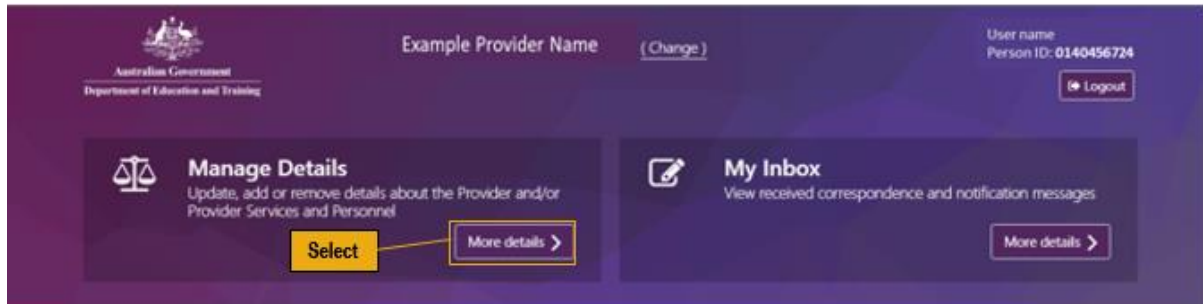
- Persons with Management or Control of the Provider can add, update or remove the details of all child care personnel for the provider.
- Persons Responsible for the Day-to-Day Operation of the Service can add, update or remove the details of child care personnel for the service or services they manage.
- Child care personnel may be allocated one of the following roles:
  - Persons with Management or Control of the Provider
  - Persons Responsible for the Day-to-Day Operation of the Service (Operational Responsibility)
  - Service Contact or
  - Family Day Care (FDC) or In Home Care (IHC) Educator.

## To Begin

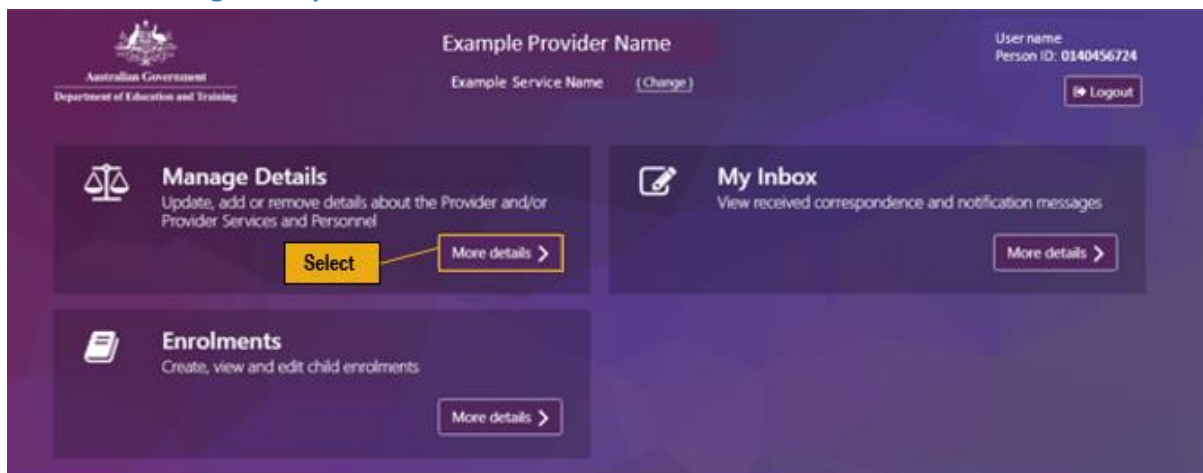
1. Click on the [Provider Entry Point \(PEP\) tile](#) on the department's website to access the logon page.
2. Navigate to the home page of the provider or service where you want to add, remove or update personnel details.

It is important that you are in the appropriate provider or service context for the role of the personnel you are adding, removing or updating.

### Provider Home Page Example

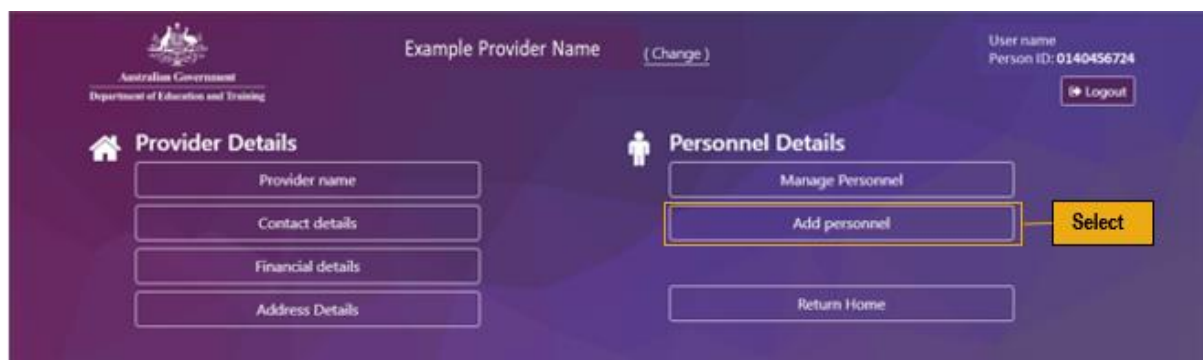


### Service Home Page Example



## Linking new personnel

1. Under the **Personnel details** heading, select 'Add personnel'.



2. Follow the on-screen instructions, providing the information and documents you gathered before getting started.

You can review and edit details entered on the final page of the form using the 'Edit' and 'Actions' buttons.

3. Select '**Submit**' to finalise.

## Updating personnel details

### Adding existing personnel to a new role

1. Under the **Personnel details** heading, select 'Manage personnel'.



2. Identify the individual whose details or role you want to change.
3. Select '**Actions**'.

Personnel Records					
Person ID	First Name	Middle Name	Surname	Roles	Actions
0140469621	John		Smith	Operational Responsibility	Actions ▾
0140433911	Jane		Doe	Family Day Care Educator	Actions ▾
0140433921	Joe		Citizen	Family Day Care Educator	Actions ▾

A yellow callout box with the word 'Select' points to the 'Actions' dropdown menu for the second row (Jane Doe).

From the 'Actions' drop down menu:

4. Select 'Update Personnel Details' to change contact information.
5. Select from the other options to update suitability information (these options will vary depending on personnel role/organisational context).
6. Follow the on-screen instructions, providing the information and documents you gathered before getting started.

You can review and edit details entered on the final page of the form.

7. Select '**Submit**' to finalise.

## Removing personnel from a role

1. Under the **Personnel details** heading, select '**Manage Personnel**'.



2. Identify the person whose role is changing.
3. Select '**Actions**' on the right-hand side of the screen.

Personnel Records					
Person ID	First Name	Middle Name	Surname	Roles	Actions
0140469621	John		Smith	Operational Responsibility	Actions ▾
0140433911	Jane		Doe	Family Day Care Educator	Actions ▾
0140433921	Joe		Citizen	Family Day Care Educator	Actions ▾

4. Follow the on-screen instructions from the 'Actions' drop down menu:
  - To **add** existing personnel to a new role select 'Manage roles' (depending on the person's existing role, you may need to provide additional information or documents).
  - To **remove** personnel from a specific role select 'Manage roles'. Select the applicable role and 'End date'.
  - To **remove** a Person with Management or Control of the Provider from this role and any other role they may hold with the organisation, select 'Remove' from the menu and follow the on-screen prompts.
5. Select '**Submit**' to finalise.

## Need help?

- Further Task Cards and other FAQs are available on the [Responsibilities and obligations](#) website to assist with updating contact details, hours of operation, fees and inclusions, enrolments using the PEP. Contact your child care software provider for guidance material if you are using Child Care Software to enter personnel details.
- You can contact the Child Care Subsidy (CCS) Helpdesk on 1300 667 276 between 9am and 5.00pm Monday to Friday (Australian Eastern Standard Time) if you would like more assistance.