



Readiness guide for new child care subsidy providers

What is in this fact sheet?

This fact sheet is a guide to what you need to do once you are notified that you have granted Child Care Subsidy (CCS) Approval so that you can submit session reports for care you provide and pass on the payments to your families.

Who should read this fact sheet?

Child care providers who have been recently granted CCS Approval.

What will the information help you to do?

Understand what your provider needs to do to begin administering the CCS payment to families.

If you are using child care software, activate and set up your software product

Your notification of CCS Approval will advise you to contact your software provider to activate your child care software product. To do this, your software provider will require your CCS Provider ID, your CCS Person ID and your software activation code. The CCS Provider ID is specified in the approval notification and the CCS Person ID is the number identifying you in the Provider Entry Point (PEP). You will need to generate the software activation code in PRODA. To do this, follow the steps in the [Managing B2B Devices Task Card](#).

Ensure all specified personnel are linked to the provider and service record

By law, the provider must ensure that all specified personnel are linked to their provider and service records in the PEP. Personnel are linked using their PRODA Registration Authority (RA) numbers and the linking can be done using either your child care software product or the PEP. Your software provider will be able to assist with linking personnel using their product and instructions on how to link personnel using the PEP can be found in the [How to Add Child Care Personnel in the PEP Task Card](#).

Check your provider and service details

Check that all your services are attached to your provider record. Also check that your provider and service details such as phone numbers and addresses are correct and update them either with your child care software or using the PEP. Some provider and service details can only be updated by an individual in the role of *Person with Management or Control of the Provider*.

Decide which type of care arrangement is required for each child

The terms of the arrangement for care are a matter for you, the provider, and the family to determine based on the particular circumstances. The most common arrangement will be the Complying Written Arrangement. Families will not be able to receive CCS or Additional Child Care Subsidy (ACCS) unless they have a Complying Written Arrangement (CWA) in place.

More information about types of care arrangements can be found in the [Child Care Provider Handbook](#) available from the department's website.

Check that your enrolment documents and processes meet the requirements for a Complying Written Arrangement

An arrangement for care is between you, the provider, and the person/organisation liable to pay the fees for care provided. To be eligible for CCS for a session of care, a parent (or their partner) must have incurred a liability to pay for the session under a Complying Written Arrangement (CWA). The CWA may either be hardcopy or electronic and may look like the enrolment form or care contract you currently use to enrol families at your service. The Enrolment Notice is the information you submit to the CCS about the CWA. A CWA can cover more than one child in a family but you must submit a separate Enrolment Notice for each child. The CWA is between the provider and the family and will not be provided to the department or to Centrelink unless it is specifically requested.

There are particular requirements for the information that a CWA must include and you will need to check that your enrolment processes and documentation meet these requirements for both existing and new enrolments. This is necessary for families to be eligible for CCS.

More information about the requirements for Complying Written Arrangements can be found in the [Child Care Provider Handbook](#) available from the department's website.

Create Enrolments

Once you have agreed the care arrangement with a family you are required to submit Enrolment Notices to the Child Care Subsidy System (CCSS). You must submit an enrolment notice for each child at your service, irrespective of what type of arrangement is in place.

More details about the types of arrangements and what information is mandatory for each type of arrangement can be found in the [Child Care Provider Handbook](#) available from the department's website.

Enrolment Confirmation

Under CCS rules, the eligible individual (i.e. the parent who made the claim for CCS) must confirm a child's enrolment record as being correct before entitlements can be paid to the provider. If families do not confirm enrolments, Centrelink cannot pay CCS to their child care provider on their behalf.

Enrolment Notices are updated, created and submitted to the CCSS using either your child care software or the PEP. Your software provider will provide advice about the functionality in their product however the following task cards give instructions on how to complete enrolment actions in the PEP.

To view the status of your enrolments using the PEP, follow the steps in the [*How to View Enrolment Status in the PEP Task Card*](#).

To create new enrolments using the PEP, follow the steps in the [*How to Create Enrolments in the PEP Task Card*](#).

More information

The [Responsibilities and obligations website](#) provides links to resources, guides and legislation that may be useful for approved CCS providers. These guides include the [*Child Care Provider Handbook*](#). The Handbook is written for providers of early learning and child care and is a guide to the requirements and responsibilities of child care providers and services that are approved under the family assistance law.

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