



Child Care Subsidy IT System

What is the Child Care Subsidy System?

The Child Care Subsidy System (CCSS) is an integrated Information Technology (IT) system run by Services Australia which provides a user interface for families and child care providers. It automates the administration of child care payments and supports compliance with the legislation.

Child care provider organisations, their personnel and families using child care are uniquely identified in the CCSS.

Providers and Services submit enrolment and session data to the CCSS for calculation of family payments. Once calculations have been made, payment information is provided to the service from the CCSS. Families access the CCSS to view their attendance records and confirm enrolments submitted by their child care services.

What is the Provider Entry Point?

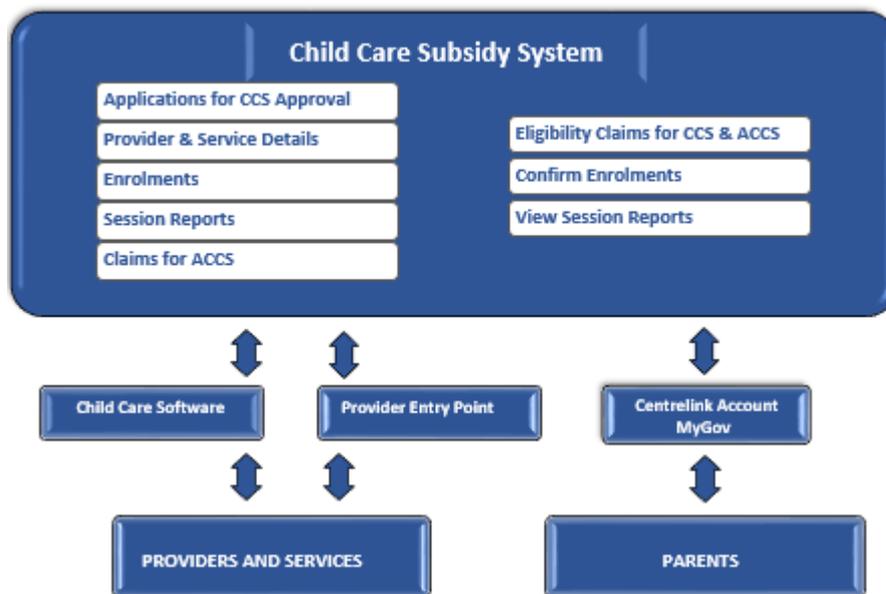
The Provider Entry Point (PEP) is the online interface that providers can use to sign in and access the CCSS.

Existing providers will communicate with the department about their services using the PEP. CCS applicants will use the PEP to submit their application and supporting documents and to communicate with the department about the progress of their application for CCS approval.

Once approved, providers may choose to continue using the PEP to submit child care data and retrieve payment information. However, they may also choose to use one of the approved child care software products for these purposes. Approved child care software may offer additional functionality from the basic functions supported by the PEP, such as rostering and room management, invoicing, vacancy management, payroll management and advanced reporting and statements.

The decision to use an approved child care software product is a business decision for each provider. A [list of registered software providers](#) is available on the department's website.

Families do not use the PEP. Instead, they access the CCSS through their Centrelink online account. Using this account, they are able to see and review the information being given by providers about their entitlements and will receive periodic notifications so they can check if information relating to their children's care is correct.



What is the Provider Digital Access System?

The Provider Digital Access System (PRODA) is an online authentication system that verifies the identity of both legal entities and individuals who have roles in the administration of the Child Care Subsidy and other Australian Government programs.

Individuals

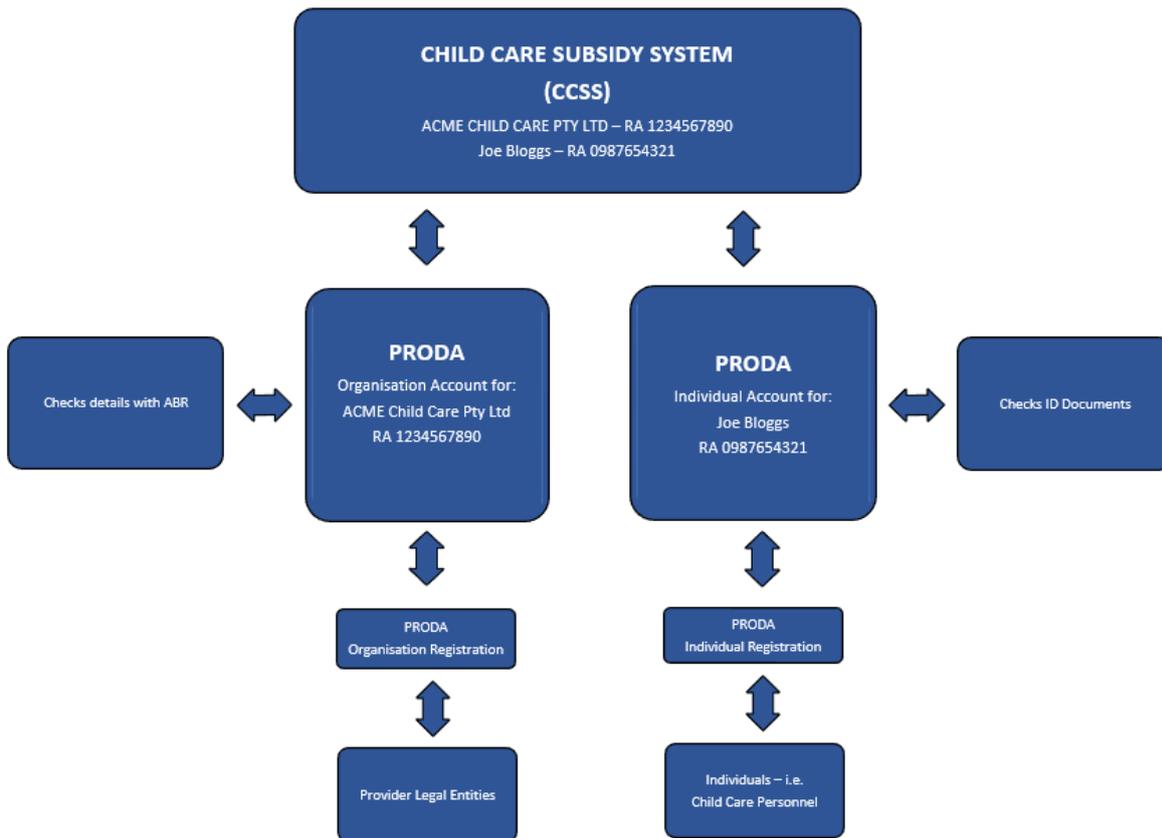
Every individual who has a specified CCS personnel role and/or who needs to interact with the CCSS must:

1. Register an account and receive a Registration Authority (RA) number.
2. Undergo identity verification using identification documents including Medicare Card, Passport or Birth Certificate.

Once verified, the individual's RA number can be used in the CCSS.

Providers

A child care provider cannot be CCS approved unless they have a verified organisation account in PRODA. A PRODA organisation account is created by the individual who is listed as an Associate for that entity on the Australian Business Register (the ABR). The individual must first have created his or her own PRODA account. Other PRODA registered individuals may also be linked to the PRODA organisation. During the registration process, PRODA checks that the entity information is consistent with its record on the ABR and checks that the person creating the organisation record is authorised to do so by asking them to complete some verification questions about the organisation. Once registration is complete, the organisation has a unique PRODA RA Number used to identify it in government provider systems including the CCSS.



How do all the ID numbers fit in with the IT system?

PRODA

Logon and Password

To create a PRODA account, an individual must nominate an email address as their PRODA username and choose a password. These credentials are required every time that individual logs on to PRODA. An individual may need to log on to PRODA to make changes to their PRODA account details, create or update an organisation account or to access the PEP.

Verification Code

A verification code is generated by PRODA at each log on attempt. This is extra protection necessary for the security of the logon credentials. The code is sent by either email or SMS depending on which was originally nominated in the PRODA account and the code must be entered to complete the log on process.

Individual RA Number

A Registration Authority (RA) number is assigned to every individual in PRODA. The RA number uniquely identifies a person in government provider systems such as the CCSS or National Disability Insurance Scheme (NDIS). Individuals need to give their RA number to providers wanting to link them to their organisation. Individuals are linked to organisations either directly in the PEP or through a third-party child-care software product. **Being linked to a child care organisation in the CCSS is a separate process to being linked to an organisation in PRODA.**

Organisation RA Number

An RA number is assigned to every organisation in PRODA. The RA number uniquely identifies the entity in government provider systems such as the CCSS or NDIS.

CCSS/PEP

Logon and Password

The PEP is accessed by clicking on the [PEP tile](#) (as shown below).



This can be done from within the PRODA account and, in this case, there is no requirement to separately log on to the CCSS. However, if the PEP tile is accessed from the department's website, the PRODA logon, password and verification code must be used to log on.

CCS Provider and Service IDs

When a PRODA organisation is linked to the CCSS, it creates a provider record in the CCSS. If the provider submits an application for CCS approval, this will also create a service record. Provider and Service ID numbers are used to identify these records in the CCSS. Provider and Service IDs are in the format of nine digits and a letter e.g. 123456789A. **This is a different number to the provider's PRODA organisation RA number.**

CCS Person IDs

Once a PRODA registered individual interacts with the CCSS, they are assigned a CCS Person ID. **This is a different number to the individual's PRODA RA number.**

Child Care Software

If a provider chooses to use a third-party child-care software product to connect with the CCSS, their software product may require an additional log on and password to access its functions. Users of child care software should contact the appropriate software vendor to find out more about access to the software products.

Hint!

To confirm whether you are logged on to the PEP or PRODA, check the banner colour:

- PRODA has a blue banner
- the PEP has a purple banner

Summary of IT Reference Numbers

- PRODA Individual Registration Authority (RA) number
- PRODA Organisation RA number
- CCS Provider ID number
- CCS Service ID number
- CCS Person ID number

More information

The [Responsibilities and obligations website](#) provides links to resources, guides and legislation which 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 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