Make sure your session reports and details are up to date in the Child Care Subsidy System!

It is vital that you submit accurate session reports **on time**. Child Care Subsidy cannot be paid until a session report is received.

How to submit session reports

- You can submit via your third party software.
- Alternatively, you can submit session reports via the Provider Entry Point (PEP). Please refer to the Task Card on the department's website if you need further assistance on how to update session reports in the PEP.

If the Department needs to contact you, we will use the details in the Child Care Subsidy System so make sure they are up to date! We will usually contact you via email so please ensure your email address is correct and current in the system. You should also ensure the details of your Family Day Care educators are current.

How to update your details

- You can update your details via your third party software. Please contact your software provider if you need assistance updating your details.
- Alternatively, you can update your details via the Provider Entry Point (PEP). Please refer to the Task Card on the department's website if you need further assistance on how to update your organisation details in the PEP.

Updated Inclusion Support Program Guidelines have now been Published!

The updated Inclusion Support Program (ISP) Guidelines have been published and now provide support for more children with additional needs to participate in early childhood education and care.

The ISP is part of the Child Care Safety Net, which supports services to improve their capacity and capability to implement quality inclusive practices and also supports parents and carers of those children to participate in the workforce.

Key changes include:

- addressing feedback that services with children who do not have a disability are missing out on Inclusion Support
- aligning to the National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention approach to provide a collaborative framework of support for children with additional needs and their families.

The Department has developed an information sheet that covers all of the changes, which is also available on the department's website.

Who can the Child Care Subsidy Helpdesk assist?

The Child Care Subsidy (CCS) Helpdesk assists child care providers who are authorised in the CCS System. We cannot assist with family entitlements or billing disputes.

Families can find information about CCS entitlements on the Services Australia website or by checking their Centrelink online account through myGov.

If a family is requesting assistance with their CCS entitlements there's information on the Services Australia website. Families can also check their Centrelink online account through myGov.

If you have a billing dispute with a family you can contact your state or territory department of Fair Trading/Consumer Affairs.

If you or a family are needing to report instances of fraud or non-compliance you can contact the Tip Off Line on 1800 664 231 or email tipoffline@dese.gov.au and provide the following information:

- Name of the child care service you are referring to, including address
- Parent and child CRN details if appropriate
- Details of the issue you wish to report including dates

Attach any statements or evidence.

Beware of scam emails seeking your personal information

Please be aware there are phishing emails doing the rounds on email and social media.

Below is an example of one such email, which claims to be from Services Australia. This email is **not** from Services Australia. It is a scam seeking your personal information.

The ACCC provides advice on how not to "fall for a scammer's phishing bait" - we encourage you to visit their website for further information.

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