



Making a subsequent determination for Additional Child Care Subsidy (ACCS)

Now is the time when the next, or subsequent, determination for a child 'at risk' needs to be lodged. If the child continues to be at risk, you will need to apply via your third party software or the Provider Entry Point and upload new or existing evidence to a new subsequent determination application.

Please note:

- Evidence needs to be less than six months old,
- Uploading evidence to an existing determination will not trigger a subsequent determination assessment, a new subsequent determination application must be lodged.

If the evidence previously provided was a Statutory Declaration, this cannot be used for a subsequent determination. You should talk to the family (where appropriate) and ask for their assistance to gather further information to support the ongoing subsidy. The family may also provide consent for you to approach other third parties. If evidence is not provided, then the determination may cease.

For more information on the evidence requirements refer to the [Guide to ACCS \(child wellbeing\)](#).

Uploading evidence – file format

Uploading evidence for application for determinations

When submitting an application for a determination please note the following:

- The file format of the application needs to be confirmed and submitted in the system prior to uploading.

For example:

- If the evidence is in “.pdf” format, the evidence will need to be uploaded and confirmed in the system in the same file format.
- If the evidence is in “.docx” format, you will need to upload and confirm the same file format.

If an incorrect file type is selected the Department of Human Services will be unable to view the evidence uploaded, which may result in the application being rejected.

Not sure how the ACCS applies to you and your families?

These [FAQs](#) cover important topics and answer our most commonly asked questions.

Still need help?

Please don't hesitate to contact the Helpdesk on 1300 667 276 or at ccshelpdesk@education.gov.au

For queries relating to any of the below, please choose the appropriate contact point as follows:

If your ACCS query Please contact relates to

ACCS (child wellbeing) determination reviews and appeals

Department of Human Services,
ACCS.CWB.REVIEW@humanservices.gov.au

In order to protect personal information, please do not send personal information, including evidence, child names and CRNs to this email address.

IT issues with your third party software

Your software provider

IT issues not related to third party software, Payments, or The Provider Entry Point (PEP)

Department of Education and Training
Child Care Subsidy Helpdesk
ccshelpdesk@education.gov.au
1300 667 276

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