



Australian Government  
Department of Education,  
Skills and Employment

## Have you signed your Grant offer for the Transition Payment yet?

Remember to accept and sign your Transition Payment Grant offer via DocuSign by 5 pm (AEST) 1 July 2020 to avoid delays with the first payment.

Your offer will be sent to the email address registered as your provider level contact email address, either through the Provider Entry Point or in your third party software.

For step by step instructions on how to review and sign the Grant offer see the [process for reviewing and submitting the Transition Payment Grant offer](#).

If you require further help responding to the offer, please contact the CCS Helpdesk on 1300 667 276 or email at [ccshelpdesk@dese.gov.au](mailto:ccshelpdesk@dese.gov.au).

For more information see the [Transition Payment Guidelines](#) and the [Grant Agreement template with terms and conditions](#).

## What if I haven't received an offer?

If you haven't received an offer yet, please check your junk/spam mail and that your details are correct in the Child Care Subsidy System (CCSS).

If your details are not up to date, please update them in the [Provider Entry Point \(PEP\)](#) or third party software. The following need to be correct to receive your offer and for payments to be made:

- Provider name
- Provider email address
- Service email address
- Legal entity address
- Service address
- Bank details

If you need help, see the task card [How to View and Update Organisation Details in the PEP](#) or contact your software provider.

After you update your details, you should receive your offer within two to three working days. If you have still not received your offer after this period, please contact the CCS Helpdesk on 1300 667 276 or email at [ccshelpdesk@dese.gov.au](mailto:ccshelpdesk@dese.gov.au).

## Why is the Transition Payment less than the Relief Package Payment?

The 25 per cent Transition Payment is less than 50 per cent Relief Package payment as it recognises that providers will once again receive Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) payments on behalf of families, and parents will return to making their co-contribution (or gap fee) to child care fees.

The Transition Payment is additional help in anticipation that some services may not immediately return to their pre-COVID capacity when CCS recommence.

More information on the Transition Payment is available on the [department's website](#).

## What do the transition arrangements mean for the Additional Child Care Subsidy?

CCS and ACCS will recommence on 13 July 2020.

We have developed a new [information sheet](#) to help you understand what this means for families at your service receiving ACCS.

## Resources for families

All families who got CCS for 2018-19 need to confirm their family income for their CCS to continue.

To help families understand this process, we have developed a [poster](#) for you to display at your service and an [information sheet](#) for you to share.

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