



Australian Government
Department of Education,
Skills and Employment

COVID-19 and children's safety

As the COVID-19 situation continues to unfold, the issues children are facing during this pandemic are widespread and for some include an increased risk to their safety and wellbeing.

The National Office for Child Safety has published an open letter on [COVID-19 and Children's Safety](#).

The letter contains information on the risks children face in this new COVID-19 environment and helpful resources to keep them safe.

Please update your details in the Child Care Subsidy System

As we navigate COVID-19, the Department of Education, Skills and Employment is engaging directly with both providers and services more often, including through the recent ORIMA Survey and on Early Childhood Education and Care Relief Package funding arrangements.

Unfortunately, many contact details are out of date, resulting in providers and services missing out on important information.

The department encourages providers to update both your provider and each service's contact details in the Child Care Subsidy System (CCSS), particularly email addresses. The provider and service email addresses could be the same, but both may need updating.

You can update your details via the [Provider Entry Point \(PEP\)](#). Guidance is available in the task card '[How to View and Update Organisation Details in the PEP](#)'.

Alternatively, you can update your details via your third party software. Please contact your software provider if you need assistance updating your details via a third party software program.

Please also check your 'junk mail' folders if you think you may have missed an email from the department.

For up to date information on COVID-19 for providers and services visit the [Department of Education, Skills and Employment](#).

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