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Australian Government
Department of Education,
Skills and Employment

ACTION REQUIRED: NSW providers must accept business continuity payment by tomorrow (Friday)

Yesterday, we emailed providers in New South Wales, Victoria and Australian Capital Territory business continuity payment offers.

You must accept this offer through DocuSign by 11.59 pm tomorrow (Friday 3 September) for payments to be made in the week starting Monday 6 September.

If you miss the 3 September cut-off date, the next fortnightly payment will be made in the week starting 20 September 2021. No retrospective payments will be made for late submission.

Guidelines now available

You must agree to conditions for each service that you run to receive business continuity payments.

[These guidelines explain the conditions in detail.](#)

If circumstances change at any of your services, you must email ECECViabilitySupportPackage@dese.gov.au as soon as possible. We will issue you a new DocuSign form to complete.

How to accept the offer

Most providers can simply accept the offer by submitting the DocuSign form.

Large providers must also fill out an additional spreadsheet that captures which of their services they want to opt-in for payments, and confirm each service meets all conditions.

Large providers must return the spreadsheet to ECECViabilitySupportPackage@dese.gov.au.

Your offer will indicate if you need to undertake this additional step.

If you haven't received an offer

The email was sent from ECECViabilitySupportPackage@dese.gov.au to the provider-level email address registered in the Child Care Subsidy System.

If you are a provider in NSW and can't see the offer, please check your junk mail.

If you still can't see the offer, send an email to ECECViabilitySupportPackage@dese.gov.au and check that your contact details are correct in the Child Care Subsidy System via the [Provider Entry Point](#) or your third-party software.

More information

If you have questions, email ECECViabilitySupportPackage@dese.gov.au.

[Keep an eye on our COVID-19 webpage for more information.](#)

Support during lockdown

Child care services in NSW are eligible for a range of government support during the COVID-19 lockdown.

All services in NSW are eligible for **business continuity payments** if they meet conditions. Providers must accept the offer by tomorrow (Friday), as outlined above to receive the first fortnightly payment.

[Go to our website for details about business continuity payments.](#)

All services in NSW can **waive gap fees**.

[Go to our website for details about waiving gap fees.](#)

All services in NSW can access **additional allowable absences**.

[Go to our website for details about absences.](#)

[Go to our website for more information about support for services and families.](#)