



A guide to directing your queries to the right area and uploading evidence

This email provides advice on the best contact points for a range of queries relating to Additional Child Care Subsidy (ACCS). It also contains important information to be aware of when uploading evidence to support ACCS applications in the Child Care Subsidy System.

Contact

Depending on the nature of your query, please choose the appropriate contact point as follows.

In relevant cases, please include your organisation CRN (starting with 1900), enrolment ID, document ID, and a detailed description of your query.

Where appropriate, please also include screenshots and an indication of which software you are using.

If your ACCS query relates to ...	Please contact ...
<ul style="list-style-type: none"> IT issues with your third party software 	Your software provider
<ul style="list-style-type: none"> IT issues not related to third party software payments The Provider Entry Point (PEP) 	Department of Education and Training, Child Care Subsidy Helpdesk 1300 667 276 CCSHelpdesk@education.gov.au
<ul style="list-style-type: none"> ACCS (child wellbeing) policy the Guide to ACCS (child wellbeing) applications for a higher ACCS (child wellbeing) percentage provider eligible ACCS enrolments and applications to obtain a CRN for a child where the provider has not been able to find an eligible individual and the child may be eligible for ACCS (child wellbeing) requests for the Secretary to determine a child meets the Immunisation Requirements for Additional Child Care Subsidy (child wellbeing) when a provider is eligible 	Department of Education and Training, ACCS policy team child.wellbeing@education.gov.au
<ul style="list-style-type: none"> rejected applications reviews and appeals of determination decisions 	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.

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 DHS will be unable to view the evidence uploaded, which may result in the application being rejected.

A range of factsheets available

A range factsheets are available [here](#) on the department's website to assist families and providers. The topics are:

- [New Child Care Package overview - Fact Sheet](#)
- [Changes for providers - Fact Sheet](#)
- [Child Care Safety Net - Fact Sheet](#)
- [Child Care Subsidy System - Fact Sheet](#)
- [What is the Child Care Subsidy? - Fact Sheet](#)
- [Child Care Subsidy Activity Test - Fact Sheet](#)
- [Immunisation - Fact Sheet](#)
- [Child Care Subsidy Withholding - Fact Sheet](#)
- [Child Care Subsidy - change of circumstance - Fact Sheet](#)
- [Absences from child care - Fact Sheet](#)
- [Child Care Subsidy - Shared Care - Fact Sheet](#)
- [Child Care Subsidy rates - Fact Sheet](#)
- [What is 'liability to pay' for child care fees? - Fact Sheet](#)
- [What is the Additional Child Care Subsidy \(child wellbeing\)? - Fact Sheet](#)
- [What is the Additional Child Care Subsidy \(transition to work\)? - Fact Sheet](#)
- [What is the Additional Child Care Subsidy \(temporary financial hardship\)? - Fact Sheet](#)
- [What is the Additional Child Care Subsidy \(grandparent\)? - Fact Sheet](#)
- [Complying written arrangements - transitioning enrolments - Fact Sheet](#)
- [Activity test preschool exemption - Fact Sheet](#)
- [CCS Eligibility of Services under Section 194D \(a\) - Fact Sheet](#)
- [Child Care Subsidy minimum operating periods - special circumstance requirements - Fact Sheet](#)
- [Child Care Subsidy eligibility for children attending secondary school and older children - Fact Sheet](#)

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