



Task card - how to make changes to Additional Child Care Subsidy certificates and determinations in the Provider Entry Point

How to make changes to Additional Child Care Subsidy certificates and determinations in the Provider Entry Point

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Overview

The following task card will provide an overview of how to:

- cancel an Additional Child Care Subsidy (ACCS) (child wellbeing) certificate or determination
- notify a Support Agency
- upload a document

via the Provider Entry Point (PEP).

A description of the fields and important information is outlined above each image.



Cancelling ACCS

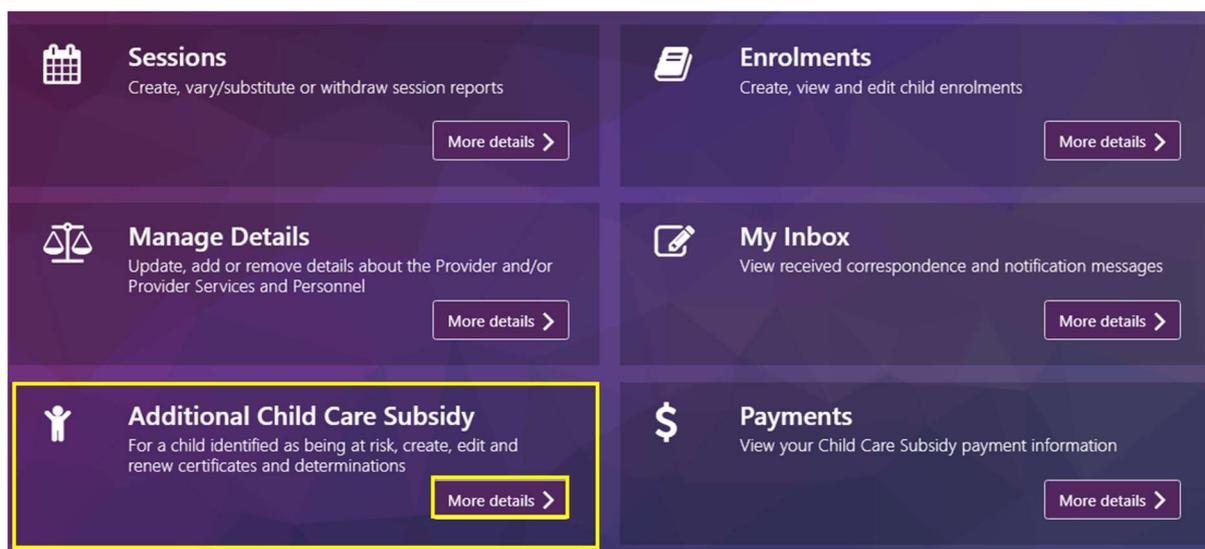
Replacement certificates, where incorrect dates were submitted initially

Providers should ensure they have selected the correct dates before submitting certificates. If an incorrect date is entered, follow these steps to enter the correct date:

1. Cancel the certificate that was given incorrectly, by following the below Steps
2. Give a new certificate from the intended start date until the day before the start date of the initial certificate that was cancelled. Refer to the *“How to Create a new Certificate in PEP”* Task card for instructions on how to complete this function.
3. Give a replacement certificate for the remaining weeks (from the start date entered for the certificate that was cancelled), noting that certificates can only be given for six weeks in total. Refer to the *“How to Create a new Certificate in PEP”* Task card for instructions on how to complete this function

Step 1: Opening the Additional Child Care Subsidy menu

After signing into the PEP (using your username and password you created for your PRODA account), select the **‘More details’** button from the **‘Additional Child Care Subsidy’** tile.



The Additional Child Care Subsidy screen

This screen details any children identified as being “at risk” by the service within the last 12 months. If no certificates or determinations have been created, the message ‘No children have been identified as ‘at risk’ at this service in the last 12 months’ will appear.

Additional Child Care Subsidy / ACCS Child Wellbeing Application

ACCS (child wellbeing) cap percentage: **100 %**
Percentage reached (as at calculation date): **0 %**
Cap percentage calculation date: 29/11/2021  **Search**

Children enrolled at calculation date

Search 

Child CRN	Child name	Date of birth	Enrolment start date	Actions
123456789A	Tommy Test	20/10/2019	15/02/2021	<input type="button" value="Select"/>

Showing 1-1 of 1

- **ACCS (child wellbeing) cap percentage:** Previously this was 50%, now will show as 100% unless a lower percentage has been imposed on the service.
- **Percentage reached (as at calculation date):** This field is no longer in use, unless the service has a percentage cap less than 100%
- **Cap percentage calculation date:** View and calculate the ACCS cap for the service by inputting a calculation date. You can use the calendar icon to select the date.
- **Select:** At any time, you can view and calculate the ACCS cap for the service by inputting a calculation date. Use the calendar icon to select the date.
- **New Certificate or Determination:** Select this button to create a new certificate for a child.

Step 2: Searching for the child

In the PEP, search for the child you wish to cancel ACCS for by entering in the child's CRN and clicking on the magnifying glass:

Additional Child Care Subsidy

ACCS (child wellbeing) cap percentage: **100 %**
Percentage reached (as at calculation date): **0 %**
Cap percentage calculation date: 01/11/2021  **Search**

Children 'at risk' in the last 12 months

The following children have been identified as being 'at risk' by your service within the last 12 months. The most recent certificate or determination is shown.

Select **View** to see the ACCS (child wellbeing) history for the selected child.
Select **New Certificate or Determination** to search for an 'at risk' child at your service.

Search 

Step 3: Select the action

Once you have located the correct child, find the certificate or determination you wish to cancel and click on the “**Action**” button. Three menu items will be presented:

- Cancel ACCS
- Notify Support Agency
- Upload document

Select “**Cancel ACCS**”.

The screenshot shows the 'Additional Child Care Subsidy / ACCS Child Wellbeing Application' interface. It displays summary information: ACCS (child wellbeing) cap percentage: 100 %, Percentage reached (as at proposed start date): 0 %, Proposed start date: 01/11/2021, and ACCS (child wellbeing) history for: CATHY CHILDS. Below this is a search bar with the placeholder text 'Enter search text...'. A table with the following columns is shown: Type, Status, Approving Authority, Start date, End date, Weeks at risk, and Actions. The table contains one row: Certificate, Provisional, Department of Education, Skills and Employment, 01/11/2021, 21/11/2021, 3. The 'Actions' column for this row has a dropdown menu open, showing three options: Cancel ACCS, Notify Support Agency, and Upload Document. At the bottom of the interface are buttons for 'Back', 'Return Home', and 'New Certificate or Determination'.

Type	Status	Approving Authority	Start date	End date	Weeks at risk	Actions
Certificate	Provisional	Department of Education, Skills and Employment	01/11/2021	21/11/2021	3	Actions

Step 4: Cancelling the ACCS

Once you have selected “Cancel ACCS” a warning message will display, advising you that if you cancel a certificate, or a determination it will be taken to have never been made and any ACCS (child wellbeing) payments will be raised as a debt and recovered.

Key in the following fields:

- **Date from which child is considered no longer at risk:** Enter the date the child is no longer considered at risk (the date must be a Sunday).
- **Do you hold evidence to support the view that the child is no longer at risk?** This is not mandatory, If you have evidence that you would like to attach, select ‘Yes’. Evidence can include a file note that describes new information that was given to you or explains if the certificate was given in error.
- **Next:** Select when ready to proceed.

If you proceed with the cancellation of a certificate, it will be cancelled and taken to have never been made. Any ACCS (child wellbeing) payments based on this certificate will be raised as a debt and recovered.

Cancel - Child no longer at risk

Name of child: CATHY CHILDS

Start date: 01/11/2021

Date from which CATHY is considered no longer at risk: 

Reason/s why you consider CATHY to no longer be at risk:

Do you hold evidence to support the view that CATHY is no longer at risk?: Yes No

Step 5: Evidence Requirements

Providing evidence is optional, however this screen will display regardless. You are able to click 'next' without attaching anything.

Evidence Required

Any evidence that you provide should be no more than six (6) months old.

Where this case is known to Child Protection, you should attach the information that was supplied to you by the notifying body.

Select the evidence that you have to attach. If you have more than one document they will need to be attached individually.

- ACC002 - ACCS child wellbeing evidence
- ACC003 - Notice from a State/Territory body (204K)
- ACC004 - ACCS child wellbeing supporting document
- ACC005 - Advise of child no longer at risk evidence or supporting document
- ACC008 - Evidence of exceptional circumstance
- Statutory declaration

To add evidence, click on the  button next to the evidence you are wanting to include and click 'next'. To select the documents to be uploaded, click on 'Choose a file'

Select your document

Accepted formats: **PDF, PNG, TIFF, JPG.**

Total file size cannot exceed 10 Mb

Please ensure all pages are in a single file and review your document for clarity and correctness before submitting.

Choose a file

Return

Navigate through your folders to find the file you're wanting to attach. The file must be an accepted format (PDF, PNG, TIFF or JPG) and not exceed 10 MB.

Once you have located the evidence, click **"Open"**.

You will know the evidence is attached when you see a green tick next to the document name:

Select your document

Accepted formats: **PDF, PNG, TIFF, JPG.**

Total file size cannot exceed 10 Mb

Please ensure all pages are in a single file and review your document for clarity and correctness before submitting.

Status	Document name
✓	TEST.pdf

Choose a file

Return

Select **"Return"**, which will take you back to the "Evidence Required" screen. From here you can "Delete" any evidence which was added incorrectly, or select **"Next"** to progress.

Step 6: Declaration

When the declaration is displayed, review for accuracy, before checking the checkbox and clicking “Submit”.

Declaration

I declare that:

- The information I have provided is true and correct; and
- Where necessary, I have made reasonable but unsuccessful attempts to identify an individual eligible for CCS for this child; and
- That this certificate is provided under 85CB of the A New Tax System (Family Assistance) Act 1999.

I understand that:

- The provider must give an appropriate State and Territory body notice that this provider considers the child to whom this certificate relates is or was at risk of serious harm of abuse or neglect no later than six (6) weeks after the day this certificate takes effect.
- Giving false or misleading information is a serious offence.
- I must notify Services Australia of any change(s) to this information.
- I must keep records of observations and evidence to support my certifying that the child is at risk.

I declare that I have read, understand and accept my obligations.

Declaration made by: **Margaret Makebelieve**

Declaration made on: 01/12/2021

Cancel Certificate

Advise No Longer At Risk

Back

Step 7: Receipt

A receipt will display, notifying you of the cancellation you have submitted.

Receipt

Your request for a cancellation has been received.

ACCS Document ID: 9000016191

Submitted by: **Margaret Makebelieve**

Submitted on: 01/12/2021

Time: 12:32:46 pm

Continue

Notifying Support Agency

Step 1: Open the Additional Child Care Subsidy Menu

After signing into the PEP (using your username and password you created for your PRODA account), select the **'More details'** button from the **'Additional Child Care Subsidy'** tile.

The screenshot shows a dashboard with six menu tiles. The 'Additional Child Care Subsidy' tile is highlighted with a yellow border. Each tile includes an icon, a title, a brief description, and a 'More details >' button.

- Sessions**: Create, vary/substitute or withdraw session reports
- Enrolments**: Create, view and edit child enrolments
- Manage Details**: Update, add or remove details about the Provider and/or Provider Services and Personnel
- My Inbox**: View received correspondence and notification messages
- Additional Child Care Subsidy**: For a child identified as being at risk, create, edit and renew certificates and determinations
- Payments**: View your Child Care Subsidy payment information

The Additional Child Care Subsidy screen

Details of any children identified as being “at risk” by your service within the last 12 months will display. If no certificates or determinations have been created, the message ‘No children have been identified as ‘at risk’ at this service in the last 12 months’ will appear instead.

The screenshot shows the 'Additional Child Care Subsidy / ACCS Child Wellbeing Application' screen. It displays the following information:

- ACCS (child wellbeing) cap percentage: **100 %**
- Percentage reached (as at calculation date): **0 %**
- Cap percentage calculation date:

Children enrolled at calculation date

Search

Child CRN	Child name	Date of birth	Enrolment start date	Actions
123456789A	Tommy Test	20/10/2019	15/02/2021	<input type="button" value="Select"/>

Showing 1-1 of 1

- **ACCS (child wellbeing) cap percentage:** Previously this was 50%, now will show as 100% unless a lower percentage has been imposed on the service.
- **Percentage reached (as at calculation date):** This field is no longer in use, unless the service has a percentage cap less than 100%
- **Cap percentage calculation date:** View and calculate the ACCS cap for the service by inputting a calculation date. You can use the calendar icon to select the date.
- **Select:** At any time, you can view and calculate the ACCS cap for the service by inputting a calculation date. Use the calendar icon to select the date.
- **New Certificate or Determination:** Select this button to create a new certificate for a child.

Step 2: Searching for the child

In the PEP, search for the child you wish to notify the support agency for by entering in the child's CRN and clicking on the magnifying glass:

The screenshot shows the 'Additional Child Care Subsidy' interface. At the top, it displays 'ACCS (child wellbeing) cap percentage: 100 %' and 'Percentage reached (as at calculation date): 0 %'. Below this, there is a 'Cap percentage calculation date' field with the value '01/11/2021' and a calendar icon. A purple 'Search' button is located to the right of the date field. Underneath, the section is titled 'Children 'at risk' in the last 12 months'. It contains instructions: 'The following children have been identified as being 'at risk' by your service within the last 12 months. The most recent certificate or determination is shown. Select **View** to see the ACCS (child wellbeing) history for the selected child. Select **New Certificate or Determination** to search for an 'at risk' child at your service.' At the bottom, there is a search bar with the text '134679852A' and a magnifying glass icon highlighted with a yellow box.

Step 3: Select the action

Once you have located the correct child, find the certificate or determination you wish to advise of the support agency for and click on the “**Action**” button. Three menu items will be presented:

- Cancel ACCS
- Notify Support Agency
- Upload document

Select “**Notify Support Agency**”.

Additional Child Care Subsidy / ACCS Child Wellbeing Application

ACCS (child wellbeing) cap percentage: **100 %**
 Percentage reached (as at proposed start date): **0 %**
 Proposed start date: **01/11/2021**

ACCS (child wellbeing) history for: **CATHY CHILDS**

Search

Type	Status	Approving Authority	Start date	End date	Weeks at risk	Actions
Certificate	Provisional	Department of Education, Skills and Employment	01/11/2021	21/11/2021	3	<div style="border: 1px solid black; padding: 2px;"> Actions ▾ <ul style="list-style-type: none"> Cancel ACCS Notify Support Agency Upload Document </div>

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Step 4: Notify Support Agency

Key in the following fields:

- **Name of the Support Agency:** Enter the name of the Support Agency
- **Type of body/class of organisation:** Use the drop down box to select the type of Agency
- **Date advised:** Enter the date you advised the agency (or that they advised the service)
- **Any additional details:** Phone number and name of the person.
- **Next:** Select when ready to proceed.

Support Agency Notification

Please complete the following details of the Support Agency you notified of **CATHY** being at risk.

Name of the Support Agency that was notified:

Type of body/class or organisation:

Date advised: 

Any additional details such as phone number, email address, time of contact, references numbers, name of operator/contact person etc:
 You must keep records of your contact.

Additional details...

For more information, refer to the [Guide to ACCS \(child wellbeing\)](#). You are able to include a record of your observations or a conversation with the family, or with a referring body.



Step 5: Evidence Requirements

Providing evidence is optional, however this screen will display regardless. You are able to click 'next' without attaching anything.

Evidence Required

Any evidence that you provide should be no more than six (6) months old.

Where this case is known to Child Protection, you should attach the information that was supplied to you by the notifying body.

Select the evidence that you have to attach. If you have more than one document they will need to be attached individually.

<input type="checkbox"/> Attach	ACC002 - ACCS child wellbeing evidence
<input type="checkbox"/> Attach	ACC003 - Notice from a State/Territory body (204K)
<input type="checkbox"/> Attach	ACC004 - ACCS child wellbeing supporting document
<input type="checkbox"/> Attach	ACC005 - Advise of child no longer at risk evidence or supporting document
<input type="checkbox"/> Attach	ACC008 - Evidence of exceptional circumstance
<input type="checkbox"/> Attach	Statutory declaration

To add evidence, click on the Attach button next to the evidence you are wanting to include and click 'next'. To select the documents to be uploaded, click on 'Choose a file'

Select your document

Accepted formats: **PDF, PNG, TIFF, JPG.**

Total file size cannot exceed 10 Mb

Please ensure all pages are in a single file and review your document for clarity and correctness before submitting.

Navigate through your folders to find the file you're wanting to attach. The file must be an accepted format (PDF, PNG, TIFF or JPG) and not exceed 10 MB.

Once you have located the evidence, click "Open".

You will know the evidence is attached when you see a green tick next to the document name:

Select your document

Accepted formats:

PDF, PNG, TIFF, JPG.

Total file size cannot exceed 10 Mb

Please ensure all pages are in a single file and review your document for clarity and correctness before submitting.

Status	Document name
	TEST.pdf

Choose a file

Return

Select **“Return”**, which will take you back to the **“Evidence Required”** screen. From here you can **“Delete”** any evidence which was added incorrectly, or select **“Next”** to progress.

Step 6: Declaration

When the declaration is displayed, review for accuracy, before checking the checkbox and clicking **“Submit”**.

Declaration

I declare that:

- The information I have provided is true and correct; and
- Where necessary, I have made reasonable but unsuccessful attempts to identify an individual eligible for CCS for this child; and
- That this certificate is provided under 85CB of the A New Tax System (Family Assistance) Act 1999.

I understand that:

- The provider must give an appropriate State and Territory body notice that this provider considers the child to whom this certificate relates is or was at risk of serious harm of abuse or neglect no later than six (6) weeks after the day this certificate takes effect.
- Giving false or misleading information is a serious offence.
- I must notify Services Australia of any change(s) to this information.
- I must keep records of observations and evidence to support my certifying that the child is at risk.

I declare that I have read, understand and accept my obligations.

Declaration made by: Margaret Makebelieve

Declaration made on: 01/12/2021

Back

Submit

Step 7: Receipt

A receipt will display, notifying you of the details you have submitted.

Receipt

Your Support Agency notification details have been submitted.

ACCS Document ID: 9000016191
Submitted by: Margaret Makebelieve
Submitted on: 01/12/2021
Time: 12:26:59 pm

Continue

Uploading Documents

Step 1: Open the Additional Child Care Subsidy Menu

After signing into the PEP (using your username and password you created for your PRODA account), select the 'More details' button from the 'Additional Child Care Subsidy' tile.

The screenshot shows a dashboard with six menu items, each with an icon, a title, a description, and a 'More details' button. The 'Additional Child Care Subsidy' tile is highlighted with a yellow border.

Icon	Title	Description	Action
Calendar	Sessions	Create, vary/substitute or withdraw session reports	More details >
Document	Enrolments	Create, view and edit child enrolments	More details >
Scales	Manage Details	Update, add or remove details about the Provider and/or Provider Services and Personnel	More details >
Envelope	My Inbox	View received correspondence and notification messages	More details >
Person	Additional Child Care Subsidy	For a child identified as being at risk, create, edit and renew certificates and determinations	More details >
Dollar sign	Payments	View your Child Care Subsidy payment information	More details >

The Additional Child Care Subsidy screen

Details of any children identified as being "at risk" by your service within the last 12 months will display. If no certificates or determinations have been created, the message 'No children have been identified as 'at risk' at this service in the last 12 months' will appear instead.

 Additional Child Care Subsidy / **ACCS Child Wellbeing Application**

ACCS (child wellbeing) cap percentage: **100 %**
 Percentage reached (as at calculation date): **0 %**
 Cap percentage calculation date: 

Children enrolled at calculation date

Search 

Child CRN	Child name	Date of birth	Enrolment start date	Actions
123456789A	Tommy Test	20/10/2019	15/02/2021	<input type="button" value="Select"/>

Showing 1-1 of 1

- **ACCS (child wellbeing) cap percentage:** Previously this was 50%, now will show as 100% unless a lower percentage has been imposed on the service
- **Percentage reached (as at calculation date):** This field is no longer in use, unless the service has a percentage cap less than 100%
- **Cap percentage calculation date:** View and calculate the ACCS cap for the service by inputting a calculation date. Use the calendar icon to select the date.
- **Select:** At any time, you can view and calculate the ACCS cap for the service by inputting a calculation date. Use the calendar icon to select the date.
- **New Certificate or Determination:** Select this button to create a new certificate for a child.

Important considerations

Details of any children identified as being “at risk” by your service within the last 12 months will display. If no certificates or determinations have been created, the message ‘No children have been identified as ‘at risk’ at this service in the last 12 months’ will appear instead.

Step 2: Searching for the child

In the PEP, search for the child you wish to upload documents for by entering in the child's CRN and clicking on the magnifying glass:



Additional Child Care Subsidy

ACCS (child wellbeing) cap percentage: **100 %**
 Percentage reached (as at calculation date): **0 %**

Cap percentage calculation date: 

Children 'at risk' in the last 12 months

The following children have been identified as being 'at risk' by your service within the last 12 months.
 The most recent certificate or determination is shown.

Select **View** to see the ACCS (child wellbeing) history for the selected child.
 Select **New Certificate or Determination** to search for an 'at risk' child at your service.

Search 

Step 3: Select the action

Once you have located the correct child, find the certificate or determination you wish to upload documents for and click on the **“Action”** button. Three menu items will be presented:

- Cancel ACCS
- Notify Support Agency
- Upload document

Select **“Upload Document”**.

Additional Child Care Subsidy / ACCS Child Wellbeing Application

ACCS (child wellbeing) cap percentage: **100 %**
 Percentage reached (as at proposed start date): **0 %**
 Proposed start date: **01/11/2021**

ACCS (child wellbeing) history for: **CATHY CHILDS**

Search 

Type	Status	Approving Authority	Start date	End date	Weeks at risk	Actions
Certificate	Provisional	Department of Education, Skills and Employment	01/11/2021	21/11/2021	3	<input type="button" value="Actions"/> <ul style="list-style-type: none"> Cancel ACCS Notify Support Agency Upload Document

Showing 1-1 of 1

Step 4: Attach the Evidence

Evidence Required

Any evidence that you provide should be no more than six (6) months old.

Where this case is known to Child Protection, you should attach the information that was supplied to you by the notifying body.

Select the evidence that you have to attach. If you have more than one document they will need to be attached individually.

<input type="button" value="+ Attach"/>	ACC002 - ACCS child wellbeing evidence
<input type="button" value="+ Attach"/>	ACC003 - Notice from a State/Territory body (204K)
<input type="button" value="+ Attach"/>	ACC004 - ACCS child wellbeing supporting document
<input type="button" value="+ Attach"/>	ACC005 - Advise of child no longer at risk evidence or supporting document
<input type="button" value="+ Attach"/>	ACC008 - Evidence of exceptional circumstance
<input type="button" value="+ Attach"/>	Statutory declaration

*Note: When applying to backdate an ACCS (child wellbeing) determination **up to 13 weeks (ACC008)**, evidence **must** demonstrate the relevant exceptional circumstances in addition to the evidence required to show that a child is considered at risk. Refer to [the Guide to ACCS \(child wellbeing\) on backdating in exceptional circumstances](#).*

To add evidence, click on the button next to the evidence you are wanting to include and click '**next**'. To select the documents to be uploaded, click on '**Choose a file**'

Select your document

Accepted formats: **PDF, PNG, TIFF, JPG.**

Total file size cannot exceed 10 Mb

Please ensure all pages are in a single file and review your document for clarity and correctness before submitting.

Navigate through your folders to find the file you're wanting to attach. The file must be an accepted format (PDF, PNG, TIFF or JPG) and not exceed 10 MB.

Once you have located the evidence, click "**Open**".

You will know the evidence is attached when you see a green tick next to the document name:

Select your document

Accepted formats:

PDF, PNG, TIFF, JPG.

Total file size cannot exceed 10 Mb

Please ensure all pages are in a single file and review your document for clarity and correctness before submitting.

Status	Document name
	TEST.pdf

Choose a file

Return

Select **“Return”**, which will take you back to the **“Evidence Required”** screen. From here you can **“Delete”** any evidence which was added incorrectly, or select **“Next”** to progress.

Step 6: Declaration

When the declaration is displayed, review for accuracy, before checking the checkbox and clicking **“Submit”**.

Declaration

I declare that:

- The information I have provided is true and correct; and
- Where necessary, I have made reasonable but unsuccessful attempts to identify an individual eligible for CCS for this child; and
- That this certificate is provided under 85CB of the A New Tax System (Family Assistance) Act 1999.

I understand that:

- The provider must give an appropriate State and Territory body notice that this provider considers the child to whom this certificate relates is or was at risk of serious harm of abuse or neglect no later than six (6) weeks after the day this certificate takes effect.
- Giving false or misleading information is a serious offence.
- I must notify Services Australia of any change(s) to this information.
- I must keep records of observations and evidence to support my certifying that the child is at risk.

I declare that I have read, understand and accept my obligations.

Declaration made by: **Margaret Makebelieve**

Declaration made on: 01/12/2021

Back

Submit

Step 7: Receipt

A receipt will display, notifying you that you have uploaded evidence.

Receipt

Your evidence has been uploaded.

ACCS Document ID: 9000016301

Submitted by: Margaret Makebelieve

Submitted on: 07/12/2021

Time: 02:35:05 pm

[Attach Another Document](#)

[Continue](#)