



# Task card – how to vary and withdraw sessions in the Provider Entry Point

How to vary and withdraw session reports in the Provider Entry Point weekly and child overview

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## Overview

This task card outlines how to:

- view session reports
- vary session reports
- withdraw session reports

This task card is for providers that use the Provider Entry Point (PEP). If you use third-party software, contact your software provider for help.

Find more [task cards](#) for the PEP on our website.

If you need further assistance, contact the Child Care Subsidy Provider Helpdesk on 1300 667 276 9am to 5pm AEST or [via email](#) anytime.

**Note:** Only certain special characters can be used in the PEP:

- full stop (.)
- comma (,)
- hyphen (-)
- slashes (/, \)
- apostrophe (').

All other special characters will cause an error in the system.



# Logging in

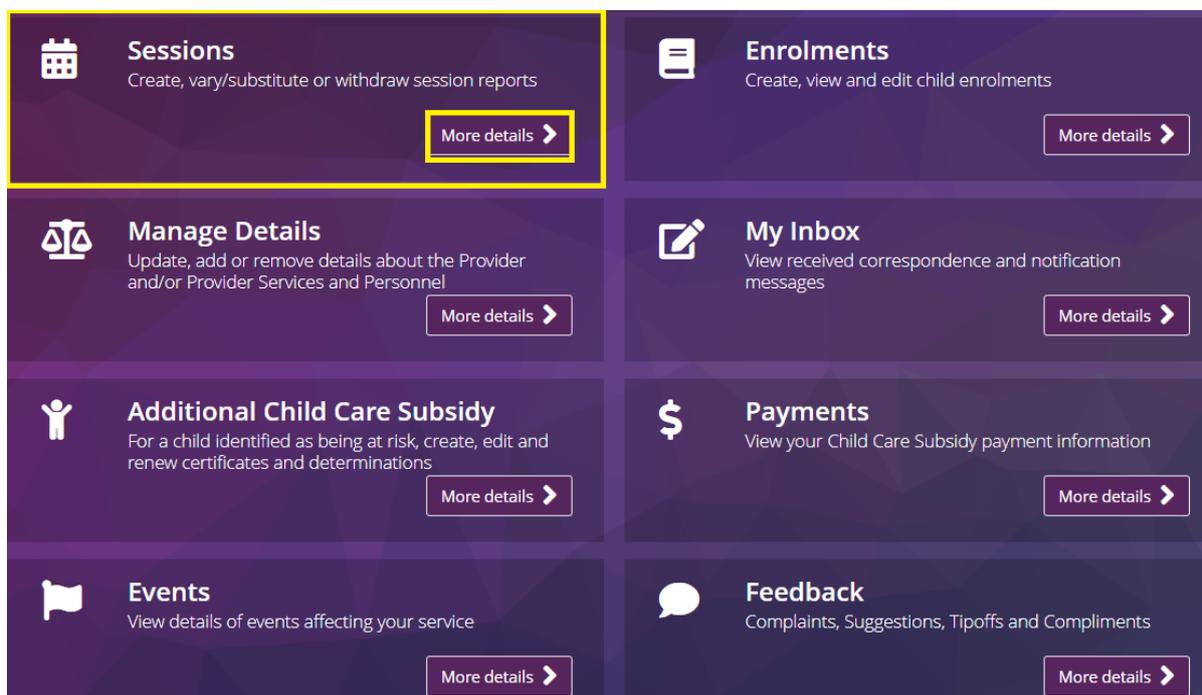
## Step 1

Log in to the [Provider Entry Point \(PEP\)](#).

## Varying session reports weekly overview

### Step 1

From the PEP landing page, select **More details** in the **Sessions** tile.



The screenshot displays a dashboard with eight service tiles arranged in a 4x2 grid. Each tile includes an icon, a title, a brief description, and a 'More details' button with a right-pointing arrow. The 'Sessions' tile in the top-left corner is highlighted with a yellow border, and its 'More details' button is also highlighted with a yellow border.

 <b>Sessions</b> Create, vary/substitute or withdraw session reports <a href="#">More details &gt;</a>	 <b>Enrolments</b> Create, view and edit child enrolments <a href="#">More details &gt;</a>
 <b>Manage Details</b> Update, add or remove details about the Provider and/or Provider Services and Personnel <a href="#">More details &gt;</a>	 <b>My Inbox</b> View received correspondence and notification messages <a href="#">More details &gt;</a>
 <b>Additional Child Care Subsidy</b> For a child identified as being at risk, create, edit and renew certificates and determinations <a href="#">More details &gt;</a>	 <b>Payments</b> View your Child Care Subsidy payment information <a href="#">More details &gt;</a>
 <b>Events</b> View details of events affecting your service <a href="#">More details &gt;</a>	 <b>Feedback</b> Complaints, Suggestions, Tipoffs and Compliments <a href="#">More details &gt;</a>

### Step 2

Under **Weekly Overview** locate the relevant week and select **View**

Weekly Overview		Child Overview			
Week Beginning	Total Enrolments for this Period	Reports Submitted	Reports Requiring Submission	Actions	
09/06/2025	2	2	0	<a href="#">View</a>	
02/06/2025	2	1	1	<a href="#">View</a>	
26/05/2025	1	1	0	<a href="#">View</a>	
19/05/2025	1	1	0	<a href="#">View</a>	
12/05/2025	1	0	1	<a href="#">View</a>	

[Show More](#)

### Step 3

Locate the relevant day using the day tabs and locate the child either by searching their name or from the list.

Monday 09/06/2025	Tuesday 10/06/2025	Wednesday 11/06/2025	Thursday 12/06/2025	Friday 13/06/2025	Saturday 14/06/2025	Sunday 15/06/2025
For Reporting Session of Care the following is mandatory: Session Start time, Session End time, Fee, Fee Unit (Per) and Preschool, if Applicable.						
Name	Session	Attendance	Fee Details	Is Preschool	Absent	Actions
<input type="text"/>						
Child One	Start: 09:00 End: 17:00	In: 09:05 Out: 16:49	Fee: 100.00 Per: Session	No	No	<a href="#">Actions</a>
Child Two	Start: 06:00 End: 15:00	In: 06:15 Out: 15:03	Fee: 123.00 Per: Session	No	No	<a href="#">Actions</a>

### Step 4

Select **Actions** and select **Vary Report**



Monday 09/06/2025	Tuesday 10/06/2025	Wednesday 11/06/2025	Thursday 12/06/2025	Friday 13/06/2025	Saturday 14/06/2025	Sunday 15/06/2025
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For Reporting Session of Care the following is mandatory: Session Start time, Session End time, Fee, Fee Unit (Per) and Preschool, if Applicable.

Name	Session	Attendance	Fee Details	Is Preschool	Absent	
Child One	Start: 09:00 End: 17:00	In: 09:05 Out: 16:49	Fee: 100.00 Per: Session	No	No	Actions ▾
Child Two	Start: 06:00 End: 15:00	In: 06:15 Out: 15:03	Fee: 123.00 Per: Session	No	N	View Report Vary Report Withdraw Report

## Step 5

If you are varying reports **within 28 days** you will be required to select a **Reason for variation**.

Vary Session Report for: **Child One** Period commencing: **09/06/2025**  
 Enrolment ID: E8001234567

Reason for variation:

Late variation Reason:

- Please select...
- Administrative error
- Responding to carer's dispute
- General amendment
- Responding to 204C

If you are varying sessions **beyond 28 days** you must also include a **Late variation Reason**.

Vary Session Report for: **Child One** Period commencing: **09/06/2025**  
 Enrolment ID: E8001234567

Reason for variation:

Late variation Reason:

## Step 6

All submitted sessions for the week will display. Locate the relevant session and update the fields as required.

Note - When resubmitting or varying a session report update the prescribed discount amount if it is known to be inaccurate.

	Session	Attendance	Fee Details	Is Preschool	Absent	
<b>Monday</b> 09/06/2025	Start 09:00 End 17:00	In 09:05 Out 16:49	Fee 100.00 Per Session	No	<input type="checkbox"/>	Actions
<b>Tuesday</b> 10/06/2025	Start 09:00 End 17:00	In 9:35 Out 16:58	Fee 100.00 Per Session	No	<input type="checkbox"/>	Actions
<b>Wednesday</b> 11/06/2025	Start 15:00 End 17:00	In HH:mm Out HH:mm	Fee 10.00 Per Hourly	No	<input checked="" type="checkbox"/>	Actions
<b>Thursday</b> 12/06/2025	Start HH:mm End HH:mm	In HH:mm Out HH:mm	Fee \$\$\$cc Per Please sel	Select...	<input type="checkbox"/>	Actions
<b>Friday</b> 13/06/2025	Start HH:mm End HH:mm	In HH:mm Out HH:mm	Fee \$\$\$cc Per Please sel	Select...	<input type="checkbox"/>	Actions
<b>Saturday</b> 14/06/2025	Start HH:mm End HH:mm	In HH:mm Out HH:mm	Fee \$\$\$cc Per Please sel	Select...	<input type="checkbox"/>	Actions
<b>Sunday</b> 15/06/2025	Start HH:mm End HH:mm	In HH:mm Out HH:mm	Fee \$\$\$cc Per Please sel	Select...	<input type="checkbox"/>	Actions

## Step 7

Once you have completed the changes select **Submit**

<b>Saturday</b> 14/06/2025	Start HH:mm End HH:mm	In HH:mm Out HH:mm	Fee \$\$\$cc Per Please sel	Select...	<input type="checkbox"/>	Actions
<b>Sunday</b> 15/06/2025	Start HH:mm End HH:mm	In HH:mm Out HH:mm	Fee \$\$\$cc Per Please sel	Select...	<input type="checkbox"/>	Actions

## Step 8

A receipt will be generated confirming the submission. Select **Return Home** To return to the homepage

**Receipt**

A Sessions of Care Report has been successfully varied

**Report Details**

**Reporting Week:** 2025-06-09

**Child Name:** Child One

**Enrolment ID:** E8001234567

[Return to Overview](#) [Return Home](#)

## Varying session reports child overview

### Step 1

From the PEP landing page, select **More details** in the **Sessions** tile.

 <p><b>Sessions</b> Create, vary/substitute or withdraw session reports</p> <p><a href="#">More details &gt;</a></p>	 <p><b>Enrolments</b> Create, view and edit child enrolments</p> <p><a href="#">More details &gt;</a></p>
 <p><b>Manage Details</b> Update, add or remove details about the Provider and/or Provider Services and Personnel</p> <p><a href="#">More details &gt;</a></p>	 <p><b>My Inbox</b> View received correspondence and notification messages</p> <p><a href="#">More details &gt;</a></p>
 <p><b>Additional Child Care Subsidy</b> For a child identified as being at risk, create, edit and renew certificates and determinations</p> <p><a href="#">More details &gt;</a></p>	 <p><b>Payments</b> View your Child Care Subsidy payment information</p> <p><a href="#">More details &gt;</a></p>
 <p><b>Events</b> View details of events affecting your service</p> <p><a href="#">More details &gt;</a></p>	 <p><b>Feedback</b> Complaints, Suggestions, Tipoffs and Compliments</p> <p><a href="#">More details &gt;</a></p>

### Step 2

From the **Child Overview** select the relevant week and locate the child in the list or by using the search and/or filter options.

Weekly Overview **Child Overview**

Reporting period: 09/06/2025  [Reset to Current Period](#)

Child Name	Enrolment ID	Age	Claimant Name	Status	Actions
		All Ages ▾		All Status ▾	
Child One	E8001234567	3 years		Submitted	<a href="#">Actions ▾</a>
Child Two	E8001234568	2 years		Submitted	<a href="#">Actions ▾</a>

### Step 3

Select **Actions** and select **Vary Report**

Weekly Overview **Child Overview**

Reporting period: 09/06/2025  [Reset to Current Period](#)

Child Name	Enrolment ID	Age	Claimant Name	Status	Actions
Child		All Ages ▾		All Status ▾	
Child One	E8001234567	3 years		Submitted	<a href="#">Actions ▾</a>
Child Two	E8001234568	2 years		Submitted	<ul style="list-style-type: none"> <li><a href="#">View Statement</a></li> <li><a href="#">Show History</a></li> <li><a href="#">View Report</a></li> <li><a href="#">Vary Report</a></li> <li><a href="#">Withdraw Report</a></li> </ul>

### Step 4

If you are varying reports **within 28 days** you will be required to select a **Reason for variation**.

Vary Session Report for: **Child One** Period commencing: **09/06/2025**  
 Enrolment ID: E8001234567

Reason for variation:  ▾

Late variation Reason:

- Please select...**
- Administrative error
- Responding to carer's dispute
- General amendment
- Responding to 204C

If you are varying sessions **beyond 28 days** you must also include a **Late variation Reason**.

Vary Session Report for: **Child One**

Period commencing: **09/06/2025**

Enrolment ID: E8001234567

Reason for variation: Administrative error

Late variation Reason:  
Absence incorrectly submitted

## Step 5

All submitted sessions for the week will display. Locate the relevant session and update the fields as required

Note - When resubmitting or varying a session report update the prescribed discount amount if it is known to be inaccurate.

	Session	Attendance	Fee Details	Is Preschool	Absent	
<b>Monday</b> 09/06/2025	Start 09:00 End 17:00	In 09:05 Out 16:49	Fee 100.00 Per Session	No	<input type="checkbox"/>	Actions
<b>Tuesday</b> 10/06/2025	Start 09:00 End 17:00	In 9:35 Out 16:58	Fee 100.00 Per Session	No	<input type="checkbox"/>	Actions
<b>Wednesday</b> 11/06/2025	Start 15:00 End 17:00	In HH:mm Out HH:mm	Fee 10.00 Per Hourly	No	<input checked="" type="checkbox"/>	Actions
<b>Thursday</b> 12/06/2025	Start HH:mm End HH:mm	In HH:mm Out HH:mm	Fee \$\$\$\$.cc Per Please sel	Select...	<input type="checkbox"/>	Actions
<b>Friday</b> 13/06/2025	Start HH:mm End HH:mm	In HH:mm Out HH:mm	Fee \$\$\$\$.cc Per Please sel	Select...	<input type="checkbox"/>	Actions
<b>Saturday</b> 14/06/2025	Start HH:mm End HH:mm	In HH:mm Out HH:mm	Fee \$\$\$\$.cc Per Please sel	Select...	<input type="checkbox"/>	Actions
<b>Sunday</b> 15/06/2025	Start HH:mm End HH:mm	In HH:mm Out HH:mm	Fee \$\$\$\$.cc Per Please sel	Select...	<input type="checkbox"/>	Actions

## Step 6

Once you have completed the changes select **Submit**



	Session	Attendance	Fee Details	Is Preschool	Absent	
<b>Saturday</b> 14/06/2025	Start	In	Fee	Select...	<input type="checkbox"/>	Actions ▾
	End	Out	Per	Please sel ▾		
<b>Sunday</b> 15/06/2025	Start	In	Fee	Select...	<input type="checkbox"/>	Actions ▾
	End	Out	Per	Please sel ▾		

## Step 7

A receipt will be generated confirming the submission. Select **Return Home** To return to the homepage

**Receipt**

A Sessions of Care Report has been successfully varied

**Report Details**

**Reporting Week:** 2025-06-09

**Child Name:** Child One

**Enrolment ID:** E8001234567

## Withdrawing session reports weekly overview

### Step 1

From the PEP landing page, select **More details** in the **Sessions** tile.



**Sessions**  
Create, vary/substitute or withdraw session reports  
[More details >](#)

**Enrolments**  
Create, view and edit child enrolments  
[More details >](#)

**Manage Details**  
Update, add or remove details about the Provider and/or Provider Services and Personnel  
[More details >](#)

**My Inbox**  
View received correspondence and notification messages  
[More details >](#)

**Additional Child Care Subsidy**  
For a child identified as being at risk, create, edit and renew certificates and determinations  
[More details >](#)

**Payments**  
View your Child Care Subsidy payment information  
[More details >](#)

**Events**  
View details of events affecting your service  
[More details >](#)

**Feedback**  
Complaints, Suggestions, Tipoffs and Compliments  
[More details >](#)

## Step 2

Under **Weekly Overview** locate the relevant week and select **View**

Weekly Overview		Child Overview		
Week Beginning	Total Enrolments for this Period	Reports Submitted	Reports Requiring Submission	Actions
09/06/2025	2	2	0	<a href="#">View</a>
02/06/2025	2	1	1	<a href="#">View</a>
26/05/2025	1	1	0	<a href="#">View</a>
19/05/2025	1	1	0	<a href="#">View</a>
12/05/2025	1	0	1	<a href="#">View</a>

[Show More](#)

## Step 3

Locate the relevant child either by searching their name or from the list.

*Note: You can select any session within the week as all sessions will be withdrawn*

Monday 09/06/2025	Tuesday 10/06/2025	Wednesday 11/06/2025	Thursday 12/06/2025	Friday 13/06/2025	Saturday 14/06/2025	Sunday 15/06/2025
For Reporting Session of Care the following is mandatory: Session Start time, Session End time, Fee, Fee Unit (Per) and Preschool, if Applicable.						
Name	Session	Attendance	Fee Details	Is Preschool	Absent	
Child One	Start: 09:00 End: 17:00	In: 09:05 Out: 16:49	Fee: 100.00 Per: Session	No	No	Actions ▾
Child Two	Start: 06:00 End: 15:00	In: 06:15 Out: 15:03	Fee: 123.00 Per: Session	No	No	Actions ▾

## Step 4

Select **Actions** and select **Withdraw Report**

Monday 09/06/2025	Tuesday 10/06/2025	Wednesday 11/06/2025	Thursday 12/06/2025	Friday 13/06/2025	Saturday 14/06/2025	Sunday 15/06/2025
For Reporting Session of Care the following is mandatory: Session Start time, Session End time, Fee, Fee Unit (Per) and Preschool, if Applicable.						
Name	Session	Attendance	Fee Details	Is Preschool	Absent	
Child One	Start: 09:00 End: 17:00	In: 09:05 Out: 16:49	Fee: 100.00 Per: Session	No	No	Actions ▾
Child Two	Start: 06:00 End: 15:00	In: 06:15 Out: 15:03	Fee: 123.00 Per: Session	No	No	View Report Vary Report Withdraw Report

## Step 5

If you are withdrawing reports **within 28 days** you will be required to select a **Reason for withdrawal**.

Withdraw Session Report for: **Child One**      Period commencing: **09/06/2025**  
 Enrolment ID: E8001234567      No sessions to report:

Reason for withdrawal:

Late withdrawal Reason:

- Administrative error
- Responding to carer's dispute
- Responding to 204C

If you are withdrawing sessions **beyond 28 days** you must also include a **Late withdrawal Reason**.

Withdraw Session Report for: **Child One** Period commencing: **09/06/2025**  
Enrolment ID: E8001234567 No sessions to report:

Reason for withdrawal: Administrative error

Late withdrawal Reason:  
Sessions submitted in incorrect week

## Step 6

Once all fields are completed select **Submit**

Withdraw Session Report for: **Child One** Period commencing: **09/06/2025**  
Enrolment ID: E8001234567 No sessions to report:

Reason for withdrawal: Administrative error

Late withdrawal Reason:  
Sessions submitted in incorrect week

## Step 7

A receipt will be generated confirming the withdrawal. Select **Return Home** to return to the homepage.

**Receipt**  
A Sessions of Care Report has been successfully withdrawn

**Report Details**  
Reporting Week: 2025-06-09  
Child Name: Child One  
Enrolment ID: E8001234567

If you have withdrawn this Session of Care Report due to No sessions to report, Please Create New Report with No sessions to report Indicator.

# Withdrawing session reports child overview

## Step 1

From the PEP landing page, select **More details** in the **Sessions** tile.

The screenshot shows a grid of eight service tiles. The 'Sessions' tile is highlighted with a yellow border. Each tile contains an icon, a title, a brief description, and a 'More details' button with a right-pointing arrow.

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

## Step 2

From the **Child Overview** select the relevant week and locate the child in the list or by using the search and/or filter options.

The screenshot shows the 'Child Overview' interface. At the top, there are two tabs: 'Weekly Overview' and 'Child Overview', with 'Child Overview' highlighted. Below the tabs, there is a 'Reporting period' field set to '09/06/2025' and a 'Reset to Current Period' button. Below this is a table with columns for 'Child Name', 'Enrolment ID', 'Age', 'Claimant Name', 'Status', and 'Actions'.

Child Name	Enrolment ID	Age	Claimant Name	Status	Actions
Child One	E8001234567	3 years		Submitted	Actions ▾
Child Two	E8001234568	2 years		Submitted	Actions ▾

## Step 3

Select **Actions** and select **Withdraw Report**

Weekly Overview		Child Overview			
Reporting period:	09/06/2025		Reset to Current Period		
Child Name	Enrolment ID	Age	Claimant Name	Status	Actions
Child		All Ages		All Status	
Child One	E8001234567	3 years		Submitted	Actions
Child Two	E8001234568	2 years		Submitted	<ul style="list-style-type: none"> <li>View Statement</li> <li>Show History</li> <li>View Report</li> <li>Vary Report</li> <li>Withdraw Report</li> </ul>

## Step 4

If you are withdrawing reports **within 28 days** you will be required to select a **Reason for withdrawal**.

Withdraw Session Report for: **Child One**      Period commencing: **09/06/2025**  
 Enrolment ID: E8001234567      No sessions to report:

Reason for withdrawal:

Late withdrawal Reason:

- Administrative error
- Responding to carer's dispute
- Responding to 204C

If you are withdrawing sessions **beyond 28 days** you must also include a **Late withdrawal Reason**.

Withdraw Session Report for: **Child One**      Period commencing: **09/06/2025**  
 Enrolment ID: E8001234567      No sessions to report:

Reason for withdrawal:

Late withdrawal Reason:

## Step 6

Once all fields are completed select **Submit**



Withdraw Session Report for: **Child One** Period commencing: **09/06/2025**  
Enrolment ID: E8001234567 No sessions to report:

Reason for withdrawal: Administrative error

Late withdrawal Reason:  
Sessions submitted in incorrect week

[Cancel](#) [Submit](#)

## Step 7

A receipt will be generated confirming the withdrawal. Select **Return Home** to return to the homepage.

**Receipt**  
A Sessions of Care Report has been successfully withdrawn

**Report Details**  
Reporting Week: 2025-06-09  
Child Name: Child One  
Enrolment ID: E8001234567

If you have withdrawn this Session of Care Report due to No sessions to report, Please Create New Report with No sessions to report Indicator.

[Return to Overview](#) [Return Home](#)