



Task card – How to Update Provider Business Details in the Provider Entry Point (PEP)

How to update business details for the Provider in the Provider Entry Point

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Overview

This task card outlines how to update:

- Provider Name
- Provider Contact Details
- Provider Financial Details
- Provider Address Details

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 \(PEP\)](#).

Step 2

On the homepage select “More details” in the “Manage Details” field in the PEP.

The screenshot shows a dashboard with six cards. The 'Manage Details' card is highlighted with a yellow border and has its 'More details' button also highlighted. The other cards are: 'My Inbox', 'Service Approval', 'Provider Approval', 'Feedback', and 'Debt'. Each card contains an icon, a title, a brief description, and a 'More details' button with a right-pointing arrow.

Card Title	Description	Action
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 >
Service Approval	View all service applications lodged prior to 1 July 2023 and in process/approved applications lodged after 1 July 2023	More details >
Provider Approval	View all provider applications lodged prior to 1 July 2023 and in process/approved applications lodged after 1 July 2023	More details >
Feedback	Complaints, Suggestions, Tipoffs and Compliments	More details >
Debt	View a formal debt or, request a payment arrangement	More details >

Provider Name

Step 1


Under the **Provider Details** heading select **Provider Name**

The screenshot shows the 'Provider Details' section of the PEP. It is divided into three main categories: 'Personnel Details', 'Provider Details', and 'Operational Details'. The 'Provider Details' category is highlighted with a yellow border, and the 'Provider name' button within it is also highlighted. The 'Circumstances and Notifications' section is also visible on the right side of the screen.

Category	Item
Personnel Details	Manage Personnel
	Add personnel
Provider Details	Provider name
	Contact details
	Financial details
	Address Details
Operational Details	Charitable/Not for Profit
Circumstances and Notifications	Cancel approval or cease operation
	Notify matters affecting approval
	Administration, receivership or liquidation
	Potential conflict of interest
	Location of records
	Approval Conditions

Step 2

Select **Add new name**

 Manage Details / **Provider Name**

Change of Provider Name

Provider name	Date of event
Child Care Service One	12/04/2021


Add new name

Cancel Submit

Step 3

Complete the below fields:

- **Full name of Provider:** Enter the new name details here.
- **Date of event:** This is the date for the new name to take effect. Name changes cannot be backdated beyond 28 days.
- **Evidence required:** You are required to provide evidence of the name change. To add evidence of the name change, select **Upload**

 Manage Details / **Provider Name**


Change of Provider Name

Provider name	Date of event
BVT Department of Education new name test	12/04/2021

Add new name

Full Name of Provider:

Date of event:

Evidence Required


Required Evidence of Provider name change **+ Upload**

Cancel Submit

Step 4

Select **Choose File** and upload your evidence.

Note – Evidence must be in either PDF, PNG, TIFF or JPG format and the combined total for all uploaded files cannot exceed 10MB

 Manage Details / **Provider Name**

Select your document

Document type: Evidence of Provider name change

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

Total file size cannot exceed 10MB.

Please ensure all pages are in a single file.

Status	Document name	Action
<input type="text" value="Choose a file"/>		

[Back](#)


Step 5

Once uploaded the **Status** will update and the file name will be displayed.

If you have additional documents to upload, select **Choose a file** and complete the same steps.

To remove a file, select the **Bin** under **Action**

Once complete select **Back**

 Manage Details / **Provider Name**



Select your document

Document type: Evidence of Provider name change

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

Total file size cannot exceed 10MB.


Please ensure all pages are in a single file.

Status	Document name	Action
	Evidence of name change	
<input type="text" value="Choose a file"/>		

[Back](#)

Step 6

Review the information and select **Submit** to submit the change.

 Manage Details / **Provider Name**


Change of Provider Name

Provider name	Date of event
Child Care Centre One	12/04/2021

[Add new name](#)

Full Name of Provider:

Date of event:


Evidence Required

[Done](#) Evidence of Provider name change [+ Edit](#)

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

Step 7

You will receive a receipt confirming the submission of the new name. Select either **Return Home** to return to the **Provider home page** or **Continue** to return to the **Manage Details** page.

 Manage Details / **Provider Name**

Receipt

Your Provider Name details have been received.

Provider Name:	Child Care Centre New name
Date of Event:	14/07/2025
Submitted by:	Centre Director
Submitted on:	18/07/2025
Time:	12:43 PM

[Return Home](#) [Continue](#)

Contact Details

Step 1

Under the **Provider Details** heading select **Contact details**

Personnel Details

Manage Personnel

Add personnel

Circumstances and Notifications

Cancel approval or cease operation

Notify matters affecting approval

Administration, receivership or liquidation

Potential conflict of interest

Location of records

Approval Conditions

Provider Details

Provider name

Contact details

Financial details

Address Details


Operational Details

Charitable/Not for Profit

Step 2

To update the phone numbers, enter the relevant numbers and the date they will apply from.

Note – You must have at least one current phone number submitted.

 Manage Details / **Provider Contact Details**

Select the details you want to update:

Provider phone number/s

Email address for general correspondence


Phone numbers

Phone number:

Include area code for a landline. 1800, 1300 and 13 numbers are accepted.

Mobile number:

Date this change is to apply from:

dd/mm/yyyy... 

Cancel Submit

Step 3

To update the email address, enter the relevant email address and the date it will apply from.

If the email address is only to be submitted for the Provider select **Provider Only**, if you would like the email address to be listed against all services under the Provider select **All Services**



Select the details you want to update:

Provider phone number/s

Email address for general correspondence

Email address:

Apply this change to:

All Services

Provider Only

Date this change is to apply from:

dd/mm/yyyy...



Cancel Submit

Step 4

Review the information and select **Submit** to submit the change.

Select the details you want to update:

Provider phone number/s

Email address for general correspondence

Phone numbers

Phone number:

1300123121

Include area code for a landline. 1800, 1300 and 13 numbers are accepted.

Mobile number:

0412312123

Date this change is to apply from:


02/07/2018



Cancel Submit

Step 5

You will receive a receipt confirming the submission of the new contact information. Select either **Return Home** to return to the **Provider home page** or **Continue** to return to the **Manage Details** page.

 Manage Details / **Provider Contact Details**

Receipt

Your contact information has been received and applied

Provider phone number:	1300123121
Provider mobile number:	0412312123
Date applied:	02/07/2018
Submitted by:	Centre Owner
Submitted on:	18/07/2025
Time:	1:03 PM

[Return Home](#) [Continue](#)

Financial Details

Step 1

Under the **Provider Details** heading select **Financial details**

Personnel Details

- Manage Personnel
- Add personnel

Provider Details

- Provider name
- Contact details
- Financial details**
- Address Details

Operational Details

- Charitable/Not for Profit

Circumstances and Notifications

- Cancel approval or cease operation
- Notify matters affecting approval
- Administration, receivership or liquidation
- Potential conflict of interest
- Location of records
- Approval Conditions

Step 2

Enter the new **BSB, Account Number** and **Account Name**



Change of Bank Account Details

BSB

012345

Account Number

12300456

Account Name:

Child Care Bank

Date of previous event: 19/07/2023

Date of current event: 18/07/2025

Apply this change to:



All Services



Selected Services

Cancel

Next

Step 3

The details can be applied to **All Services** or **Selected Services** only.

- If you select **All Services** continue to the next page by selecting **Next**.
- If you select **Selected Services** select the services to update using the tick box next to the service name and then selecting **Next**

Manage Details / **Provider Financial Details**

Change of Bank Account Details

BSB: Account Number:

Account Name:

Date of previous event: 19/07/2023
Date of current event: 18/07/2025

Apply this change to:

All Services Selected Services

Approved Services
Select the Services that the change of bank details will be applied:

Name of approved service	Service ID	Select
Child Care Centre One	190012345A	<input type="checkbox"/>
Child Care Centre Two	190023456X	<input type="checkbox"/>
Child Care Centre Three	190056789V	<input type="checkbox"/>

Step 4

In the summary, check to ensure that details are correct then select **Submit** to confirm the changes. If the changes are incorrect select **Back** to update the details as required

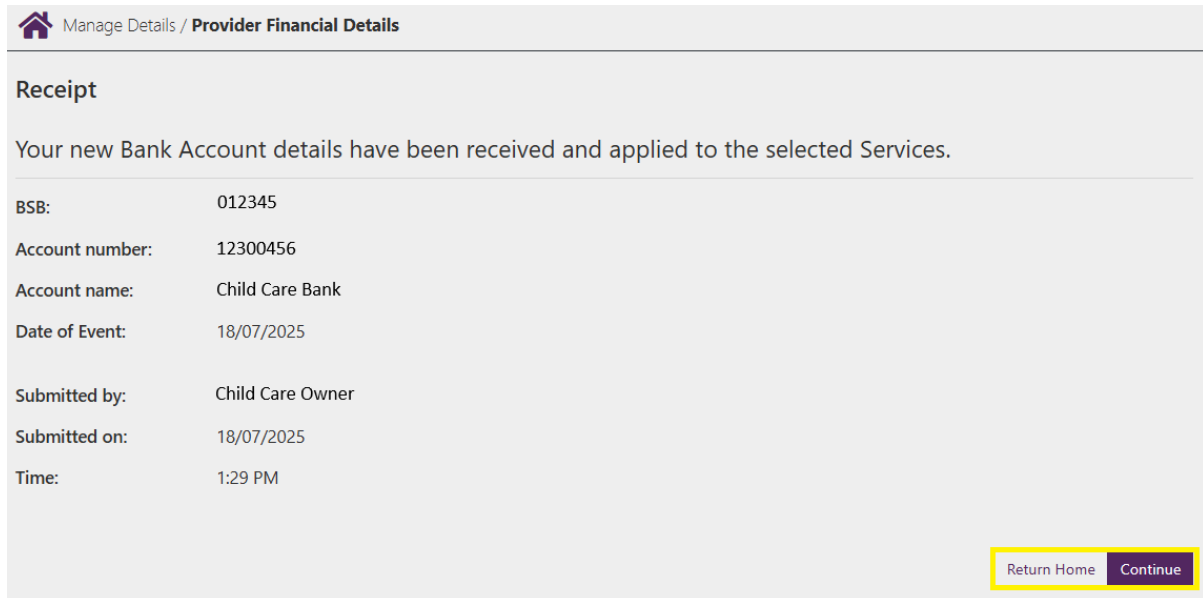
Manage Details / Provider Financial Details / **Summary**

Summary

BSB: 012345
Account Number: 12300456
Account Name: Child Care Bank
Date of Event: 18/07/2025
Services change applied to: Child Care One
Child Care Two
Child Care Three

Step 5

You will receive a receipt confirming the submission of the new bank account details. Select either **Return Home** to return to the **Provider home page** or **Continue** to return to the **Manage Details** page.



Manage Details / **Provider Financial Details**

Receipt

Your new Bank Account details have been received and applied to the selected Services.

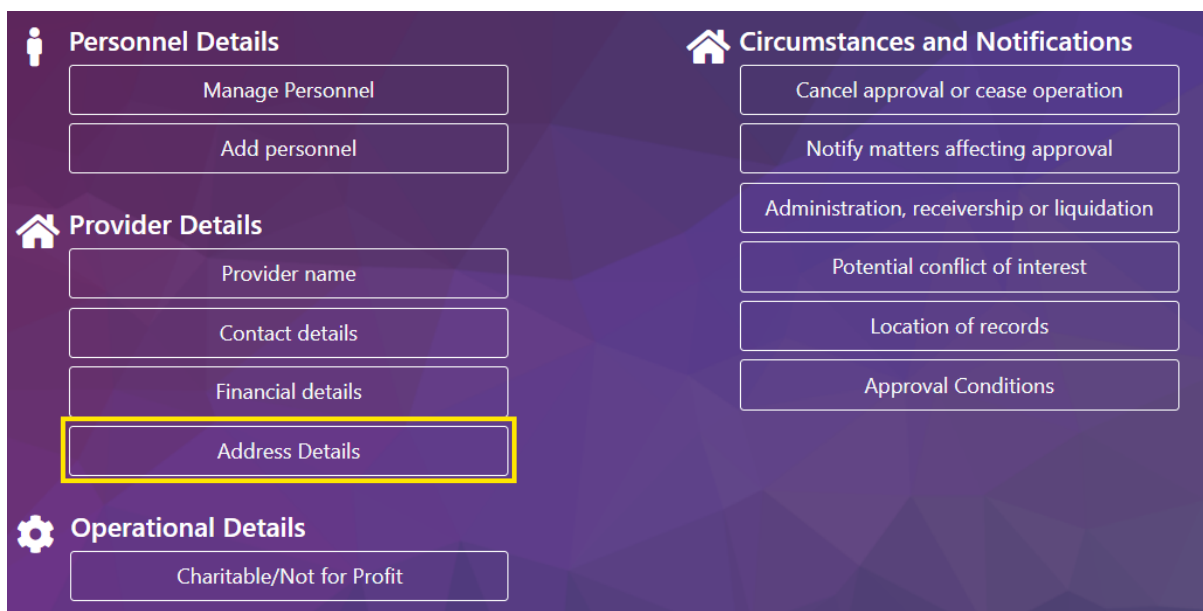
BSB:	012345
Account number:	12300456
Account name:	Child Care Bank
Date of Event:	18/07/2025
Submitted by:	Child Care Owner
Submitted on:	18/07/2025
Time:	1:29 PM

[Return Home](#) [Continue](#)

Address Details

Step 1

Under the **Provider Details** heading select **Address details**



Personnel Details

- Manage Personnel
- Add personnel

Provider Details

- Provider name
- Contact details
- Financial details
- Address Details**

Operational Details


- Charitable/Not for Profit

Circumstances and Notifications

- Cancel approval or cease operation
- Notify matters affecting approval
- Administration, receivership or liquidation
- Potential conflict of interest
- Location of records
- Approval Conditions

Step 2

Select Add new address

 Manage Details / **Provider Address**

Address Type	Address	Start date	End date
Physical	123 EVERGREEN TERRACE MELBOURNE VIC 3000	14/04/2024	
Postal	123 EVERGREEN TERRACE MELBOURNE VIC 3000	06/06/2023	

Add new address

Step 3

Enter the new address details and the **Start** date. If an **End** is known, also enter it here, then select **Submit** to submit the change

Note – If your postal address is the same as your physical address select **Yes** under the question **Is Postal address the same as Physical address** and the address details will be automatically filled.

Physical Address of Provider: Street: 124 Evergreen Terrace Address Line 2... Suburb/Town/City: Melbourne State/Territory: VIC Postcode: 3000	Postal Address of Provider: Street: PO BOX 2356 Suburb/Town/City: Melbourne State/Territory: VIC Postcode: 3000
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Is Postal address the same as Physical address?
 Yes No

Start date: 18/07/2025 End date: 01/07/2030

Step 4

You will receive a receipt confirming the submission of the new address details. Select either **Return Home** to return to the **Service home page** or **Continue** to return to the **Manage Details** page.



Receipt

Your Provider Address details have been received.

Provider Street Address: 124 EVERGREEN TERRACE
MELBOURNE VIC 3000

Provider Postal Address: PO BOX 2356
MELBOURNE VIC 3000

Start date: 18/07/2025
End date: 01/07/2030

Submitted by: Child Care Owner

Submitted on: 18/07/2025

Time: 1:52 PM

[Return Home](#)

[Continue](#)