



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

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

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Overview

This task card outlines how to update:

- Service Name
- Service Contact Details
- Service Financial Details
- Service 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.



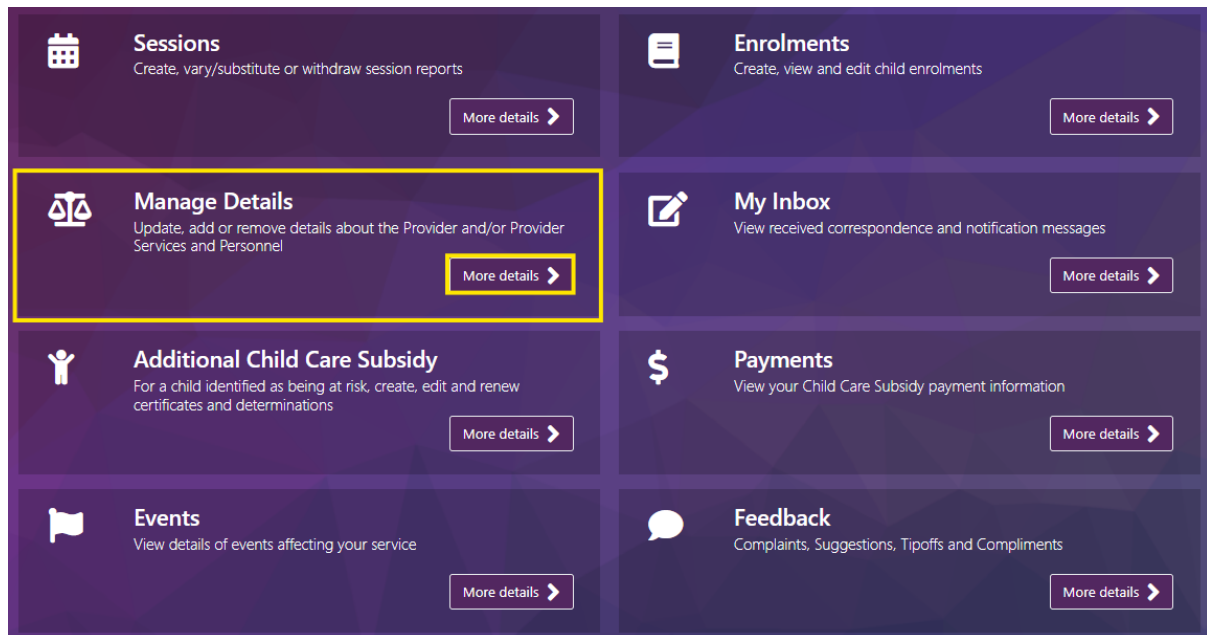
Logging in

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.



Service Name

Step 1

Under the **Service Details** heading select **Service name**

Service Details

Service name

Contact details

Financial details

Address Details

Business Details

Contact details

Hours of operation

Fees and inclusions

Vacancies offered

Circumstances and Notifications

Location of records

Notify matters affecting approval

Approval Conditions

Personnel Details

Manage Personnel

Add personnel

Operational Details

Temporary ceasing of operations

External management

Trustee

Service Operation

ACCS Cap Percentage

Step 2

Select **Add new name**

Manage Details / **Service Name**

Change of Service Name

Service name	Start date	End date
Child Care Centre in the City	15/07/2020	

Add new name

Cancel Submit

Step 3

Complete the below fields:

- **Full name of Service:** Enter the new name details here.
- **Start date:** This is the date for the new name to take effect.
- **End date:** Optional field if there is a known date that the name will change
- **Evidence required:** You are required to provide evidence of the name change. To add evidence of the name change, select **Upload**

Manage Details / **Service Name**

Change of Service Name

Service name	Start date	End date
Child Care Centre in the City	15/07/2020	

[Add new name](#)

Full Name of Service:

Start date:

dd/mm/yyyy...

End date:

dd/mm/yyyy...

Evidence Required

Required

Evidence of Service 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 / **Service Name**

Select your document

Document type: Evidence of Service 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
		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 / **Service Name**



Select your document

Document type: *Evidence of Service 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	
<div>Choose a file</div>		

Back

Step 6

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

 Manage Details / **Service Name**

Change of Service Name

Service name	Start date	End date
Child Care Centre in the City	15/07/2020	


Add new name

Full Name of Service:

City Centre Child Care


Start date:

27/05/2025



End date:

dd/mm/yyyy...



Evidence Required

Done

Evidence of Service 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 **Service home page** or **Continue** to return to the **Manage Details** page.

 Manage Details / **Service Name**

Receipt

Your Service Name details have been received.

Service Name:	City Centre Child Care
Start date:	27/05/2025
Submitted by:	Centre Director
Submitted on:	21/07/2025
Time:	9:27 AM


Return Home

Continue

Contact Details

Step 1

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


 **Service Details**

Service name

Contact details

Financial details

Address Details


 **Business Details**

Contact details

Hours of operation

Fees and inclusions


Vacancies offered

 **Circumstances and Notifications**

Location of records

Notify matters affecting approval

Approval Conditions

 **Operational Details**


Temporary ceasing of operations

External management

Trustee

Service Operation

ACCS Cap Percentage

 **Personnel Details**


Manage Personnel

Add personnel

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 / **Service Contact Details**

Select the details you want to update:

☒ Service phone number/s

☐ Email address for general correspondence

Phone numbers

Phone number:


Phone number ...

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

Mobile number:

Mobile number ...

Date this change is to apply from:


dd/mm/yyyy... 

Cancel

Submit

Step 3

To update the email address and the website details, enter the relevant address' and the date they will apply from

 Manage Details / **Service Contact Details**

Select the details you want to update:

☐ Service phone number/s

☒ Email address for general correspondence


Email address:

Email Address ...

Child Care Service Website:

Child Care Service Website ...

Date this change is to apply from:


dd/mm/yyyy... 

Cancel

Submit

Step 4

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

 Manage Details / **Service Contact Details**

Select the details you want to update:

☒ Service phone number/s

☐ Email address for general correspondence

Phone numbers

Phone number:

1300667276


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

Mobile number:

Mobile number ...

Date this change is to apply from:


21/07/2025



[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 **Service home page** or **Continue** to return to the **Manage Details** page.

 Manage Details / **Service Contact Details**

Receipt

Your contact information has been received and applied

Service phone number:	1300667276
Service mobile number:	
Date applied:	21/07/2025
Submitted by:	Centre Director
Submitted on:	21/07/2025
Time:	9:43 AM

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

Financial Details

Step 1

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

Service Details

Service name

Contact details

Financial details

Address Details

Business Details

Contact details

Hours of operation

Fees and inclusions

Vacancies offered

Circumstances and Notifications

Location of records

Notify matters affecting approval

Approval Conditions

Personnel Details

Manage Personnel

Add personnel

Operational Details

Temporary ceasing of operations

External management

Trustee

Service Operation

ACCS Cap Percentage

Step 2

Enter the new **BSB**, **Account Number** and **Account Name** and select **Submit** to submit the details

Manage Details / **Service Financial Details**

Change of Bank Account Details

BSB

012345

Account Number

12300456

Account Name:

Bank of Child Care

Date of previous event: 15/09/2019
Date of current event: 21/07/2025

Cancel

Submit

Step 3

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



Receipt

Your new Bank Account details have been received and applied .

BSB: 012345
Account number: 12300456
Account name: Bank of Child Care
Date of Event: 21/07/2025
Submitted by: Centre Director
Submitted on: 21/07/2025
Time: 10:12 AM

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

Address Details

Step 1


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

The screenshot shows a web interface with a dark purple background and a geometric pattern. It features five main sections, each with a set of buttons:

- Service Details** (Home icon):
 - Service name
 - Contact details
 - Financial details
 - Address Details** (highlighted with a yellow border)
- Business Details** (Person icon):
 - Contact details
 - Hours of operation
 - Fees and inclusions
 - Vacancies offered
- Circumstances and Notifications** (Wi-Fi icon):
 - Location of records
 - Notify matters affecting approval
 - Approval Conditions
- Operational Details** (Gear icon):
 - Temporary ceasing of operations
 - External management
 - Trustee
 - Service Operation
 - ACCS Cap Percentage
- Personnel Details** (Person icon):
 - Manage Personnel
 - Add personnel

Step 2

Select **Add new address**

 Manage Details / **Service Address**

Address Type	Address	Start date	End date
Physical	123 CAPITAL ST CANBERRA ACT 2601	17/06/2025	31/12/2099
Postal	123 CAPITAL ST CANBERRA ACT 2601	17/06/2025	31/12/2099

Add new address

Cancel Submit

Step 3

Enter the new address details and the **Start date** and the **End date** if known.

Select **Upload** to add the new address Service Approval evidence issued by the State/Territory Regulatory Authority.

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 Service:
Street:
123 CAPITAL STREET
Address Line 2...
Suburb/Town/City:
CANBERRA
State/Territory:
ACT
Postcode:
2601

Postal Address of Service:
Street:
GPO BOX 9880
Address Line 2...
Suburb/Town/City:
CANBERRA
State/Territory:
ACT
Postcode:
2601

Is Postal address the same as Physical address?
☐ Yes ☒ No

Start date:
21/07/2025
End date:
dd/mm/yyyy...

Evidence Required


Required Service Approval issued by the State/Territory Regulatory Authority **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 / **Service Address**

Select your document

Document type: Service Approval issued by the State/Territory Regulatory Authority

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
<div>Choose a file</div>		

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 / **Service Address**



Select your document

Document type: Service Approval issued by the State/Territory Regulatory Authority

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
	State Approval for new service address	
<div>Choose a file</div>		

Back

Step 6

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

Physical Address of Service:		Postal Address of Service:	
Street:	<input type="text" value="123 CAPITAL STREET"/>	Street:	<input type="text" value="GPO BOX 9880"/>
<input type="text" value="Address Line 2..."/>		<input type="text" value="Address Line 2..."/>	
Suburb/Town/City:		Suburb/Town/City:	
<input type="text" value="CANBERRA"/>		<input type="text" value="CANBERRA"/>	
State/Territory:	Postcode:	State/Territory:	Postcode:
<input data-cs="2" data-kind="parent" type="text" value="ACT"/>	<input data-cs="2" data-kind="parent" type="text" value="ACT"/>		
<input type="text" value="2601"/>		<input type="text" value="2601"/>	
Is Postal address the same as Physical address?			
<input type="radio"/> Yes		<input checked="" type="radio"/> No	
Start date:	<input type="text" value="21/07/2025"/>	End date:	<input type="text" value="dd/mm/yyyy..."/>
<div>Evidence Required</div> <div>Done Service Approval issued by the State/Territory Regulatory Authority</div> <div><div>Cancel</div><div>Submit</div></div>			

Step 7

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

Manage Details / Service Address / Receipt

Receipt

Your Service Address details have been received.

Service Street Address:	123 CAPITAL ST CANBERRA ACT 2601
Service Postal Address:	GPO BOX 9880 CANBERRA ACT 2601
Start date:	21/07/2025
Submitted by:	Centre Director
Submitted on:	21/07/2025
Time:	10:39 AM

Return Home

Continue