



How to view the worker retention payment in the Provider Entry Point

Task card for early childhood education and care (ECEC) providers and services

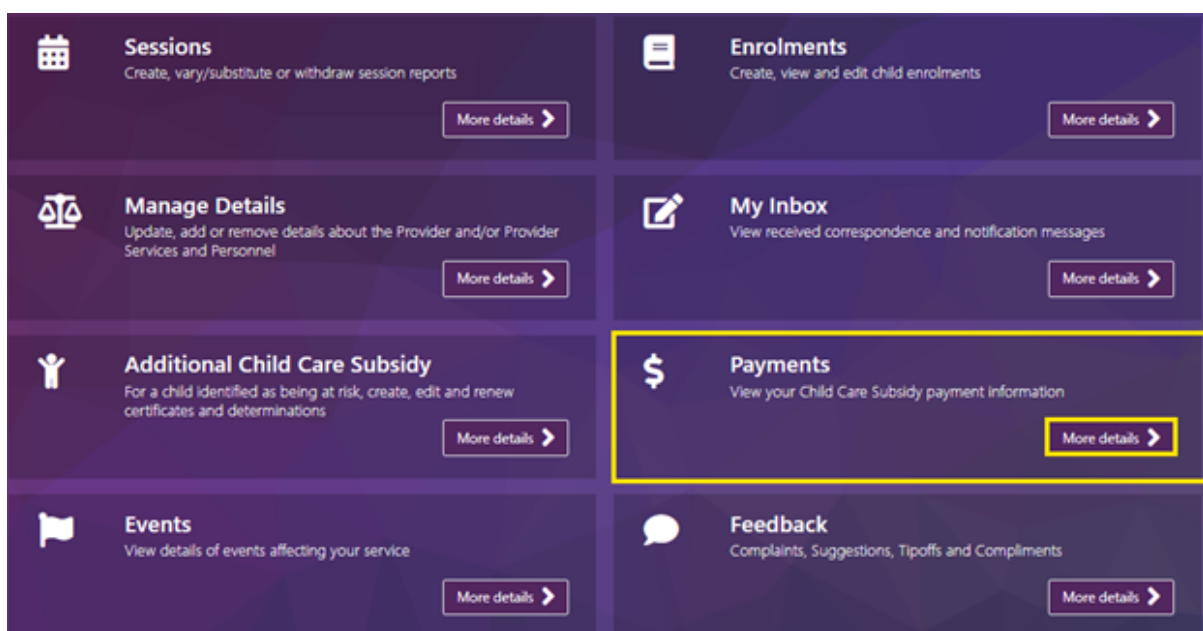
Follow these steps to view worker retention payments in the [Provider Entry Point](#) (PEP). If you use a third-party software, contact your software provider for assistance.

If you need more help, contact the Child Care Subsidy Provider Helpdesk on:

- 1300 667 276 9 am to 5 pm AEST Monday to Friday
- CCShelpdesk@education.gov.au anytime.

Step 1: Log in to the [PEP](#) and select your service.


Step 2: On the PEP landing page, find the **Payments** tile and select **More details**.




Step 3: Under **Actions**, select **View** next to the payment you want to check.

Week beginning	Total Paid	Payment Reference Number	Payment Date	Actions
11/08/2025	\$		11/08/2025	View
04/08/2025	\$		08/08/2025	View
04/08/2025	\$		05/08/2025	View

Step 4: Look for **ECEC Worker Retention Payment** under the **Payment for** column.


[Payments / Overview](#)

Payment Overview


Week Commencing: 

Payment Reference Number: BSB Code:

Payment Processed On: 08/08/2025 Account Number:

Financial Year Attributed: 2026 Account Name:

Total Amount Paid\$:

Find 

Enrolment ID	Child Name	Carer	Payment for	Session Start Date	Item Reference	Amount Paid	Actions
			ECEC Worker Retention Payment	0000-00-00			Fee Reduction

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