



Task card

How to view child enrolments in the Provider Entry Point

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Overview

This task card outlines how to view child enrolments using the Provider Entry Point (PEP).

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

Once logged in, select the service where the enrolment applies.

Viewing an enrolment

Before you begin

The **Enrolment Status** field can help you identify:

- if the parent (claimant) is eligible for CCS
- if the parent has confirmed the enrolment (required for CCS to be paid)
- when you can submit session reports for an enrolment
- when CCS can be calculated and paid for those sessions
- shows the steps to view enrolment status, and
- explains what each enrolment status means and what you or your parents may need to do next.

The following table outlines the **statuses for enrolments**.

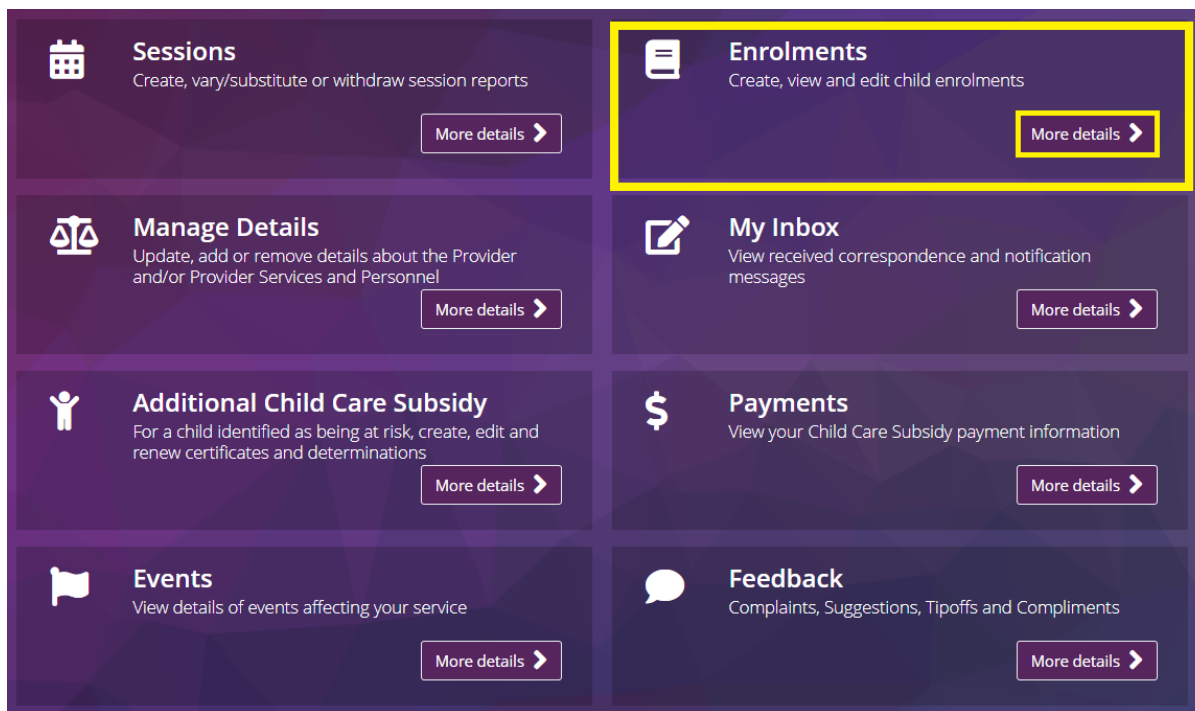
Enrolment status	Definition	Next steps	Claimant entitlement displayed?	Can session reports be submitted?	Can CCS be paid?
Received	New enrolment submitted without child and/or claimant CRN and/or date of birth.	Claimant needs to provide CRN and/or DOB to provider. Provider updates enrolment with CRN and/or DOB.	No	Yes	No
Pending eligibility	Claimant has not lodged a CCS claim for this child	Claimant should lodge a claim as soon as possible. Enrolment confirmation will be part of claim process.	No	Yes	No
	Claimant is not linked to this child in Centrelink records.	Claimant should contact Centrelink to confirm child is linked	No	Yes	No

Pending confirmation	Enrolment has successfully been sent to claimant for confirmation (claimant may or may not have commenced CCS claim for this child)	Claimant notified. Needs to review the enrolment and/or submit CCS claim	No	Yes	No
Confirmed	Claimant has reviewed and confirmed the enrolment and CCS claim for this child has been completed	Provider notified. Claimant entitlement information available. Session reports submitted before confirmation will begin processing. CCS can be paid.	Yes	Yes	Yes
	Claimant has reviewed and confirmed the enrolment but CCS claim has not yet completed	Provider notified. No claimant entitlement available. Claimant should ensure CCS claim has been submitted	No	Yes	No
Disputed	Claimant has reviewed the enrolment and indicated one or more details are not correct	Provider notified. Review enrolment. Discuss with parent and submit update notice.	No	Yes	No
Rejected	Claimant has reviewed the enrolment and indicated the child is not enrolled at the service	Provider notified. Review enrolment. Discuss with claimant and submit new enrolment notice if child is enrolled	No	No	No
Ceased	The enrolment has reached its end date.	Ceased enrolments cannot be reactivated. Submit a new enrolment notice if child is enrolled again.	No	No	No

Step 1

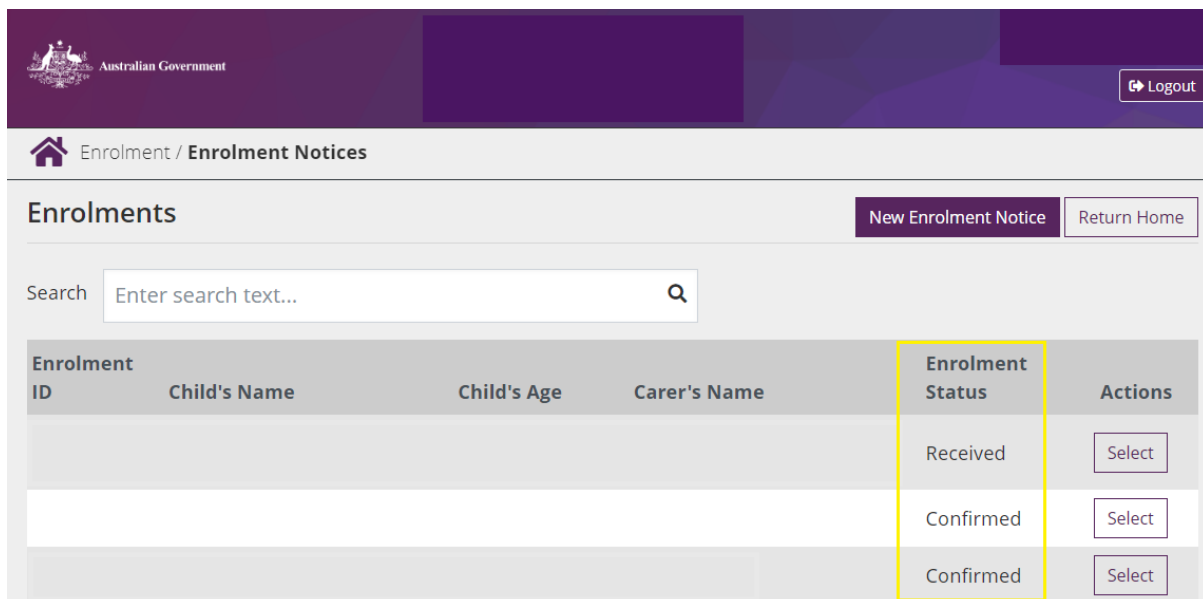
From the service landing page, select **More details** under **Enrolments**.





Step 2

The **Enrolment summary** page will open, displaying the most recent status for each enrolment.



Step 3

The **enrolment detail** page also has the enrolment status displayed

This page appears if you select an individual enrolment from the list of enrolment notices in the summary page.

 Australian Government

Logout

 Enrolment / Enrolment Notices

Child's Name:

Enrolment ID:

Child's CRN:

Carer's Name:

Child's Age:

N/A

Carer's CRN:

Search

Enter search text...


Notice type	Arrangement type	Start date	End date	Status	Occurrence	Actions
New	Complying Written Arrangement	17/01/2022		Received	1	Actions

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Back

Return Home

Next steps

You may need to help families confirm their enrolment. Below is a quick guide of how parents and carers can confirm their enrolments in their [Centrelink online account](#).

How to confirm your enrolment

Child Care Subsidy can only be paid to your child care provider if you have confirmed your child's enrolment details. To do this you need to log in to your [Centrelink online account](#) through myGov.

1. From the menu go to **Child Care Subsidy** and then **Enrolments**.
2. If the **Enrolment Status** is **unconfirmed** click **Review**
3. Select **Yes** or **No** to whether the enrolment details are correct then click **Next**
4. If all the details are correct, read the declaration. If you understand and agree with the declaration, select **I accept this declaration**. Then select **Submit**.
5. Note of the **Claim ID** for your records, then select **Return Home**

To check your enrolment details have3 been updated, click the menu and go to **Child Care Subsidy** and then **Enrolments**.