# How to View the Enrolment Status in the Child Care Provider Entry Point (PEP)

## Before You Begin

To view enrolment status details, you will need to be a Child Care Subsidy approved provider (i.e. you have completed the transition workflow), and the person viewing the enrolments must be linked to the CCS organisation as one of the key personnel. Persons with management or control of a provider, day-to-day operational responsibility of a service, or service contact can view enrolments.

**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 parent entitlement details should be available (e.g. CCS %, subsidised hours, including where parents' entitlement is zero)
- when you can submit session reports for an enrolment, and
- when CCS can be calculated and paid for those sessions.

**This task card:**

- 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.

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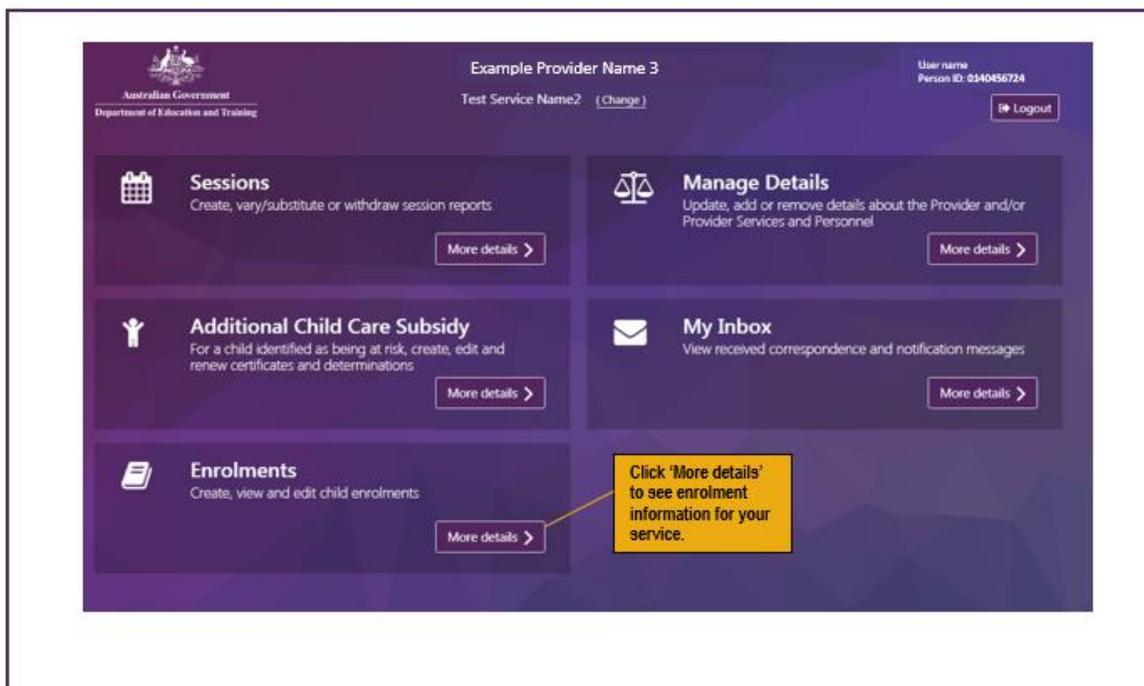
## Step 1

Log in to the PEP

- Enter Username and Password.

This is the username and password you created for your PRODA account. If you have forgotten your username click on the hyperlink to recover this information. If you have forgotten your password click on the hyperlink to reset your forgotten password.

- Click 'Sign In'.  The Provider/Service summary page will open.
- Once logged in, select the service where the enrolment applies.

## Step 2

From Service landing page click the Enrolments 'More details' button

# Step 3

Enrolment summary page with enrolment status displayed



Enrolments (migrated from CCMS in April or created since) for the service will list on the **Enrolment Notice/s** page. The most recent status for each enrolment will display, which will be one of the following:

- RECEIVED
- PENDING ELIGIBILITY
- PENDING CONFIRMATION
- CONFIRMED
- DISPUTED
- REJECTED
- CEASED

**See table below for details of what each status means.**

## CCS Enrolment Statuses*

| Status | When status applies | Next steps | Parent entitlement displayed? | Can submit session reports? | Can CCS be paid? |
|---|---|---|---|---|---|
| Received | New enrolment submitted without child and/or parent CRN (previously 'informal') | Parent needs to provide CRN/s to provider → provider updates enrolment with CRN/s | No | Yes | No |
| Pending Eligibility† | Parent has not lodged a CCS claim for this child (may have claimed for other children) | Parent should lodge a claim as soon as possible → enrolment confirmation will be part of claim process | No | Yes | No |
| | Parent has lodged a CCS claim and it is being processed (requires manual assessment) | Parent notified when claim assessment is finalised → needs to confirm the enrolment | | | |
| | Parent has lodged a CCS claim and is not eligible for the child | Parent notified if not eligible → may lodge new claim if circumstances change (e.g. residency status) | | | |
| Pending Confirmation | Parent has claimed (and is eligible) for the child before the enrolment was submitted | Parent notified → needs to review the enrolment | No | Yes | No |
| Confirmed | Parent has reviewed and confirmed the enrolment | Provider notified → parent entitlement information available → processing of session reports submitted before confirmation is triggered → CCS can be paid | Yes | Yes | Yes |
| Disputed | Parent 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 | Parent has reviewed the enrolment and indicated the child is not enrolled at the service | Provider notified → review enrolment → discuss with parent and submit new enrolment notice if child is enrolled | No | No | No |
| Ceased | Enrolment end date reached | Ceased enrolments cannot be reactivated → submit new enrolment notice if child is enrolled again | No | No | No |
| | 8 continuous weeks of non-attendance | | | | |
| | Service/provider operations cease | | | | |

*Table shows main statuses for CWA enrolments – some are not applicable to other arrangement types. Additional transitory statuses may appear in enrolment records.*

† *If the parent is CCS eligible for another child, or has previously been CCS eligible for a child, they will be able to view and confirm these enrolments.*

## Step 4

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.



## Instructions for parents to confirm enrolments

**Confirming enrolments in Services Australia Online**

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 Services Australia 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 has been updated, click the menu and go to **Child Care Subsidy**

You may need to help families with actions that are still required by families for a CCS entitlement to be known. Below is a quick guide of how parents can confirm enrolments in Services Australia online.

## Need Help?

- Further Task Cards and other FAQs are available at dese.gov.au/child-care-providers to assist with updating contact details, hours of operation, fees and inclusions, enrolments using the PEP. Contact your Child Care Software Provider for guidance material if using Child Care Software.
- You can contact the Child Care Subsidy (CCS) Helpdesk on 1300 667 276 between 9am and 5pm Monday to Friday (Australian Eastern Standard Time) if you would like more assistance.