

Childcare Offer for Wales – Update on New National Digital Service

The timing of the rollout of the national digital service has changed.

The service will now be rolled out from autumn 2022.

The Childcare Offer national digital service is currently being developed and tested with Local Authorities, childcare providers and parents.

What does this mean for childcare providers?

If you are a childcare provider who currently provides Childcare Offer hours, or wishes to provide Childcare Offer hours from January 2023, you will need to register online with the new Childcare Offer for Wales national digital service in late summer/autumn 2022¹.

Parents will be applying for the Childcare Offer online via the national digital service during the autumn term of 2022 ready for their child to start in January 2023.

FAQs for providers are available on <https://gov.wales/childcare-offer-wales-national-digital-service> and will be updated as we have more information to share with you.

The **benefits** of the new service include:

- one simple national service that will be used by all local authorities in Wales, leading to a consistent experience for parents and childcare providers
- accessible through mobile phones, laptops and tablets
- fully bilingual
- security of data
- fast and regular payments made direct to childcare providers from Welsh Government

Digital skills

To support childcare providers to get prepared to use the new national digital service, Welsh Government has worked with Digital Communities Wales to put together some recorded training to improve confidence with online services and digital skills.

These quick video guides, for both foundation and intermediate levels, will help boost your skills and abilities. Topics covered range from setting up an email address and managing online safety to creating a Government Gateway account, and saving and uploading documents!

To access this training please visit

www.digitalcommunities.gov.wales/essential-digital

Using the new service

More specific guidance on how to use the new national digital Childcare Offer for Wales service will be made available throughout 2022, prior to rollout of the service.

If you would like more information on the digital project or would like to take part in testing the service, please contact the digital project team on Digital.Childcare@gov.wales

For more information on the Childcare Offer for Wales, please visit:

[Childcare Offer for Wales | Help With Childcare Costs Wales | GOV.WALES](#)

[Childcare for 3 and 4 year olds: guidance for providers | GOV.WALES](#)



¹ Further detail on timings of when the service will open up for providers to create their accounts will be sent to childcare providers, via their local authorities and CIW.