



EFT Gap Fee Requirements



Dear << Test First Name >>

At a Service level we have been actively monitoring and reviewing all Australian Government and Department of Education updates around the upcoming Gap Fee, Electronic Funds Transfer (cashless) payment directive and obligations. We acknowledge that this has been a potentially confusing time for many, and we would like to take this opportunity to thank you for your patience during this constantly evolving process

Thank you also to the many of you that provided feedback via our recent Educator Gap Fee Payment survey. Your voice and feedback, in collaboration with current sector directives, plays an integral part when making service level decisions.

Based on a combination of factors, including your feedback, outlined Service level obligations and what the software platform can provide in the immediate timeframe, it has been decided to avail educators the choice of one of the following payment systems to best meet the obligations around Cashless EFT / Gap Fee Payments in practice

EFT- Families pay via Electronic Funds Transfer (as per current practice).- Educator provides, via email, business bank statement/s, including all business relevant Debit and Credits, monthly. Educator email to outline or explain any payment

discrepancies. Educators receipts payments in Harmony system promptly when parent has made the payments.

redPay-Pay Now.- Educators set up Pay Now feature in Harmony. Educator receives funds direct from redPay via nominated business bank account. Receipts will automatically create in system once parent has paid via redPay.

Next Steps- based on your chosen option.

EFT- Bank Statements

Harmony, our chosen third-party software provider is waiting further directions from the department regarding a feature within for Educators to upload Bank statements. As an interim measure we ask educators to submit bank statements via email- statements@enhancefdc.au

Please click on the link below for the process.

EFT-Bank Statements Process

redPay- Pay Now

PAY NOW FUNCTION available now. Educators are able to sign up for PAY NOW from the Accounts >> Invoices OR Accounts >> Receipts modules by clicking on the 'Sign up with redPAY Now' button.

If you have chosen this option, please note that this task needs to be completed immediately, to ensure that the system is set up and running prior to the 1st July. If you miss this cut off date, please revert to option 1, by emailing your Bank Statement to the Service until you are set up correctly within the redPay system.

Please note, as previously communicated, families can pay via Credit Card and Debit Card (charges apply). We continue to work with and have suggested to Harmony that they include payment via Direct Debit as an additional option or function. We have been advised that they have taken this onboard and are in discussions with the relevant banking institutes.

Harmony have advised communication has been sent to Educators direct via email with tipsheets and information on redPay, if you have missed this please see copy below.

redPay-Information

Should you wish to change options or discuss payment requirements after reviewing this information within, please contact your Enhance administration team member as soon as possible.

Thank you for your ongoing commitment in keeping Family Day Care a reputable, fair, professionally safe and preferred choice of childcare for all.

Kind Regards



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