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Administration Update and Policy Changes



Dear <<First Name>>

In line with the new Gap Fee (EFT) directive that came into effect 1st July 2023, all relevant Service Policies have been updated to align with the legislated changes. It is important that you review the revised Policies and Handbook to further your understanding of the recent changes and the Educator obligations outlined within.

For ease of access please click on the links below for each updated Policy and complete the acknowledgment section within by the 31st July 2023 . The new policies can also be located within the Educator Policy Handbook as easily found within the Enhance Portal.

[Debt Management Policy](#)

[Fees for Childcare Policy](#)

[Acknowledgement Updated Policy](#)

Family Handbook

The Enhance Family Handbook has been updated to reflect all relevant changes. A copy can be accessed via the link below. Each family will receive a copy of the updated handbook via email.

[Family Handbook](#)

Gap Fee Reporting-redPay

Thank you to the many Educators that have reached out and have taken the step to set up redPay within Harmony, our third party software system. We have received some great feedback. If you are an Educator that may be wanting to introduce this payment system into their business practice, please complete the application, as available via your main dashboard page. Alternatively please reach out to our Admin team for support. Educators that choose to implement redPay into their service, please ensure that you communicate the change with your families. The fact sheets as provided to you from Harmony may be a helpful tool for your families. Information as shared with families should also include the charges for using the system if you are on setting the fees to the families.

[Factsheet for Families-redPay](#)

[Educator redPay Set Up-Educators](#)

Gap Fee Reports-EFT (Bank Statements)

As previously communicated it is a requirement that a copy of bank statements be provided or uploaded monthly basis, as evidence that Gap payments have been received electronically. Bank Statements for 1st July 2023-30th July 2023 will be required to be sent via email in PDF format, listing all debit and credits, no later than 9th August 2023. Submissions after this date may affect further CCS payments, due to being unable to reconcile accounts. Please email statements to statements@enhancefdc.au

General Admin Updates- CCS Changes

Covid Gap Waiving ended 30th June 2023. The service can no longer waiver gap fees for COVID. Normal absent days apply.

Covid Isolation Period - The Portal has been updated to reflect current COVID health recommendation. You will have easy access to Government live links and Staying Healthy and Childcare as a guide when children coming into your care or families have been affected. <https://portal.enhancefdc.au/covid-19-updates/>

Allowable Absences - From the 1st of July 2023 allowable absent days have reverted to 42 days per financial year. Any child that exceeds the 42 absent days will require a medical certificate at the time of processing time sheets for the session to be eligible to attract CCS. Please speak to your Admin for further support as required. <https://www.servicesaustralia.gov.au/child-care-subsidy-if-your-child-absent-from-child-care?context=41186>

First and Last Day Absences- Updated from 29th June 2023

There are some limited circumstances where a family can receive CCS if an absence occurs in the 7 days:

- before a child's first attendance at your Service (inclusive of their first day), or
- after their last physical attendance at your Service (inclusive of their last day).

Please see the attached link-[Absences from child care - Department of Education, Australian Government](#)

If this occurs whilst a child is finishing care please reach out to your admin for support.

Submission of time sheets and signing children in and out

Please ensure you are submitting your time sheets by the Sunday afternoon of each week, allowing the admin team to commence processing without delay every Monday. Chasing time sheets on a Monday morning delays processing for the entire Service and as a result can delay payments. We understand from time-to-time families can hold up the process, if this is the case please request that families sign the time sheet at the time of completing care for the week. Should regular patterns of late submissions be observed for an Educator and or specific family, we will connect in with the individual Educator, explaining the potential ramifications of repeat delays to individual time sheets and payments.

As part of our new financial year housekeeping please be reminded:

- It is a Government requirement for children to be signed in and out of care at the time of children arriving and departing. Harmony does have an "OOPS" function available for signing the next time families come into care. This function is for the occasional "oops", for example when the internet is not working or a child is absent, not on a regular basis. Please note these are date stamped for the Department and Service to have visibility of when these are completed. When using the "oops" feature please include a message within the Educator comments box, outlining the reason behind each circumstance.
- An Educator should not have knowledge of or use a Family Pin to sign children in or out of care under any circumstance.

Please speak with your Admin team member or Practice Mentor at any time for support, when exceptional circumstances arise or to learn more about the recent updates and changes shared. We are here to help.

Kind regards



Meegan Walsh
General Manager, Enhance