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Gap Fee Reports-EFT (Bank Statements) February 2024

In line with the Government EFT gap fee processing initiative, it is a legislative requirement that a copy of bank statements be provided or uploaded on a monthly basis, as evidence that Gap payments have been received electronically (cashless). For all Educators not accessing RedPay, all Bank Statements for the period **1st February 2024 to 29th February 2024** are required to be submitted, via email (PDF format) listing all debit and credits, **no later than 10th March 2024.** Please be aware that any late submissions received after the **10th March 2024**, may affect CCS processing and payments, due to being unable to reconcile accounts.

Please email statements to statements@enhancefdc.au

Processes to consider and follow before submitting statements:

- Ensure all receipting reflects the exact amount the parents are paying into your FDC business relevant bank account. If Gap Fee deposits listed to a bank statement do not match each individual invoice or it is not clear who the payment is for, please write the invoice number(s) and child's name next to the payment. For any discrepancies or anomalies to payments listed please provide information within your email.

- Enter the date in which the payment is made into the relevant bank account as the receipt date, this is extremely important to ensure we can cross-check payments during the audit process.
- Ensure all statements submitted are dated correctly for the period in review. Please go back to the previous statement submitted to ensure that all transactions and dates are reported against, continuous and in succession (e.g. no dates are missed between the cross over of end of month to beginning of a new month statement).
- During our regular internal audit process, one of our admin team members may contact you to discuss any observed discrepancies or errors. If you are contacted via email or phone, it is important to work together to correct any errors or anomalies immediately.

The Department of Education has commenced their auditing process, seeking documentation as provided by you, to review and cross check all Educators financial processing, receipting, session reports and how the Service processes are working towards meeting the new Gap Fee processing requirements.

If you have any questions or require support, please reach out to the administration team for help and guidance at any time

Kind Regards

Enhance Admin Team



