Enhance
Family Day Care

Can you believe we're about to reach **Week 6** of Centralised Payments? Time has certainly flown!
As we approach this milestone, we thought it was a good time to share a few reminders around processes, timeframes, and key contacts.

Family Queries Regarding Accounts
One of the most significant changes for families is their point of contact for all matters relating to accounts, invoices, and payments.

Please ensure that all family enquiries are referred directly to the Enhance admin team. If a family contacts you, kindly direct them to:

✉ enhanceadmin@enhancefdc.au

(07) 3899 1622 (Extension 3 for Admin)

redPAY Declined Payments – Communication Process
Process Update: When a family's payment declines through the redPAY direct debit system, our admin team will contact the family directly via phone and email.

Educators will be included in this communication for your information only. There is no action required from you, and you are not expected to discuss the matter with the family.

Timesheet Submission Reminder for Educators
Educators, please ensure you review your timesheets carefully before submitting. Please check that your families are signing in and out correctly at the end of each day.

• Timesheets must be submitted by Sunday each week. We encourage for educators to have parents sign end of week on the last session of care. This ensures that you are not having to chase families over the weekend or Monday morning.

• **Late submissions will be processed in the following week's payroll.**

Thank you for your attention to this important process.

Timesheet Accuracy Reminder for Educators
Before submitting your timesheet, please ensure all charges have been entered accurately, including:

• Correct hours charged
• Cross check timesheet for correct e-signatures
• Any absences, cancelled sessions, or public holiday fees
• Applicable transport fees or other miscellaneous fees

If you are taking leave, please make sure to submit a Holiday Period Request to avoid being charged full fees for booked hours. (Note: If no booking exists during your leave, a request is not required.)
Thank you for your attention to detail in this process.

Educator Payment Advice
Payment advice will be available via Harmony when the team have finalised the previous weeks timesheets. Normally this will be on a Tuesday from 12pm, possible delays when we have a public holiday or ccs delay.

Payment Advice - Harmony Factsheet

If you have any questions about these updates or processes, please don't hesitate to reach out.

Thank you for your continued support as we refine and strengthen our Centralised Payments system!

Kind Regards

Carmen McShane
Enhance, Administration Manager