

## FOCUS TOPIC OF THE MONTH:

# Invoice and Receipting:

It is a requirement under the Family Assistance Law that all:

- Educators issue Parents/Guardians an invoice for care and a receipt for payments made. All Parents must pay fees for care in line with Family Assistance Law.

Evidence of this may be asked for by the Federal Compliance Team at any time and if this cannot be provided, both the Educator and Service is in breach of the Family Assistance Law and will both incur a fine and breach notice. These records are required to be kept for 36 months, whether you are still with the Service or not.

To assist Educators who have not put into place an invoicing/receipting process or who are having trouble with this, we have updated the old Payment Invoice form to an INVOICE AND RECEIPT form.

Coordinators will be asking to see your invoice and receipt systems in the coming weeks so if you have any questions, please don't hesitate to contact the office for assistance.

### IMPORTANT INFORMATION:

An Invoice should include the follow information for each child: Child's name, Care fees, other fees and the Description of these fees, CCS reduction and the Parent payment. It is also good to record any fees carried forward and the family total.  
A text message with a single amount is not considered an invoice.

A written receipt **MUST** be issued if paid in cash. If a Bank Transfer is the payment method and no receipt is issued, you **MUST** be prepared to show your bank statement as a receipt of payment.

- Services must supply a Statement of Entitlement to all Parents/Guardians.

The Service sends this to parents weekly. These are not invoices, but a tool for parents to verify payment details.

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### Feedback:

As a team, all feedback goes to helping us work on areas of improvement, extend on areas we are doing well in and most importantly work towards giving children the best quality care possible.