

#	Activity Start Date	Activity End Date	Service Name	Provider Name	Primary Reason for Compliance Activity	Outcome of Investigation
1.	1/06/2024	20/03/2025	s 47G		<p>A Compliance Investigation was opened by the Compliance Operations Team following compliance action by the relevant State Regulatory Authority.</p> <p>The Provider Audits Team commenced an audit in November 2023, with an outcome including three infringements which were unpaid at the time the compliance activity commenced.</p> <p>The investigation found substantiated compliance issues relating to:</p> <ol style="list-style-type: none"> 1) Enforcement of Gap Fee Payments 2) Staff Discounts of Gap Fees 3) Failure to report person with management control (PMC) details. 	A letter from the Department of Education was issued to the Provider on 5/03/2025. This reminded them of their obligations under the Family Assistance Law (FAL), specifically in relation to the payment of gap fees, notifying of persons with management or control (including persons responsible for the day to day operations of the service), working with children checks, Additional Child Care Subsidy and discounts.
2.	3/09/2024	6/11/2024	s 47G		This case was opened due to referral by the Intelligence Analytics team as this service was considered an extreme risk. Indicators of high risk were: Child Absences, Relative Cost of Fees and Overlapping Sessions.	<p>Compliance letter from the Department of Education was issued 3/10/2024.</p> <p>Following this, Working with Children Checks and fee reporting details were updated by the provider. No further non-compliance identified.</p>
3.	21/06/2024	7/11/2024	s 47G		The service was referred to the Compliance Operations Team using the Case Categorisation and Prioritisation Model which identified in the financial years 2022/2023 and 2023/2024 a high to extreme rating in both child absences and relative cost of fees.	Compliance letter from the Department of Education was issued to the Provider in regards to the service s 47G. Compliance letters from the Department of Education were also issued to s 47G and s 47G.

4.	25/02/2025	26/02/2025	s 47G		Non-compliance with fee reporting.	<p>26/02/2025 - A telephone conversation with the contract manager, s 22 .s 22 advised she held a meeting with this service on Monday 24/02. She will have a follow-up meeting with the service 26/02, where she will discuss FAL compliance including the requirement to have complying written agreements, PMCs, enrolments, session reports & fees in the child care subsidy system. s 22 is happy to provide us with information post this meeting if required. Matter now closed. Nil further action is required by the Compliance Operations Team as the Community Child Care Fund Restricted (CCCFR) manager and they are managing the discussions with the provider 25/02/2025 - This is a CCCFR service (not national law approved) who has not claimed Child Care Subsidy (no enrolments or session information in the system). Follow up conducted with the CCCFR Team. 25/02/2025 - Email sent to request follow-up of four providers who are currently not compliant with their fee reporting requirements.</p>
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