**BUSINESS IMPLEMENTATION PLAN**

Transition to Direct Gap Fee Collection

**Project Title:** Transition to Direct Gap Fee Collection

**DGFC transition start date:**

**HOW TO USE THIS TEMPLATE:**

*This Business Implementation Plan template is designed to support family day care services to prepare for and manage their transition to Direct Gap Fee Collection (DGFC).*

*It provides a structure for documenting key actions, assigning responsibilities, defining timeframes, and tracking progress across the planning, implementation, and evaluation phases.*

*Each section includes editable fields for your service to complete, along with prompts and examples where relevant.   
  
You are encouraged to adapt this plan to reflect your local context, size, staffing structure, communication style, and operations. Not all roles or actions will apply to every service, and tasks can be reassigned as needed.*

*A detailed example of a business implementation plan is available, complete with suggested content to guide you. This sample can help illustrate what you might consider including in your plan. Use this document alongside your Communication Plan and Family Day Care Provider Checklist. You may wish to consider printing it for team planning meetings.*

**GLOSSARY OF TERMS**

* **DGFC** – Direct Gap Fee Collection: A payment model where families pay the gap fee (the portion not covered by CCS) directly to the family day care service.
* **CCS** – Child Care Subsidy: A government subsidy that helps eligible families with the cost of childcare.
* **CWA** – Complying Written Arrangement: A formal agreement between the service and family about care details and fees.
* **Gap Fee** – The out-of-pocket amount a family pays after the CCS has been applied.
* **FDCA** – Family Day Care Australia: The national peak body representing the family day care sector.
* **DGFC Transition Start Date** – The date the service plans to begin operating fully Direct Gap Fee Collection. *Note: All services must transition by 1 January 2026*.

1. **SERVICE SNAPSHOT**

*Briefly describe your service’s context to inform your planning (e.g., number of educators, families, locations, communication tools, admin capacity).*

1. **IMPLEMENTATION TEAM**

*List team members involved in the transition and their roles and responsibilities*

|  |  |  |
| --- | --- | --- |
| **Team Member** | **Role** | **Responsibilities** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

## CURRENT STATE ASSESSMENT

*Briefly describe your current position in planning and implementing DGFC.*

* *What has already been completed?*
* *What tasks still need to be done?*
* *Are there any risks or dependencies?*

## BUSINESS OBJECTIVES

Outline your key goals for the DGFC transition. Consider steps that may ensure a smooth and timely transition, compliance, communication, educator/family support, system readiness and long-time sustainability for the service.

## SUPPORT & RESOURCES

*List any internal and external tools, resources, or contacts your service could use that could help support the transition. This may include third-party CCS software provider support, Department of Education guidance or FDCA factsheets and resources.*

|  |  |
| --- | --- |
| **Resource** | **Purpose/How it will be used** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

## IMPLEMENTATION PLAN

*Use this section to detail your phased rollout plan, with roles, timelines and progress tracking.*

*The plan below has been divided into the three phases:*

* *Planning & Preparation*
* *Implementation*
* *Evaluation & Review*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Phase 1: Planning & Preparation*** | | | | | |
| **Activity** | **Why** | **Responsible Person** | **Due Date** | **Notes** | **Status Update** |
| ***Example: Draft communication plan*** | *To inform families and educators* | *Service Manager* | *DD/MM/YYYY* | *Use FDCA template* | *Not Started/In Progress/ Completed* |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Phase 2: Implementation*** | | | | | |
| **Activity** | **Why** | **Responsible Person** | **Due Date** | **Notes** | **Status update** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Phase 3: Evaluation & Review*** | | | | | |
| Activity | **Why** | **Responsible Person** | **Due Date** | **Notes** | **Status update** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## 

## EVALUATION

*List how you will assess whether the transition has been successful. Consider:*

* *Are educators and families informed and supported?*
* *Are policies updated and being used?*
* *Are billing processes working smoothly?*
* *Is the level of debt manageable and decreasing?*

*You might include short surveys, feedback loops, or software-generated reports here.*