



## Public Holiday Charging, Vacation Care & CCS

With the Easter, ANZAC Day and Labour Day Public Holidays fast approaching, we would like to take this opportunity to indicate when Child Care Subsidy (CCS) can be applied to charging for Public Holidays, and remind you to discuss vacation care requirements with your families.

### **Absences**

There are stipulations around when CCS can be applied to absences. A session of care cannot generally be reported for care during a time when the service is not open and available to provide child care (except where the service is closed due to a public holiday or local emergency). As an Educator, if you decide to charge a family for the Public Holiday, as an absence, this decision lies with you and it is important you explain your decision with your families. Absent days cannot be charged to families where children have a casual session.

### **School aged children**

If children are changing from a before and after school care booking to vacation care, please complete a temporary booking change through Harmony. Please remember Harmony allows these to be emailed to parents for signing, parents do not need to physically come in and sign off.

[Access the handy Booking Change Request Educator Tip Sheet here.](#)

School aged children who require care for public holidays must have a booking with the service. If you have children on casual bookings who are returning for vacation care,

please speak to their parents/guardians about their care requirements and complete a temporary booking change, through Harmony. This ensures that enrolment confirmations are sent to parents/guardians prior to the start date.

If school aged children are booked in for vacation care, they can only be booked in and charged for public holidays if they physically attend. If you are unsure if a child has a current enrolment or you cannot see them on your dashboard, please contact your Admin Officer to discuss.

**Public Holiday Dates**

Easter	Friday 7 April Saturday 8 April Sunday 9 April Monday 10 April
ANZAC Day	Tuesday 25 April
Labour Day	Monday 1 May

**Applying CCS**

The graphic below will help you understand when CCS can be applied, if you decide to charge families on a public holiday:

# WHEN

CAN

## CCS BE APPLIED?

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**FAMILIES WITH BOOKINGS  
ON THIS DAY HAVE  
DECIDED NOT TO USE CARE**

*why?*

CCS IS CLAIMABLE FOR A CHILD'S BOOKED HOURS ON THIS DAY AND FEES ARE CHARGED AT THE NORMAL RATE TO THE FAMILY. THE CHILD MUST HAVE AN EXISTING BOOKING ON THIS DAY TO BE CHARGED.

**THE EDUCATOR  
PROVIDES CARE TO  
CHILDREN ON THE  
PUBLIC HOLIDAY**

*why?*

CCS IS CLAIMABLE FOR CHILDREN WHO USE CARE ON A PUBLIC HOLIDAY. EDUCATORS ARE WELCOME TO APPLY THEIR PUBLIC HOLIDAY RATE THAT IS CONTAINED IN THEIR FEE SCHEDULE (IF ONE IS SET).



**THE FAMILY / CHILD USE  
CARE WITH ANOTHER  
EDUCATOR / SERVICE**

*why?*

CCS WILL BE PAID TO THE SERVICE WHO OFFER CARE AND NOT FOR AN ABSENCE IN THIS CASE.

**CHILD ISN'T BOOKED IN  
FOR CARE ON THE PUBLIC  
HOLIDAY (ACCORDING  
TO YOUR HOURS OF CARE  
FORM)**

*why?*

THE CHILD MUST HAVE AN ACTIVE BOOKING AND COMPLETED A COMPLYING WRITTEN ARRANGEMENT (CWA) WITH THE SERVICE FOR AN ABSENCE TO BE CHARGED AND CCS APPLIED.

**MY FAMILIES HAVE ALL  
INDICATED TO ME THAT  
THEY DON'T NEED CARE,  
SO I HAVE LEFT THE  
COUNTRY FOR A HOLIDAY  
DURING THIS PERIOD**

*why?*

EDUCATORS CANNOT CLAIM CCS FOR FAMILIES WHEN THEY ARE NOT IN THE COUNTRY. THIS INCLUDES IF YOU LEAVE ON THE PUBLIC HOLIDAY AND DOCUMENTATION IS NOT SUPPLIED.

### Emergency Phone on Public Holidays

Please keep in mind, Enhance Family Day Care offices will be closed on the public holidays listed above. If you experience an emergency during this closure period, please contact us via our emergency number, **07 3899 1655**.

Emergency situations include:

- When a child visits a doctor or the hospital due to an incident that occurred whilst in care
- The health and wellbeing of an Educator is affected and cannot work.
- A confirmed case or close contact of COVID-19
- The closure of an Educator's service due to a natural disaster or if directed by Queensland Health

Non-emergency situations include:

- Enrolments of new children
- Changes in booking requests
- PIN issues or Harmony issues (please use paper timesheets if required)

The on call process for the holiday season involves:

1. Confirm the event as an emergency situation by referring to the above list
2. Contact the Enhance emergency number (**07 3899 1655**)
3. Explain the situation and await assistance regarding appropriate action

If an emergency was to occur, i.e. a bushfire or flood, Enhance FDC will make the decision to close a service, if schools in the area are also closed. If you have received an order to evacuate, or other warnings from an emergency service, please evacuate immediately and inform your Enhance FDC service as soon as it is safe to do so. In the event of an emergency, our primary concern is to ensure you, all children, families and the local community are safe. If our office is ordered to evacuate, you will receive an email from us informing you of our whereabouts.

Thank you in advance for your assistance in upholding these processes for the duration of the holiday period. If you have any questions please contact your Enhance FDC Admin

Officer.

Kind regards

Enhance Administration Team

Carmen, Karen, Martina and Sharyn