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Dear <<First Name>>

We would like to inform you that the Enhance team will be taking Monday 2nd October 2023 the King's Birthday Public Holiday, to rest and reconnect with family and friends.

For Educators that are working or require Emergency support please use the below contact number.

Emergency Phone on Public Holidays

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

Emergency situations include:

- When an emergency service attends a child care setting or 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, for a standard working day 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 a public holiday or 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**)

Explain the situation and await assistance regarding appropriate action

Kind regards

Meegan Walsh
Enhance General Manager

A handwritten signature in black ink that reads "Meegan Walsh". The signature is written in a cursive, flowing style.