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Holiday Closure Dates & Deadlines

Dear << Test First Name >>

This holiday season the Enhance Family Day Care and In Home Child Care teams will be taking time to connect in with loved ones and to reset for the new year ahead.

Our offices will be closed from Monday 25th December 2023, reopening on Tuesday 2nd January 2024.

The Child Care Subsidy Help Desk will be closed between Christmas and the New Year therefore standard payments as scheduled on 2nd January 2024, will be disrupted for one week only. Due to the CCS holiday closure period, changes have been made to the standard payment schedule to help reduce any inconvenience caused at this time of year. Please see the table below for details on when payments will be processed during this period (choice of banking institute dependant):

Timesheet processing period	Submit timesheets to service	Receive payment (estimated)
11 December - 17 December 2023	No later than Sunday 17 December 2023	<p>Friday 22 December 2023 One week payment</p> <p>Please note this payment normally would not be paid until Tuesday 26 December. Due to the public holidays the service will be processing this payment in advance. Please note there could be possible delays depending on bank processing times</p>
18 December - 24 December 2023	No later than Sunday 24 December 2023	<p>Tuesday 9 January 2024 Two weeks payment. Please note there could be possible delays depending on bank processing times</p>
25 December - 31 December 2023	No later than Sunday 31 December 2023	<p>Tuesday 9 January 2024 Two weeks payment. Please note there could be possible delays depending on bank processing times</p>

Please find a checklist with relevant deadlines for the holiday season below, as an overview of tasks relating to care from Monday 25 December 2023 to Tuesday 2 January 2024.

Task	Deadline
New Enrolments (starting before 9 January 2023)	18 December 2023
Booking Change Request / Hours of Care Agreement	As soon as dates are confirmed, no later than the 23 December 2023
Vacation Care Booking Vacation Care must be confirmed by families, via an enrolment confirmation, prior to care commencing. Children attending care on a causal basis cannot be charged for absent days. Vacation Care bookings cannot be booked on public holidays, unless care is required	By 8 December 2023. For care starting from 9 December (State School Holidays)
Once you receive completed Family Leave Forms, please submit to Enhance Admin immediately	As soon as holiday dates are confirmed and before leave is taken
Educator Leave Forms submitted to Enhance Admin	As soon as holiday dates are confirmed and a minimum of 2 weeks before your start of leave
Notify families of leave (if applicable)	As soon as holiday dates are confirmed and a minimum of 2 weeks before your start of leave
Cease care forms	When the end date is confirmed between you and the family and before the last timesheet is submitted for processing
End of week signatures completed by families going on leave	Prior to families going on leave

Educator Leave Form

Family Leave Form

It is important to discuss holiday care requirements ahead of time with your families. Please ensure to communicate with families your availability to provide care, including days and hours of care, allowing sufficient time to make alternative arrangements, if

required.

IMPORTANT - Please note: If attendance records are not submitted to the Service by Sunday, as per the shared deadlines above, the processing window with Centrelink will be missed and payments will be processed in line with the following weeks paycycle.

If you have any questions, please connect in with your Admin Officer.

Thank you for what has been an active and fulfilling year filled with many wonderful learning journeys and memories made.

From our family to yours, we wish you a safe, kind, relaxing and happy holiday season ahead!

Kind regards

A handwritten signature in cursive script that reads "Meegan Walsh".

Meegan Walsh
General Manager, Enhance