Enhance
Family Day Care
More than one way to thrive

This holiday season the Enhance FDC Team will be taking time to pause and to reset for the new year ahead.

Our offices will be closed from Wednesday 24th December 2025, reopening on Monday 5th January 2026.

The Child Care Subsidy Help Desk will be closed between Christmas and the New Year therefore standard payments as scheduled on 30th December 2025, will be disrupted for one week only. 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) |
|---|---|---|
| Week ending 14th December 2025 | 14th December 2025 | Tuesday 23rd December 2025 |
| Week ending 21st December 2025 | 21st December 2025. Late Timesheets will be processed in the following processing period | Friday 2nd January 2026 |
| Week ending 28th December 2025 | 28th December 2025. Late Timesheets will be processed in the following processing period | Tuesday 6th January 2026 |

Please find a checklist with relevant cut off dates for the holiday season below, as an overview of tasks relating to care from Wednesday 24th December 2025 to Monday 5th January 2026

We will share an end of year message closer to the holiday period with the Enhance Emergency contact information for during this period.

| Task | Deadline |
|---|---|
| New Enrolments (starting before 5th January 2026) | 17 December 2025 |
| Booking Change Request / Hours of Care Agreement | As soon as dates are confirmed, no later than the 19th December 2025 |
| Vacation Care Booking Vacation Care must be confirmed by families, via an enrolment confirmation, prior to care commencing. Children attending care on a casual basis cannot be charged for absent days. Vacation Care bookings cannot be booked on public holidays, unless care is required. | By 10th December 2025. For care starting from 15th 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/FamilyLeave Forms submitted to Enhance Admin (via Harmony Holiday Booking and Paper if travelling overseas) Only submit holiday period in Harmony if you are not charging | 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 the educator and 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 |

**Family Leave Form**

**Educator Leave Form**

**Cease Care Form**

It is important to discuss holiday care requirements ahead of time with your families. Please 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 and payments will be processed in line with the following weeks paycycle.

If you have any questions or require support, please connect in with the team for support.

Kind regards

Enhance FDC Team