Emergency Contact and Closure Procedures

In the lead up to the holiday season we want to keep you up to date with the Enhance Family Day Care and In Home Child Care office closure period. It is important to us that you can access support when required and are well prepared in the event of an emergency.

Enhance as a collective Service will be closed, Wednesday 24th December 2025 reopening Monday 5th January 2026. If you experience an emergency that impacts your Service offering, the operation of your Service or children in your care during this closure period, **please call the emergency number, 07 3899 1655.**

Emergency situations include – please notify the Service within 24 hours of the event (or less):

- 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 they cannot work.
- The closure of an Educator's Service due to a natural disaster or if directed by Queensland Health.

Non-emergency situations include (please contact us from 5th January 2026 onwards for the below):

- 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 or other natural environment event and you receive an order to evacuate, or other warnings from an emergency service, please evacuate immediately and inform your Enhance Service as soon as it is safe to do so.

In the event of an emergency, our primary concern and priority sits with you, the children, the families and the local community personal safety and wellbeing first. If our office is ordered to evacuate, you will receive an email from us informing you of our whereabouts and how best to keep in contact.

Taking care this storm season

With storm and cyclone season approaching, it is important to know what to do in the event of a natural disaster, this includes having emergency kits and plans in place.
If you require assistance, please contact your Service.

For general information and resources on how to stay safe during a storm, please visit the Queensland Government's *Get Ready Queensland* website by clicking the button below:

Visit the Get Ready Queensland website here

Thank you for entrusting us along the way with your early learning years journey.

Wishing each of you a peaceful holiday season in which you can pause, reset, reconnect and enjoy a slightly slower pace of life. See you in 2026!

Kind regards

Enhance Team

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