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Enhance

Family Day Care and In Home Care

Hello Educators,

With the School Holidays, and Kings Birthday Public Holiday approaching, we would like to take this opportunity to remind Educators to discuss holiday care requirements ahead of time with their families. Please communicate with families your availability to provide care, including days and hours of care with each family allowing sufficient time to make alternative arrangements, if required

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.

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.

Timesheet Processing

Please ensure timesheets are submitted when finishing care for the week. If you have families going on holidays, please ensure you have them sign the end of week before leaving. Timesheets submitted late, after **8am on Monday** will be processed in the next processing period

Emergency Phone on Public Holidays

Please keep in mind, Enhance Family Day Care offices will be closed on the public holidays. 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 and you are unable to contact families and advise.
- The closure of an Educator's service due to a natural disaster or if directed by Queensland Health

Non-emergency situations include-please save for the next business day:

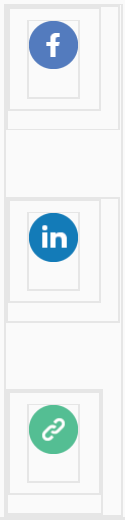
- Enrolments of new children
- Changes in booking requests
- PIN issues or Harmony issues (please use paper timesheets if required)

The on call process 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
Sue Chapman
Enhance Manager



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