

# OOSH Family Update COVID - 19

Tuesday 8/4/2020

**Figtree Heights OOSH**  
Fun, Adventure & Play Everyday



Dear OOSH Families,

We are pleased to inform you of new relief packages made available to our service.

Last week the Australian Government announced the implementation of an **Early Childhood Education and Care Relief** package. This package has immediate assistance for families in relation to paying their childcare fees for a defined period. In addition to this, our OOSH Management Committee has approved the action to waive out of pocket fees (gap fees that families usually pay) for the period 23<sup>rd</sup> March through to 5<sup>th</sup> April.

What this means is:

- **Gap Fees are being waived** – Our centre has chosen to remove all gap fees for bookings between 23<sup>rd</sup> March 2020 and 5<sup>th</sup> April 2020 will be amended to remove the gap fee applied to each account. This in turn means that there are **NO FEES** for care bookings (attended or absent) that families will be required to pay for this timeframe in addition to the Early Childhood Education and Care Relief Package.
- **No fee charges for families** - Care fees for all bookings as of Monday 6<sup>th</sup> April 2020 are now being processed under the Early Childhood Education and Care Relief package. There will be **NO FEES** for any care bookings from this date onwards until such time as the relief package ends. The timeframe for this package that has been communicated at this time is 12 weeks. This includes all care types (BSC, ASC and VAC) as well as all booking types, permanent attended, permanent absent and casual attended.
- **Attending OOSH is for essential working families** – We strongly urge all families to continue to do the right thing and keep children home as much as possible during this time. Our service is open and operating for families who need to send their children due to essential work commitments for our community. If you are keeping children home from school, do not send them to OOSH. Please remember, Vacation Care is operating for essential workers only. This relief package enables families to keep permanent bookings with our service without having to continue to pay fees for absences.
- **Absences will not be counted against 62 allowable absences** – Under this relief package, attendances and absences will not be processed through the childcare subsidy system. This means that absences will not be recorded against the total allowable absences in the financial year beginning 6<sup>th</sup> April for the next 12 weeks. These records will become effective again once the relief package ends.
- **Booking attendances remains the same** – Please continue to book care days using the My Family Lounge (MFL) App the same way as before. Signing in and out of our service is also the same using the QKKiosk at our service. Please ensure you are notifying of absences using the MFL app or web-based log in as required.
- **Vacation care bookings** – Notify of cancelled bookings for vacation care using the MFL app by making your booking “absent”. To make a booking use the MFL app on the day you require. Please note that the permission consent form IS REQUIRED to attend vacation care. There will be no excursions during this vacation care period. Vacation care absences and attendances will be processed under the new relief package and will have NO FEES applied for families.
- **Statements** – Updated statements will be sent to families as soon as possible. The process to waive gap fees from 23<sup>rd</sup> March to 5<sup>th</sup> April is a manual process, we appreciate your understanding and patience while we complete these actions for you. Statements will be sent out when the gap fee is manually removed, and emergency relief payments are processed.
- **Owed Fees** – Fees for care, attended or absent, before 23<sup>rd</sup> March 2020 are still required to be paid and will be displayed as the “due now” amount on your updated statement. If you are unable to pay

owed fees for these previous care dates for any reason, please contact our service directly via email at [centre@fhoosh.net](mailto:centre@fhoosh.net) to discuss your situation and payment options.

## Example of what your statement will now show

Below is an example of the new information your statement will now show.

- The Fee for our service will still be charged and displayed under the **Fee** column in both the family summary and account transaction sections.
- The normal childcare subsidy payments will now be \$0.00 and will be displayed under the **CCS** column in both the family summary and account transaction sections.
- There is now a new column in the family summary displayed as **Adj.CCS**. This is the emergency relief credit that is now being applied to every account. This will match the **Fee** amount charged by the service.
- There is now an additional transaction in the account transactions section called **Emergency Relief Credit – for the week**. This is a lump sum credit applied to every account that will match ALL fees charged by our service.

R Fast Car Care 190005373J (CBC)  
 12 Fast \$\$\$# cars32 Street  
 @ V Murarrie >> QLD 4392  
 Ph: 0734589632  
 Fax:  
 Email: fastcarzz00@org.com.au  
 Web:  
 ABN:  
 ACN:

Page 1 of 3

# STATEMENT of Entitlement

000-002-041  
MCFARLAND-375

### General Account

Statement Issued: Sunday, 5 April 2020  
 Statement Begins: Monday, 6 April 2020  
 Statement Ends: Sunday, 12 April 2020

**Due Now: \$1,936.40**

Isaiah McFarland-375

Our service fees will continue to be charged as normal

Any CCS or ACCS which are **Bold and underlined** are ESTIMATES. These amounts are used as a guide only and will be confirmed on your next statement. This confirmation can result in changes to the amount of funding you have received from Centrelink.

Note the additional column

Family Summary (Totals for this Statement Period)							
Child	Days	Fee	Discount	CCS	Adj. CCS	ACCS	Gap
Dominic McFarland-375	3	\$240.00	\$0.00	\$0.00	\$240.00	\$0.00	\$0.00
	<b>3</b>	<b>\$240.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$240.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

### CCS Paid YTD:

DOMINIC \$0.00

### YTD Absences: Period ending (30/06/2020)

Angry: 0 Last Update()  
 Dominic: 0 Last Update(4/09/2019)

### Period Absences: Period ending (12/04/2020)

## Account Transactions

Date	Description	Sess. Hrs	Fee	Hourly Rate	CCS	ACCS	Debit	Credit	Balance
	Balance Carried Forward				\$0.00	\$0.00	\$1,936.40	\$0.00	\$-1,936.40
06/04/2020	Dominic McFarland-375 (Happy roll Standard Fee) (SCRN:190005373J)	12.00	\$80.00	\$6.67	<b>\$0.00</b>	<b>\$0.00</b>	\$80.00	\$0.00	\$-2,016.40
07/04/2020	Dominic McFarland-375 (Happy roll Standard Fee) (SCRN:190005373J)	12.00	\$80.00	\$6.67	<b>\$0.00</b>	<b>\$0.00</b>	\$80.00	\$0.00	\$-2,096.40
08/04/2020	Dominic McFarland-375 (Happy roll Standard Fee) (SCRN:190005373J)	12.00	\$80.00	\$6.67	<b>\$0.00</b>	<b>\$0.00</b>	\$80.00	\$0.00	\$-2,176.40
12/04/2020	<b>Emergency Relief Credit - for the week</b>		\$0.00		<b>\$8.00</b>	<b>\$0.00</b>	\$0.00	\$240.00	\$-1,936.40

The emergency relief credit will be paid as a lump sum at the end of the week and will equal the total amount of our fee paid for that week, making your fee to be paid \$0.

### CCS Attendance Summary

R Fast Car Care 190005373J (CBC) (Centre Based Day Care-190005373J) for this Statement Period

Dominic McFarland-375

Date	Absence	Sign In	Sign Out	Sign In 2	Sign Out 2	Session Start	Session End
Mon 06/04/2020						06:00 AM	06:00 PM
Tue 07/04/2020						06:00 AM	06:00 PM
Wed 08/04/2020						06:00 AM	06:00 PM

## Actions for families

- We strongly encourage families who have ended their permanent booking, to have this reinstated. To do this, please email the details of the days and type of care to be reinstated to [centre@fhoosh.net](mailto:centre@fhoosh.net).
- Continue to notify of absences using the MFL app or web browser version. You can review your current booking status at any time through the MFL app, these will show whether you have a booking and whether this is booked as attending or absent. You can make absent bookings up to 4 weeks in advance for before and after school care at this current time.
- Continue to only attend the service when you need care due to essential work commitments. Please remember that we all need to do our part to stay home as much as possible to reduce the spread of COVID-19 within our community. If you are keeping children home from school, do not send them to OOSH. Please remember, Vacation Care is operating for essential workers only.

The OOSH Management Committee would like to express sincere thanks to all families for the continued support in maintaining bookings and fee payments to date. This has contributed heavily towards the continued viability of our service operations. We would like to reassure families that our service is currently in a positive position to successfully navigate the financial challenges this pandemic has created. Through the financial support of the Relief package and the JobKeeper package, we are confident that our service will be able to maintain this operations position throughout this time and restart regular operations when the time comes that we may do so.

Our team has been working hard to maintain positive experiences for the children who have been attending the service and there have been many conversations around what is currently happening at OOSH as well as at home. Our team is now working towards creating ways we can bring our OOSH activities into your home. Options we are discussing include having activity videos posted to our Facebook page, implementing "live" videos through our Facebook page, as well as creating online interactive activities using Zoom.

Any suggestions/ideas for activities or communication methods are very welcome. Please email these to [centre@fhoosh.net](mailto:centre@fhoosh.net) or share on our Facebook page. We understand being at home and under these current restrictions is a challenging time for all of us and it is our hope that we can provide some fun and positive interactions with our OOSH kids in your home environment.

Some further information is available that explains the new relief package options. Please see the link below.

### Early Childhood Education and Care Relief Package

[https://docs.education.gov.au/system/files/doc/other/covid-19\\_information\\_sheet\\_for\\_child\\_care\\_providers\\_from\\_6\\_april\\_2020\\_as\\_at\\_6\\_april.pdf](https://docs.education.gov.au/system/files/doc/other/covid-19_information_sheet_for_child_care_providers_from_6_april_2020_as_at_6_april.pdf)

Thank you for your continued support and we wish you all the very best.

Sheree Springhetti & FHPS Management Committee



### Figtree Heights OOSH

Figtree Heights Public School  
St George Ave Figtree 2525  
PH: 42272515  
M: 0412012061  
ABN: 55 782 160 086  
Web: [www.figtreeheightsoosh.com](http://www.figtreeheightsoosh.com)  
Email: [centre@fhoosh.net](mailto:centre@fhoosh.net)