

OOSH Family Update COVID - 19

Wednesday 20/5/2020

Dear OOSH Families,

Yesterday the NSW Premier Gladys Berejiklian announced that schools will be back in 5-day attendance as of Monday 25th May. We are looking forward to welcoming back all our OOSH kids on their usual attendance days at this time as well. To ensure our service is able to operate effectively, we are asking all families to please review and confirm permanent booking arrangements.

BOOKING NOTIFICATIONS AND CONFIRMATION



Please look at this information below and perform the required action by **FRIDAY 22ND MAY (This Friday)**. The best way to view your current bookings is through the My Family Lounge app. This will show your booking and whether your booking is showing as “attending” or “absent” for each day.

ATTENDING

- If you have a permanent BSC or ASC booking that is identified as **attending**, please review these and ensure they are correct to your care needs. It is essential you are marking absences prior to your booked day and you can make advanced absences up to 4 weeks at a time.

ABSENT, BUT NOW ATTENDING

- If you have a permanent BSC or ASC booking that is identified as **absent**, please review and make changes relevant to your care needs. You can “rebook” your day by selecting the absent day and clicking “book session”. This will then recreate your permanent booking to **attending** for that specific day.

LONG-TERM ABSENCES IN SYSTEM

- For families that have previously informed our service they will not be attending while school is operating from home, these absences have been recorded for the **WHOLE TERM**. These do need to be changed if you intend to come to OOSH. Please send a detailed email to centre@fhoosh.net outlining the date you wish to begin attending again. We can then do a bulk booking change on your behalf for the whole term.

CHANGES TO ATTENDANCE

- If you wish to make changes or end your permanent bookings, please send a detailed email to centre@fhoosh.net specifying the changes you wish to make and the date you wish these changes to come into effect. We will be manually changing bookings directly on your behalf in support of assisting families as much as we can during this time, rather than using the online enrolment booking request system.

NEW BOOKINGS

- If you wish to start a new permanent booking, please send a detailed email to centre@fhoosh.net specifying the booking days you require and the date you wish these to start. A member of our team will be able to discuss, confirm and create your booking on your behalf in support of making this process as easy as possible for families during this time.

Being at OOSH during COVID-19



While we are all eager to come back to OOSH, we do need to remind all families and children of some changes that are now in place and will continue during COVID-19.

• Parents / Guardians are to drop off and pick up from the Pebbled Zone COLA area only. Please ensure you are remaining 1.5m apart from other children and adults during your time at the service.
• Educators will confirm and sign in / sign out your child on your behalf. Please ensure you are communicating with an educator on your arrival.
• Additional handwashing procedures are in place for all children
• Parents / Guardians please use the hand sanitiser available at the table in the Pebbled Zone.
• Additional cleaning is in place during all sessions.

Child Care Business Continuity Payment (BCP)

- **BCP operating dates** – The BCP payment system has been in operation since April 6th 2020 and will continue until the end of financial year 2020. Our service will notify families of any changes to this information as soon as we have been made aware. This means that during this time, **ALL BOOKINGS WHETHER CHILDREN ATTEND OR ARE ABSENT** will not incur fees to be paid by families. Your statements will show our usual booking attendance fees as well as the BCP payment applied that covers all of these fees each week. If you have questions about this system, please direct them to Sheree at centre@fhoosh.net
- **Open and read all statements being sent** - Please continue to **OPEN AND READ** all statements that are being sent, so you are aware of your account balance and whether you owe fees for care attendance BEFORE March 23rd 2020 or are paid up to date.
- **Only Pay for Fees DUE** - If you currently have an automatic payment set to pay our service, **PLEASE CANCEL THIS IMMEDIATELY**. It is not ideal for our service and for families, to have credits accumulating on accounts during this time. Our service is only asking for **FEES OWED** from care attendances and bookings prior to 23/3/2020.

Child Care Subsidy Enrolment – Centrelink, Services Australia

Department of Education, Skills and Employment is requesting all families please ensure they have updated their income estimate for 2020/2021 and have an active Child Care Subsidy claim. This is to support a smooth transition back to regular childcare subsidy processing and estimating subsidies for next financial year. Please read this information and if you have any concerns or issues please contact Sheree directly via email at centre@fhoosh.net.



Dear Families

If you are eligible to receive payments from Centrelink, such as Child Care Subsidy (CCS) and Family Tax Benefit (FTB), you may be asked to provide your family income estimate for the 2020-21 financial year.

You need to do this even though you aren't currently paying child care fees. This is because Centrelink will use this estimate to work out how much CCS and FTB you will get **next financial year**.

There's more information about [updating your family income estimate for the 2020-21 financial year](#) on the Services Australia website.

Thank you for your continued support, we wish you all the very best and can't wait to see you all next week.

Sheree Springhetti & the OOSH Team



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