

OOSH Family Update COVID - 19

Wednesday 22/4/2020

Figtree Heights OOSH
Fun, Adventure & Play Everyday



Dear OOSH Families,

We hope everyone is enjoying the school holidays and staying home and staying safe. Here at OOSH we are currently operating Vacation care for children who need to attend, and this has been a positive experience for all during this time.

Please read all information provided here regarding payments received by families as well as information for the extra Staff Development Day on Tuesday 28th April.

Making payments to OOSH at this time

- **Open and read all statements being sent** - Thank you to all families who have been monitoring their statements and making payments to overdue accounts that have been communicated. 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 or are paid up to date.
- **No fees for care bookings, absences or attendances** - Due to the current Covid-19 circumstances and the Government Early Childhood Education and Care Relief package in place, our service will not be charging fees to family accounts from 23.3.2020 until the end of the 2019/2020 financial year. This means that **ALL BOOKINGS WHETHER CHILDREN ATTEND OR ARE ABSENT** will not incur fees to be paid by families.
- **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.
- **Overpaying your account** - If you have made an "overpayment" to your account after 23/3/2020 (this is a payment that is not owed from care fees charged prior to 23/3/2020) you will receive an email detailing these payments with options for you to action regarding this.
- **Bookings are still valid** - Permanent bookings for Before and After school care **REMAIN VALID** no changes have been made to these by our service. If your care needs have changed for the long term and you need to change or cancel a permanent booking to be effective when normal operations resume, please email these details to our service on centre@fhoosh.net.

Attending OOSH


- **Attending OOSH for essential workers** - Families of essential workers unable to work from home and require care, are still able to attend our service, as has been previously occurring during this pandemic. Our service is maintaining normal operation days and hours for all care session types.
- **Going to OOSH on "face to face" school days** - The NSW Government announced yesterday the plan for a phased return to school for all students. Children who attend school for the day will be able to attend OOSH on that same day to meet care needs before and after school if required. It is a choice by each family whether their child/ren attend OOSH as well as school or just school on these days during this transition time. Please remember that no fees are charged regardless of attending or being absent for a booked day.
- **Notifying of absences** – Bookings and absences need to be notified using the My Family Lounge app or web portal. Please continue to use these to update your booking and attendance needs.

Vacation Care – Tuesday 28th April

- **Vacation care is open** – We will continue operating Vacation Care on the additional Staff Development day announced by the NSW Government yesterday for essential workers. Tuesday 28th April is now available for bookings and Vacation Care will be open for the same times 7am – 6pm. We will recommence Before and After school operations on Wednesday 29th April 2020.
- **Program for the day** – The children attending Vacation Care these holidays have come together to create the “Best of April’s ISO Vac” day. This day is going to be filled with all the favourites that the children have enjoyed these holidays. Please see below for details.

Tuesday 28th April

IN CENTRE ROLL
BEST OF APRIL'S ISO VAC



Activities start at 10am

Activities Guide:

- Cookie Face & Bottle flips
- Bush walks around the school
- Tree climbing
- Scooters activities
- Nose to wall game
- Dodgeball
- Roasting marshmallows at the fire pit.

Expected attendance 45
Expected educators attending 5

We are looking forward to moving back into some more “usual” operating throughout Term 2 and hope to see all our families once we can do so safely.

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

Sheree Springhetti & FHPS Management Committee



Figtree Heights OOSH

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