



Coronavirus: Family Update – 3 April 2020

Dear Oac Families,

Further to my brief communication yesterday, Thursday April 2, I wanted to provide a more comprehensive update regarding yesterday's Federal Government announcement, and what we currently understand about what it means for our families.

Let me start by saying I welcome the support and focus the Federal and State Governments have provided us as early learning and care providers as we grapple with the impacts of COVID-19. Whilst we have been in discussions with the Federal Government in recent weeks regarding various support options for the sector, the elements and timing of yesterday's announcement were unknown to us.

The Federal Government has announced a NEW childcare package, named the Early Childhood Education and Care Relief Package (ECECRP), which will come into effect Monday 6 April.

This announcement poses some immediate challenges for our campus and support office teams, and I request that you please be patient with us over the coming days as we prepare for Monday's changes.

I have summarized the key elements of the new package below and included additional information in the attached document.

What does the new ECECRP mean for Oac Families?

Currently enrolled Oac families – whether you are attending or not – will no longer be charged for attending Oac Campuses from Monday 6 April 2020. Weekly billing will be stopped, and the existing Child Care Subsidy (CCS) system will be turned off (for a period expected to be 6 months).

Whilst the previous CCS system is expected to re-commence after this period, there is no confirmed detail around this at this time.

The new ECECRP is available to all families, irrespective of the current CCS eligibility requirements including the activity and income test criteria.

What do Oac families need to do next?

If you are a currently enrolled family, you do not need to do anything to your enrolment.

You will not receive a statement tonight, and there will be no new charges processed to your account on Monday April 6. We will confirm what future statements will be available in due course.

Last Friday, 27 March, prior to the Governments latest announcement, I let you know about various options available for families wanting to change their enrolments. For any family who has reached out to regarding these options, we will respond to you ASAP, taking into consideration the latest Government announcements in this evolving situation.

For families who have recently ended their enrolment, we will be reaching back out to see if they would like to re-enrol to access care and early education in the coming weeks and months.



Coronavirus: Family Update – 3 April 2020

What about our Campus Teams?

As you can imagine, managing our campus rosters and team requirements throughout this period of declining attendance has been extremely challenging. With the new government package likely to increase our attendance once again, we need to ensure we carefully balance the number of additional children and team members in campus with appropriate health and safety measures.

Please advise your Campus Director of your planned attendance in the coming days and weeks. Understanding our family's care requirements will allow us to best resource our campuses and ensure our team are supported with appropriate resources and a safe environment.

The extremely positive news is that the ECECRP complements the recently announced JobKeeper Payment, which will support Oac's ability to continue to pay our employees during this time.

Further information and next steps

The attached document provides further detail about the ECECRP and how we understand it will impact our families, team, and business operations.

We are working as fast as possible to understand and implement the latest government changes and provide support for all Oac team and families. We ask that you please hold off on contacting your Campus Director or Family Support Team regarding any changes to enrolments at this time.

We are encouraging your Campus Director to reach out in the coming days and weeks to confirm, and if necessary, update your care requirements so we can plan accordingly.

Thank you again to your all for your support during this truly extraordinary time.

I am so pleased to say our Campus Teams are doing a wonderful job of ensuring we maintain a safe and nurturing environment for all children, whilst taking on new hygiene and operational practices to protect children, teams and families. They truly are an asset to our organisation and we are extremely grateful for their commitment and compassion throughout this difficult time.

I will be back in touch with you in the next few days.

Kind Regards,

Anna Learmonth
CEO