Coronavirus Update –16 March 2020

Dear Oac Families

I wish to take this opportunity to provide you with an update regarding Oac's response to the rapidly unfolding COVID-19.

We are in an unprecedented time as we work through the current Coronavirus situation and its impact on the children, families and team members within Oac. I would like to start by thanking our entire Oac community for their support, understanding and patience during this time.

Over the weekend the government increased its quarantine requirements to 14 days self-isolation for all persons returning from any overseas location effective from midnight, 15 March.

Our objective is to keep all Oac campuses open, ensuring families are supported with high quality care, education and support. We understand however, this may not be possible due to government advice and mandates, and are working closely with key government bodies, authorities and other members of the early learning sector to develop a plan for a range of scenarios.

Throughout this process, we are committed to:

- Ensuring the health and wellbeing of all Oac children, families and team members
- Closely monitoring and adhering to advice provided by state and federal government departments
- Providing timely, clear and accessible information and updates to our families and team members through channels such as website, email, communication apps, SMS and phone
- Enhancing our already comprehensive operational practices, including:
    - Additional full sanitization cleans of all Oac facilities
    - Increased focus on health and hygiene learning and practices within campuses
    - Ensuring support for our Educators

In the event that we are required to close one or more of our services, either due to government direction or as a precaution, we will work through the following process:

- Immediately advise and seek advice from the Departments of Education and Health
- Determine whether or not a service needs to close
- Communicate the decision to the campus team and families
- Provide regular progress updates to families and campus teams regarding the anticipated re-opening of services and any subsequent actions required

To help with any uncertainty or questions you may have, we have outlined some FAQs below.

Will educational providers be forced to close?

We will take direction from relevant authorities regarding potential closures of one or more of our campuses. At this stage there is no indication of an imminent closure, however we continue to monitor the situation and will communicate with all families and team members as we are provided with further information.

Is it safe for my children to be in care?

Oac is committed to ensuring the health and wellbeing of all Oac children, families and team members.

We are enhancing our already comprehensive operational practices, including:

- Additional full sanitization cleans of all Oac facilities
- Increased focus on health and hygiene learning and practices within campuses

What happens to fees?

We are working closely with the government and industry leaders to determine the appropriate process for families' out of pocket expenses.

In the event a service is mandated to close by the government for a full day or more, families will not be charged fees.

While Oac remains open, fees will remain as per your current enrolment.

Are your campus operations changing?

We are working with our team to ensure Oac's high-quality offering is maintained within this changing environment.

Any potential changes that may be required will be communicated through our Campus Directors.

I want to assure the Oac Community that we are focused on supporting everyone impacted to the best of our ability.

If you have any questions or would like to discuss this matter further, please speak to your Campus Director, or contact the Oac Family Support Team on 138 622 (option 1) or familysupport@oac.edu.au.

Your support and patience is greatly appreciated as we continue to work through this situation.

Kind Regards,

Anna Learmonth,

CEO, Only About Children