



## Coronavirus: Family FAQs – 17 April

### **What if I'm not going to attend as per my booking?**

If your child won't be attending on their booked day or for an extended period of time, please contact your Campus Director to let them know in advance.

This is particularly important at this time as it allows our team to manage resources whilst enabling additional spaces for families requiring extra care throughout this period.

Be assured, you will not lose your booking during this period of non-attendance and will be able to commence re-attending when you are ready.

### **Can I increase my attending days?**

Families who have recently reduced their days can revert back to previous booking patterns.

Adding additional days to your booking may be possible, but will depend on individual campus availability. Please discuss increasing days with your Campus Director.

### **Can I book Casual Days?**

Casual Days may be available to book, depending on campus availability. To request a booking, please speak directly to your Campus Director. Please ensure that your booking has been accepted in advance of bringing your child to campus.

### **Can I book Flexi Days?**

Yes, Flexi Days are still available at Oac Campuses who previously had this offering. Bookings are subject to availability and can be made directly with your Campus Director.

### **Are you still providing the usual Oac inclusions and offerings?**

Most certainly. Through this COVID-19 period, and as always, our daily fee is all inclusive. Your child will receive all meals and snacks, sunscreen, nappies, bed linen, our Oac Grow curriculum, and much more.

### **Has the notice period changed?**

The notice period remains at 6 weeks as per the standard enrolment terms and conditions. This may be adjusted for exceptional circumstances, however this will be managed on a case by case basis.



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### **I'm having trouble with the My Family Lounge app**

If you are having issues marking absences in the My Family Lounge app, check that your app version is up to date. Using an older version may cause usability issues.

Casual Day booking functionality is currently disabled through the My Family Lounge app. To request a casual day booking please speak directly to your Campus Director.

### **Are you still offering tours to new families?**

We are offering limited campus tours and enrolments to families of essential workers who require urgent childcare, as per government advice. In order to best protect the health and safety of all children, families and team members we have implemented a range of additional safety and hygiene measures for all campus visitors, including; limiting tours to a maximum of 15 minutes, viewing common areas only, health checks and hand washing/ sanitising requirements.

### **Can a child who has graduated from Oac to go to school, come back during this COVID-19 period?**

Parents are required to obtain approval from their relevant states Department of Education.

If approved, please contact your Campus Director to discuss potential reenrolment.

### **How are you prioritising who has access to care?**

As per government advice, Oac is prioritising care to existing enrolled families, and families working within essential services, including health, education and emergency sectors.

Campus Directors will work directly with families to best support all care requirements, whilst ensuring appropriate team resources are available.