



Victorian Family Update 31 July 2020

Dear Families,

We hope you have been keeping well and safe during the current Stage 3 lockdown in Melbourne.

Please see below an updated communication regarding childcare fees during this Victorian Stage 3 lockdown period. This lock down period commenced from 8 July for a period of 6 weeks.

Families who already have a 'non-attendance' notification in place:

- Oac will continue to waiver the CCS Gap fee for the duration of the lock down period
- You are not required to contact us to arrange an extension, this will occur automatically until the end of the lock down period (currently through to mid-August)

Families wishing to nominate a 'non-attendance' period:

- Contact familysupport@oac.edu.au via email to request a period of non-attendance
- Please email us prior to close of business Wednesday to apply the non-attendance for the following week
- CCS Gap fees will not be waived automatically, unless you have formally notified Oac

Families wishing to attend care or cease a 'non-attendance' period:

- For families currently attending and wishing to remain attending, no action is required – continue care as per your current booked days
- For families who wish to return from a 'non-attendance' period, please contact familysupport@oac.edu.au via email prior to close of business Wednesday (each week) to apply the change
- Fees will continue to be applied as per normal

Childcare fee statements:

- For non attending families - Statements will be issued as per normal with a balance being reflected on the statement. However Oac will credit the CCS Gap fees before your child returns to care
- For attending families – Statements will be issued as per normal

At this stage, Oac is able to waiver the CCS Gap fee for the duration of the lock down period in Melbourne. Post this lock down, the Government has not yet provided an update regarding any ability to waive CCS Gap fees. We will keep families posted with updates as we receive them.

Please contact Family Support on familysupport@oac.edu.au or 138 622 should you have any questions.

Thank you for your ongoing support during this time.

Warm Regards,

Only About Children