

Hello Families,

This communication provides you with the key details about Term 2 services being operated by TheirCare and the new Commonwealth Government Childcare Package.

TheirCare will be operating if your school is open. As announced by the Victorian Government, most Schools will be offering 'on-site learning for children whose parents cannot work from home and also vulnerable students without access to a suitable learning environment at home'.

Before & After Care are completely separate learning programs from the school learning program. While we work in partnership with your school under normal circumstances, these current circumstances are completely different. Families need to be respectful of your school's position and requirements for children attending school during the COVID-19 crisis. We are unable to tell you what your school's requirements are, so it will be important for you to wait for communication from the school over the coming days.

TheirCare kicks off in Victoria with a Pupil Free day on April 14. Before and After School Service will commence on April 15 for those families who need care.

### **Childcare Package**

As recently announced by the Federal Government, all childcare services will be free until the end of Term 2. As a result, anyone that uses a TheirCare service from the week commencing April 6, 2020 through to the end of Term 2 this year will not be charged any fees during this time.

### **It is important to note the following points:**

We still have to organise a quality service. If you need to use one of our services we ask you to book with as much notice as possible. Similarly, if you have a current booking and you do not intend for your children to be at service, please cancel the booking otherwise we will assume your child is attending (and we will have to call you when service starts to confirm non-attendance).

Service will be open to families that require care. We are not anticipating large attendances but in the event that service numbers exceed allowable numbers, those working in essential services will be given priority.

**Running a safe service**

TheirCare continues to implement excellent hygiene and cleaning practices and follows the advice of the Department of Education and Training, Department of Health and the Chief Medical Officer.

We limit group activities and encourage social distancing. We will contact parents/guardians to remove their child from service should they display flu like symptoms.

We have been so encouraged by the well wishes we have received from many of you. Our highest priority is to be here for your families and to maintain a safe environment for your children.

As remains the case during this COVID-19 pandemic, should the directions we receive from Government change, we will let you know as soon as possible.

Thank you for your ongoing support,

The Team at TheirCare

