

Coronavirus (COVID-19) health advice update 20/03/2020

Dear Families,

I am writing to update you on the latest developments with COVID-19 and to respond to questions you may have about fees. At this time, and as long as our centres remain open, we are operating in accordance with our fee policy – [Kindergarten Policy](#); [Childcare Centre & Outside School Hours Care Policy](#).

If the centre is open and providing a service, your normal fees will apply. Government subsidies will continue to be available. This includes if your child is absent because they are unwell, you choose to self-isolate or not attend the centre for any reason.

If C&K is directed by the Government or Department of Health to close a centre, or if the centre needs to close for any other reason, you will **not** have to pay fees. In this event we will take advice from the Department of Health and aim to re-open the centre as soon as it is safe to do so.

I want to reassure you that we have plans in place should we need to respond to a diagnosed case of COVID-19 that impacts one or more of our centres. We will be open and transparent with you if there is a confirmed case and respond quickly to take the necessary action, should we need to close a centre. Please ensure we have your most up-to-date contact details in case we need to reach you urgently. In every circumstance we are consulting with and following the advice of the Department of Health, including when staff or families are undergoing testing. We will follow the expert guidance of the Department of Health to best protect you and your family.

To protect all in the community, it is critically important that any child who is unwell does not attend kindergarten or childcare. In childcare, the Australian Government has indicated that there is provision to extend on the number of allowable absences in certain circumstances. There are no limitations on absences in Kindergarten. If your child has a medical condition or compromised immunity, we recommend that you seek medical advice about your child's attendance in an early childhood setting during this event.

We understand that these are challenging and unprecedented times. Our priority is to protect your health and wellbeing and to keep our centres operating safely. We are constantly monitoring the advice of the Department of Health and the Government and will continue to update you as information becomes available. We are also in regular contact with our centres ensuring that all relevant precautions are being taken.

If you have any questions, please contact our dedicated advice email advice@candk.asn.au or phone 07 3513 2590.

The C&K Website now has a dedicated COVID-19 page, where you will find the latest updates <https://www.candk.asn.au/coronavirus>

We thank you all for your ongoing support of C&K. As a high-quality, not-for-profit provider, our full focus is on continuing to offer our early childhood education and care programs in the safest possible way, throughout this event.

Take care one and all,
Sandra

Dr Sandra Cheeseman
Chief Operating Officer