

## COVID-19 UPDATE- Response Level Yellow and decision on fees

Dear Families,

We are pleased to inform you that after closely monitoring this week's updates from Chief Health Officer Dr Jeannette Young on the COVID-19 situation in Queensland, we are confident to revert to **Response Level Yellow (Medium Response)** from Monday 16 August 2021.



### COVID-19 Commitment Statement Response Levels

This Response Level applies to all centres located in the following local government areas: Brisbane, Gold Coast, Ipswich, Lockyer Valley, Logan, Moreton Bay, Noosa, Redlands, Scenic Rim, Somerset and Sunshine Coast.

Our centre staff will continue to wear a mask throughout the day as per the [Public Health Directions](#). Please ensure that (unless exempt) you are wearing a mask when you arrive at your centre.

If there are any changes required to your Centre arrival and departure routines, your centre Director will let you know.

### Queensland and New South Wales Border Zone

Further [restrictions](#) are now in place for the QLD/NSW Border Zone, this includes clarification of what is 'Essential work' and who is an 'Essential worker' for the purposes of crossing the border. As further information is provided by Government, we will let you know.

### Information on fees

The Queensland Government's decision to put 11 LGAs in Queensland into a snap 8-day lockdown from 4pm on Saturday 31 July to 4pm on Sunday 8 August 2021 meant that for many families, this was a full week that their children were unable to attend our childcare centres.

We'd like to take this opportunity to thank every family who was able to keep their child home and to acknowledge that we understand the logistical, financial and emotional challenges that the lockdown presented for many of our families.

Some families in areas affected by lockdowns have understandably raised questions about fees. We have been advocating to government to provide fee relief similar to what has been provided in NSW and Victoria (and during the lockdown periods last year). At this stage, we are still waiting for an answer from the Federal and State Government, however it does not look like any fee relief will be extended to Queensland families for this lockdown period.

Due to the absence of any Government support, C&K is unable to provide refund on fees for any booked days between Monday 2 August and Friday 6 August, for families whose children were unable to attend. While we recognise that some families may feel that a reduction or refund is appropriate under these circumstances, this would result in a significant financial impact for us that we simply cannot afford.

C&K is a proudly not for profit organisation. We work hard to keep our fees affordable, and we invest any surplus funds to ensure better outcomes for all children. We also invest heavily in the professional development and wellbeing of our 2000+ employees – all of whom continue to work (and need to be paid) during lockdowns.

We have processes in place to support our families who are experiencing financial hardship. If your family is experiencing financial stress or strain due to the ongoing impacts of lockdowns, we encourage you to speak to your centre Director.

While we all hope that this will be the last lockdown that we have to endure, unfortunately, there is no guarantee that this will be the case. We will always put the safety of our children, families and staff first. In the event of further lockdowns, C&K will assess each situation as it arises and if it is possible to provide any fee relief, we will explore every option to do so, including continuing to advocate to government.

We would like to thank our families and our front-line staff for their patience and understanding as we all navigate the ongoing challenges that COVID-19 is creating. As always, if your child is unwell or has flu like symptoms, please keep them at home and seek medical advice.

We encourage you to read the C&K [COVID-19 Commitment Statement](#) and re-familiarise yourself with these commitments, which can also be found on the C&K website.

If you have any questions, please contact our dedicated C&K Coronavirus Advice Line at [advice@candk.asn.au](mailto:advice@candk.asn.au) or call 07 3513 2591.

Take care,

Jane Bourne

Chief Executive Officer