



Coronavirus Response Plan

Frequently Asked Questions – Families

23 March 2020

23/03/2020

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Is it safe to continue to send my child to The Range Children's Centre?

The Government's medical advice is that it is safe to continue to send children to childcare. Everyone in our community needs to play their part in taking reasonable measures to prevent the spread of the virus. Our Centre has implemented strict hygiene standards and disease prevention measures to ensure the wellbeing of children and staff. We are seeking the cooperation of our whole community in letting us know if they or their child develop any symptoms that may indicate they may have Coronavirus. Please refer to the Department of Health website for the symptoms to watch out for. We are seeking the whole community's support to keep The Range Children's Centre disease free and open for the benefit of all employees and families.

What preventative measures is the Centre taking to prevent the spread of disease?

On 16 March we sent a letter home to families advising them of our initial response plan to the emerging Coronavirus situation. We implemented strict hygiene standards across the Centre, and are asking parents, children and staff to stay away if they are ill. In short, we have implemented quick and practical measures to ensure our ongoing operation.

My child or a member of my family have travelled overseas or to an impacted region in Australia recently, do I need to notify The Range Children's Centre?

Yes. We would like our families to let us know if they have travelled or are planning to travel internationally or to an at risk area in Australia. This is to enable us to understand the risks associated with that travel and for us to ensure a reasonable risk mitigation plan is in place to protect our Centre,



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our staff and other children in our care. Importantly, in sharing this information with us it will not directly lead to your child being subject to an exclusion period from our centre.

My child has a mild cold, cough or illness. Can I still send my child to The Range Children's Centre?

Any child that has any illness or symptoms should remain at home and not attend The Range Children's Centre. This may sound excessive, but we are attempting to minimise the presence of diseases in our Centre to ensure the health and wellbeing of our staff, educators and other children and are seeking our whole communities support to keep The Range Children's Centre disease free and open. Given the growing spread of Coronavirus we are envisaging a time when our Centre may be impacted and are seeking to ensure that our Centre, our educators and staff are in the best possible position to be able to continue to care for your children during this difficult period.

Will I have to continue to pay fees if my child is sick, excluded or absent from The Range Children's Centre?

Yes. As outlined in our Fees Policy, fees are payable for all days that children are enrolled, including when children are sick or cannot attend for any other reason.

Will I still receive my Childcare Subsidy if my child is sick, excluded or absent from The Range Children's Centre?

Based on the most recent Government information, yes. Each child has up to 42 absences permitted per financial year where Childcare Subsidy will be paid by the Federal Government without a specified reason, and we understand this will be extended for COVID-19.

Will I still have the same Educators caring for my child?



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We realise that families and children form a special bond with their Education team. We will endeavour to maintain our existing Educator allocations but may have to make adjustments during this period to ensure continuity of care across the Centre, especially if our Educators are taken ill. We ask for the empathy of families during this challenging period.

The Range Children's Centre employee or another child in the Centre may have been exposed to Coronavirus or has tested positive, what will happen to my child?

In the event we are informed of a possible or definitive diagnosis of Coronavirus impacting a child in our care, we will immediately advise the Department of Health and Department of Education. We expect that our Centre will be immediately required to shut down or close for a period of time at their advice, and all children will be sent home until the Centre can reopen. This is why we are seeking the whole community's support to keep The Range Children's Centre disease free and open for the benefit of all employees and families, even if your child's symptoms may look mild to you.

Will I have to continue to pay fees if the Centre is forced to close?

The Federal Australian Government advised on 14 March 2020 that we are not permitted to charge fees to families in the event we are directed to close due to the Coronavirus. As a not-for-profit community run Centre we are exploring ways to ensure our ongoing financial viability.

If the Centre is forced to close temporarily, who should care for my child?

In the event our Centre is forced to close temporarily, we recommend that you the parents or primary carers look after your children or someone not in a high risk category for complications from Coronavirus. We acknowledge this question is beyond the scope of our duty of care, however we would hate to think that if our Centre closes temporarily that the children whom we care deeply for might be sent to grandparents for example. We must do everything we can as a community to protect those most at risk, including the elderly, people with pre-existing conditions or people with compromised immune systems. At The Range Children's Centre, we are proud of our sense of community, and know



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that we will all be in the same situation. Perhaps you might like to consider as part of your own families Coronavirus response plan whether you might be able to help another family out during this period and vice versa.

Is there anything I can do to help The Range Children's Centre?

We ask for all families understanding during this challenging period. As a community run not-for-profit we are doing our best to ensure we are prepared as best we can be in these unprecedented times.

Please continue to pay your outstanding fee invoices, and adhere to the Centre's requests as outlined above is the most important thing for families to do. If you have any concern about our response plan we would ask that you raise these directly with Centre Management or a member of the Committee of Management. We ask that families do not discuss these concerns with staff directly as this may inadvertently cause upset or alarm during a period where we are seeking to provide reassurance and support. Finally, if you are so inclined you may wish to lobby your local representatives or members of parliament to ensure the ongoing viability of community run not-for-profit centres such as ours. Many centres the sector are are faced with great pressure and challenge, especially financially, during this unknown period.

Who can I speak to for further information about The Range Children's Centre' response plan?

Our response plan has been developed between Centre Management and representatives of the Committee of Management. If you have any questions or need any clarification, please speak with Janice directly in the first instance. If Janice is unable to answer your query, she may refer you to a member of the Committee of Management.