



## **COVID-19 Q & A FROM GBOOSH**

### **What will happen if I need to amend my child's bookings in line with medical advice?**

At the moment each families' circumstance will be reviewed on a case-by-case basis so the more information you can provide to us, the easier it will be for us to determine the best possible outcomes for everyone.

If your child has a known medical condition (as identified in your child's enrolment form) this will allow us to apply flexibility to our existing 2 week notice period. This will also apply if you are able to supply a Dr Certificate for an unwell child.

### **What will happen if I need to amend my child's bookings in line with changes to my working arrangements?**

We understand that this situation may impact families financially by way of job losses or reduced hours so we will do our best to work with these situations also.

*Please be patient as we are trying to work out a fair and equitable way to manage cancellations of bookings obviously without too much financial impact for the centre being a not-for-profit. We are trying to ensure the viability of the service when school routines return to normal.*

### **What will happen if the Government determines that all schools and child care services must close?**

We continue to await Government advice on whether schools and child care services will become part of the locked-down services. If we are advised of a closure the centre will be closed by the required deadline, all rolls will be closed and information will be submitted to Centrelink.

In the event of a closure families will not be required to pay fees and any fees already paid for will be held against your account for future bookings.

### **Will GBOOSH be running Vacation Care?**

Again, we continue to await advice from Government around our operational status for Vacation Care. In the event of a closure families will not be required to pay fees and any fees already paid for will be held against your account for future bookings.

### **How can families help?**

- Sanitise your hands (and your child's hands) at the sign in/out table before & after touching the iPad. Staff will be on duty to wipe down the screens afterwards.
- Keep any of your child's non-essential personal belongings at home. Do not bring toys etc into the centre as we will cleaning our toys and equipment regularly.
- If your child is unwell please keep them at home and teach them to use recommended procedures for covering coughs, sneezes and washing hands.

**We understand that GBOOSH is an essential service for many families and we will do our best to keep the doors open while it is safe to do so under the advice of the Government and Health Department. The safety of the staff, families and children in our care is paramount so please practice the highest of hygiene standards when arriving and departing from the centre. Please keep an eye on your email for daily updates from GBOOSH as well as our website.**

**Thank you for your support – *The GBOOSH Team and Management Committee***