

## FAQ'S

### When should I not attend a centre?

Based on the latest information from authorities, as of 16 March 2020, G8 Education's position for all centres is:

- **If your child is feeling unwell, do not send them to a child care centre.**
- Any child or team member who arrives in Australian from overseas must not attend a child care centre for 14 days.
- Any child or team member who has had close contact with any person with a **confirmed** case of COVID-19 must not attend a child care centre for 14 days following the exposure.

Prior to returning to a centre, we will require those impacted to obtain a medical clearance.

### When should I contact my centre?

If you are starting with us in the coming weeks, we ask that you phone your Centre Manager immediately if you are contacted by a public health official and advised that your child, you or another member of your household:

- Is a **confirmed** case of COVID-19.
- Is being investigated as a suspected case of COVID-19 and/or is being tested for COVID-19.
- Has been in close contact with a confirmed case of COVID-19.
- Has returned to Australia from overseas.

If you have specific questions relating to individual situations, please contact the relevant state or territory public health agency:

- ACT call 02 5124 9213
- NSW call 1300 066 055
- Qld call 13HEALTH (13 43 25 84)
- SA call 1300 232 272
- VIC call 1300 651 160
- WA visit [www.healthywa.wa.gov.au](http://www.healthywa.wa.gov.au) or call your [local public health unit](#)

### Will G8 Education be closing any centres?

We will take advice from the Commonwealth and State Departments of Health and Education, and act on that advice. If at any time we are instructed to close a centre, the length of the closure will depend upon the advice of the relevant government departments.

### How will we communicate with you?

In the event that the Departments of Health or Education direct us to close a centre in relation to COVID-19, this is likely to happen at very short notice. In that case, we will inform you directly via email, SMS and or via Xplor (in centre communication app).

For this reason, it is essential to ensure your contact details are up to date, and that you monitor your emails, SMS and Xplor regularly throughout the day, and after hours. If your details have changed or are changing, please contact your Centre Manager immediately.

### Am I entitled to use absences?

Families are entitled to take **42 absences** every financial year **without affecting their CCS**. Once all 42 allowable absences are utilised, CCS will not be applied to any further absent bookings unless they classified as 'additional absences'.

The Department of Education has advised that additional absences can be utilised when:

- **Child sick** - a child is sick including due to having contracted COVID-19 and **provide a medical certificate** from a general practitioner.
- **Parent/caregiver sick** – the individual responsible for caring for the child, the partner of that individual or another person who lives in the house with the child is sick, including due to one of those people having contracted COVID-19;
- **Self-isolation (required or by family choice)** - a child is not ill but they are staying home as a precaution of COVID-19 and **provide a medical certificate** from a general practitioner.

Please note, a medical certificate is not required in any of the above circumstances if your child does **not** exceed 42 absent days.

If a child is absent from the centre for a longer period of time and the child is not ill, e.g. cannot provide a medical certificate, enrolment automatically ceases when the child does not attend the centre for 14 weeks (as per the Child Care Subsidy guidelines set by the Federal Government).

If you would like to extend your child's allowable absences, please speak with your Centre Manager.

### **How to talk to children about COVID-19**

It is understandable that this unprecedented situation has created anxiety among families, especially among young children. It is important they get all the support they need – both at our centres and at home.

Our educators are trained to guide and support children through difficult situations. There are several online guides about how you can talk to your children about COVID-19. Here is one from the global children's agency, Unicef.

<https://www.unicef.org.au/blog/news-and-insights/march-2020/how-to-talk-to-your-children-about-coronavirus>

The Australian Government's youth mental health initiative, headspace, has also produced a guide for older children.

<https://headspace.org.au/young-people/how-to-cope-with-stress-related-to-covid-19/>

### **Further information on COVID-19**

Australian Government fact sheet

[https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-international-travellers\\_0.pdf](https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-international-travellers_0.pdf)

Isolation guidance - Australian Government fact sheet

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-isolation-guidance>