

COVID-19

Information guide for families

Updated on 18 March 2020



INTRODUCTION

Primary OSHCare is committed to ensuring the health and safety for all children, families and educators in our services.

We understand that many families may be feeling anxious at this time and we want to assure you that the wellbeing of the children in our care, and the wellbeing of our team, is always our top priority.

We have created this Information Guide for Families to let you know the steps we are taking to keep our communities safe.

OUR APPROACH

Primary OSHCare is actively monitoring and following all guidance provided by the World Health Organisation (WHO), Department of Education (DET) and the Department of Health (DHHS) regarding the Coronavirus (COVID-19). We are working closely with our schools, school communities and all relevant government departments to ensure we are prepared to act should the need arise.

We have reinforced health and hygiene standards for our team, and for the children in our care. We are remaining vigilant in our cleaning routines and will be actively enforcing our Illness and Infectious Disease Policy and Procedures.

In an Outside School Hours Care environment it is challenging to maintain social distancing (keeping 1.5m between yourself and others), but where possible we are implementing this. To support this we will continue to adjust our programming to maximise outside play and optimise our child to space ratio.

HEALTH AND SAFETY

The most relevant advice remains - practicing good personal hygiene and cleaning is the best defense against COVID-19. So at all Primary OSHCare services, we are reinforcing the importance of:

- ✓ Washing your hands regularly with soap and water (especially before eating and after using the bathroom)
- ✓ Covering your mouth and nose with a tissue when sneezing or coughing into your elbow
- ✓ Disposing of tissues and washing hands immediately afterwards
- ✓ Avoiding contact with others, if unwell
- ✓ Upholding stringent cleaning processes in our services
- ✓ Advising “if you are unwell, stay at home” for the safety of our children and team members



PROTECTING OUR COMMUNITY

OUR TEAM

Primary OSHCare are actively communicating with our team to ensure that they are confident, healthy and prepared to provide your children with the same great care during this challenging time.

Any team members returning from overseas are being directed to follow the 14-day self-quarantine as required by the Department of Health.

Any team members that are feeling unwell or presenting with symptoms have been encouraged to stay home and require a Fit For Work medical clearance before returning to work in our service.

OUR FAMILIES

We encourage our families to please keep your child/ren home if they are unwell to prevent further spread of illness. Should a child arrive at Primary OSHCare presenting with symptoms, the parent/ guardian will be contacted to collect their child.

VACATION CARE

Primary OSHCare have made the decision to cancel all incursions and excursions for the Autumn (April) school holidays. All incursions and excursions will be replaced with awesome activities that keep us at our service and avoid unnecessary risk of exposure posed by venturing outside of our school environment.



WHAT IF A COVID-19 CASE IS CONFIRMED WITHIN OUR SCHOOL?

If there is a confirmed case identified within the school, Primary OSHCare will work closely with the school and act as advised by the school and the relevant governing departments. It is likely that the school will close and in this case Primary OSHCare will also close our service offering.

In the event of a school closure, Primary OSHCare will notify families that the service will be closed. All bookings during the closure period will be cancelled and you will not be charged. There will be no need for you to remove or cancel your bookings, in this case - Primary OSHCare will do this on your behalf.

Stay in the know

This is an evolving situation and we will continue to monitor developments as they happen. Primary OSHCare will be actively communicating with families to ensure we are all informed and prepared should the need to act arise. We encourage all families to be alert and stay informed about COVID-19 and we recommend the below resources:

- **World Health Organisation**

<https://www.who.int/>

- **Department of Education**

<https://www.dese.gov.au/news/coronavirus-covid-19>

- **Department of Health**

<https://www.health.gov.au/>

Coronavirus Health Information Line: 1800 020 080

Our Customer Service Team are available to support families Monday to Friday
8am-8pm AEST/ AEDT.