



COVID-19 Update

Monday 20th April

Dear Families,

We hope you had a nice weekend.

We are overwhelmed with the support from our families and team during this unprecedented time.

We have collated below the frequently asked questions from our families:

Can I change my child from Home Isolation to attend the centre?

We need your support to inform us of any changes to your booking so we can adequately staff and take pressure off our team.

If your child was booked on the Home Isolation Absent fee and you would now like your child to attend the centre, please notify us of this change with 48 hours' notice so we can roster appropriately.

What are we doing to reduce the risk of COVID-19?

Our teams have placed the welfare of our children and families first. They continue taking additional precautions to increase safety of our children and educators above our normal high standards.

We have introduced temporary measures limiting the number of children in each room and number of children that can attend the centre.

Can we increase days?

If working families require additional care, we are adding casual days. Please email your centre's email requesting any casual days.

During the Covid-19 pandemic we can book casual days to the 28th of June subject to availability. We require 24 hours' notice to cancel any booked casual days.

To add a permanent day that will continue after the Covid-19 pandemic this will follow our standard waitlist process. We have temporarily limited the number of children in our rooms however there may be limited permanent days available at some centres. Please contact Admissions on 03 7020 1447 or mernda@maplesearlylearning.com.au to check your requirements.

When can we add permanent days?

We are reviewing Government recommendations daily to ensure we are reducing the risk of possible infection and adhering to best practices.

We have temporarily limited the number of children in each room and across the centre. The priority to offer any limited availability will be to: our attending waitlist families that are essential workers or children that are vulnerable or at risk.

Should you have further queries please contact our Admissions Team on 03 7020 1447 or mernda@maplesearlylearning.com.au.

Will I receive a refund for the credit on my account?

Families that may have a credit on their account will automatically roll over once CCS commences after 28th June. This will be reviewed by the government at the end of April and we will keep you updated with any changes.

Any families that are experiencing financial hardship can request a refund by emailing your centre.

I have school aged children at home who are learning online, can my child return to care to give my older children time to focus on their learning?

We understand this is a challenging time for families with home schooling. It is preferable, much like with schools, that if your child can be home you keep them home. Reducing the risk of Covid-19 infection remains our priority. An increase in attendance unfortunately also leads to an increase in the risk of infection. We do ask that your child remains at home during this time.

If I have an account query relating to periods prior to the Free child care coming in to place what can I do?

Currently we are unable to adjust anything prior to the 6th of April. We will have access after the 28th of June to check accounts and make any necessary adjustments.

Please stay safe and healthy.

Support Services Team
Maples Early Learning