

Monday 20 April, 2020

Dear Parent/Guardian,

As you would be aware the new Childcare Relief Package was announced by the Australian Government on Thursday 2 April 2020. The Australian Government's primary aim is to support Services to remain open to ensure that quality early childhood education and care continues to be available to support **essential workers and disadvantaged and vulnerable children and families.**

To ensure ongoing access to early childhood education and care, from 6 April 2020 until 28 June 2020, Services that remain open, and have children enrolled, will receive a fixed weekly payment from the Australian Government. As stated in the Childcare Relief Package announcement this payment is to support the day to day ongoing costs such as utilities, food, rent etc. It is important that you are aware the payments being received and calculated by the Australian Government under the Childcare Relief Package are to the level of 50% of the fees (CCS plus parent gap payments) that were received based on actual enrolments in the last two weeks of February 2020. As such Busy Bees and Bliss Early Learning Services are only being paid 50 per cent of the previously received childcare fees to continue to provide our essential service as required by the community. In addition to the childcare relief package we also need to consider the requirements and obligations of the Government's JobKeeper package. As noted these are uncharted waters and we request your patience as we continue to work on all of these components.

The Busy Bees and Bliss Early Learning Enrolment Team have been diligently working through the Child Enrolment Application forms that have been received to date. In light of the applications received the Enrolment Team personnel has been increased to support the required work.

As we are working through the applications and determining each family's requests, specifically the priority of care to **essential workers and disadvantaged and vulnerable children** we ask if you have emailed your application to the Enrolment Team, that you do not email again as this will continue to delay the application, review and approval process.

We shall provide families an update at the end of the week on the current workload, however at this stage the 14 day process will be extended due to the requirement to ensure the **priority of access is being applied to eligible families.**

To meet the requirements set out by the Australian Government under the Childcare Relief Package and for the Service to meet the Education and Care Services National Regulations there are several steps that the Service and business must take, including the correct child to staff ratios, safety and the wellbeing of the children and employees.

Please note that the business as set out by the Australian Government is not compelled to accept any new



enrolments or increase bookings where parents request these, however each Childcare Relief Package - Child Enrolment Application Request Form will be reviewed and families will be advised of the outcome. If you have sent your application in and you are not a priority family we ask that you email and advise to have your application cancelled via the below email addresses:

Busy Bees Enrolment Team - enrolments@busybees.edu.au

Bliss Early Learning Enrolment Team - support@bliss.edu.au

Warm Regards

Robert Hughes
Chief Executive Officer

Busy Bees Australia National Support Centre

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