

Friday 29 May, 2020

Dear Parent/Guardian,

As communicated last Friday we have been implementing new Covid-19 safety measures to support the health, safety and wellbeing of all parties that enter each of our services.

For the families attending care at our Services, we would like to reach out to you all and say a big thank you, as we appreciate your support during this time. We continue to assess and evaluate the measures we are putting into place, and by extension are creating a 'new normal' as we continue to navigate through Covid-19 and into the future. We understand that routines have been affected, especially during drop off and collection times at the service and we recommend you allow additional time when doing drop off and collection to support the safety measures put in place.

Our Enrolments Team, Area Managers and Service Managers have worked tirelessly with over 2,700 Families thus far, approving and re-enrolling approximately 1,900 children into our Services under the Early Childhood Relief Package guidelines. We are continuing to support families in returning to care each day and we appreciate your patience and understanding during these times as we have had many challenges to work through. Our continual focus is working with all families to return to care as soon as possible with a focus on providing families with secure booked places and ability to transition safely and securely into our Services.

Lighting UP with Gratitude



Bliss Early Learning Services in Sydney and Melbourne are getting ready to 'light up' their Services to symbolise a month of gratitude to our Essential Workers, Families, Educators and Communities. We really wanted to be able to express our gratitude specifically to all our staff that have continued to work through this period to most importantly support the families of essential workers. The professionalism, dedication and commitment of our staff has been outstanding and I am extremely proud of them all and how they have faced the challenges thus far. I feel excited for what lies ahead, as well as what we will be able to achieve together. We appreciate everything our staff are doing and know that every little bit makes a difference to our Families, teams, Bliss and Busy Bees as a whole.

We would love to see families get involved by displaying a string of fairy lights at home, to symbolise a message of thanks and gratitude to our amazing staff. Another way to get involved is by taking time to write down your



gratitude on the Gratitude Cards, located in the reception area at the Service. For those looking to do something virtual, please send through a Gratitude Email or post within the Services Facebook page and hashtag #lightupwiththanks #beststartinlife. Also keep an eye out for 'UP at Home' as we have many activities to share with families that link to our 'Light UP with Gratitude' celebrations so that the children can also be involved. We are very excited to see the many ways that we all can say thanks and recognise our staff during these times.

Covid-19 Safety Measures

As previously communicated, we have developed Covid-19 safety measures to support the health, safety and wellbeing of all parties that enter each of our services. If you are not familiar with our safety measures please refer to the [Covid-19 Safety Measures](#) (attached).

Your assistance and support in maintaining these health, safety and wellbeing measures are paramount to all who enter our Services, and we thank you in advance in following and respecting the required steps.

COVIDSafe App

Recently the Australian Government introduced the voluntary COVIDSafe App. This App is something Families can utilise to protect themselves, their Family and friends, and ensure the continued safety of other Australians. The more Australians that connect to the COVIDSafe App, the more likely the Australian Government can determine any potential threat of exposure. In light of this, Busy Bees are supporting and recommending the use of the COVIDSafe App to help continue to flatten the curve.

For Further information on COVIDSafe App, please refer to the following video link:

<https://www.youtube.com/watch?v=Yrj7SnhMPdM&feature=youtu.be>

Child Care Subsidy - CCS Updates

You may have recently received a reminder from the Australian Government asking that Families who are eligible to receive the Child Care Subsidy (CCS) payments and Family Tax Benefits (FTB) from Centrelink are to provide their Family income estimate for the 2020-2021 financial year.

This is a friendly reminder, if you haven't done so already, to complete this task via your MyGov account or by contacting Centrelink, even though you aren't currently paying child care fees. As mentioned above, this is important because Centrelink will use this estimate to work out how much CCS and FTB you will get **next financial year**.

What is CCS (Childcare Subsidy)?

CCS helps with the cost of approved child care. Centrelink pays this subsidy directly to your child care provider to reduce the fees you pay.

Who can get it?

To get CCS you need to meet [certain requirements](#). Centrelink will also consider your circumstances to work out [how much you can get](#).

How do I apply?

If you want to get CCS when it starts again, and haven't already applied, you should [submit your claim](#) now.



Further information about updating your Family Income Estimate for the 2020-21 financial year can be found on the Services Australia website link here: <https://bit.ly/2YZbCJF> If you have any further questions in regards to the above, please visit the Services Australia website via the following link: <https://www.servicesaustralia.gov.au/>

Please ensure you read our weekly communications thoroughly for up to date information on your child's enrolment whilst the Early Childhood Education & Care Relief Package is in place. This package is currently in place until 28 June (date subject to further decision by the Australian Government).

All communication sent to families can be located on the Bliss Website <https://www.bliss.edu.au/covid-19-awareness-updates/>

If you have any additional questions please do not hesitate in speaking with your Service Manager.

Warm Regards

Robert Hughes
Chief Executive Officer