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16 April 2020

Dear Families,

Extend would like to provide an update on the Outside School Hours Care Service at [Upwey South Primary School](#). These updates are effective from Monday 20 April.

Before School Care will operate Monday - Friday from 7:00am - 9:00am.

After School Care will operate Monday, Tuesday and Wednesday from 3:30pm - 6:30pm, and Thursday and Friday from 3:30pm - 6:00pm.

Bookings are now open through extend.com.au or LookedAfter.com.

This is a safe service and you can be rest assured that children and Educators will practice excellent hygiene and social distancing measures in line with government recommendations.

Please note, during this free childcare period, it is important you only hold bookings for sessions your child will definitely attend. **If your plans change, it is important you cancel any sessions your child will not attend as soon as you know you no longer need those sessions. Please also read the important notice below regarding the Free Childcare Program.**

Thank you for your support, patience and understanding over these last few weeks. It has certainly been a unique experience for us all. We look forward to welcoming your children back to the service.

With sincere thanks,
Extend Team

Important notice regarding the Free Childcare Program

For up to six months*, you will not be charged for your childcare during the hours of operation of your Vacation Care, Before School Care or After School Care program. This is due to the Federal Government's Free Childcare Program.

This program covers care during the registered operation hours of the service. Some services have the same operating hours as they have always had. Other services have required changes to operating hours

for the Free Childcare Program. You can find the hours of operation on [LookedAfter.com](https://www.lookedafter.com) when you book.

It is important to note, the Free Childcare Program does not cover the cost of late pick up fees. These are payable to ensure we cover additional administration and staffing costs. Please collect your child on time or within the hours of operation to avoid late fees.

Additionally, please ensure you have updated your Emergency Contacts "Can Collect" section in LookedAfter, nominating trusted people who are able to collect your child during this crisis. The person you normally use may not be available, so update this section and arrange multiple options for the collection of your child on time in the event you are delayed. We do not want anyone to pay late fees so make sure your plans are in place! All authorised persons should ensure they bring photo ID for collection of your child.

Help us help you gain access to completely free childcare for the duration of the Free Childcare Program.

**The Free Childcare Program will be reviewed by the Federal Government at one month and three months from now. At this time, it is expected to be in place for six months in total.*



Our friendly and knowledgeable customer service team is on hand to help with all your enrolment, booking and school holiday program needs.

Email support@extend.com.au or call 1300 366 437

