

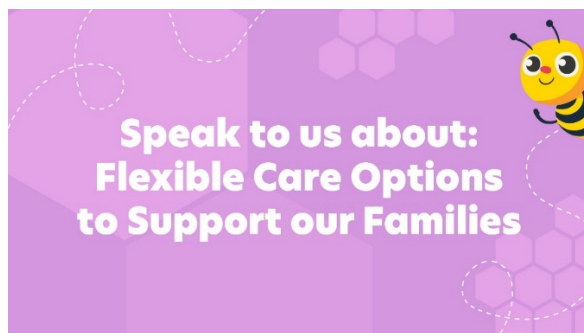


Friday 3 July, 2020

Dear Families,

As you know, the past few months have been challenging and have impacted us all in many ways. We are delighted to see so many Families returning to care and are so excited to welcome you back!

As we see an ongoing easing of restrictions, we continue to adapt to the changing landscape to support our Families' needs. However we may need to alter plans at some Services in line with Government guidelines should a localised spike of cases reappear.



We are here to support our Families so please speak to your Service Manager to find out about the multiple flexible care options available including:

- Additional Child Care Subsidy (ACCS) which is a short-term payment that can assist families experiencing temporary financial hardship due to an event that happened in the last 6 months such as Job loss, reduced income etc.
- Sessional Care which allows families to make the most of your Child Care Subsidy (CCS) hours. Sessions may be approved for 6, 9 or 10 hours

#### **Additional Support for our Families**

We are very excited to be launching a new support program to assist Families who are transitioning back into the workforce. We will be communicating the details of this to all Families shortly, so stay tuned!

To assist with our continued forward-planning, including rostering of staff, we would appreciate if you notify your Service Manager of any changes relating to your care requirements and to discuss your ongoing care needs.

#### **Recommencing of Fees**

Direct Debit payments recommenced from 29 June. To align with our Fee Payment Policy, this will cover the required two weeks advance payment of fees in preparation for the recommencement of fee-based care from 13 July 2020,. If you haven't done so already, [please return your updated Debit Success form to the Service.](#)

Just a reminder that Busy Bees can also confirm that there will be no fee increase for at least the period the CCS Activity Test is relaxed.

#### **Busy Bees Australia National Support Centre**

34 Station Street, Nundah QLD 4012 | (07) 3632 1144 | [info@busybees.edu.au](mailto:info@busybees.edu.au)

Busy Bees Early Learning Australia is the registered business name of Foundation Early Learning Limited ACN 168 187 979.  
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### **HESTA Awards are Now Open**

The HESTA awards are now open for nominations until 23 September 2020. Busy Bees Services have been instrumental in supporting Essential Workers during COVID-19, so we believe this is a great opportunity to recognise their tremendous efforts!

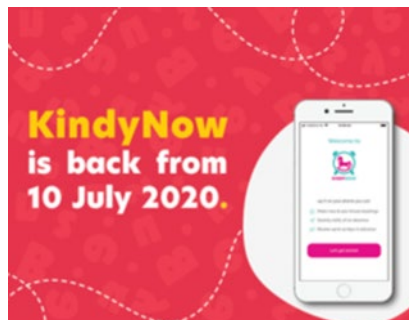
Please nominate your child's Educator with a story worth celebrating in the categories of:

- Advancing Pedagogy & Practice
- Outstanding Organisation
- Individual Leader

The link to the nomination form can also be accessed [here](#) and we also ask that everyone within our Services take some time to nominate their peers and leaders.

### **KindyNow**

Prior to COVID-19, as part of our ongoing commitment to enhancing our Family experience and our Operational Excellence, we had partnered with KindyNow to provide Families with an easier way to notify of child absences and book casual days. As you may have been aware, over the past three months the KindyNow App had been turned-off but as transition to a Child Care Subsidy (CCS) model the KindyNow App will be turned back on from Friday 10 July 2020, in preparation for the week beginning 13 July 2020.



With KindyNow, you can:

- Notify your Service when your child will be absent
- Book a casual day of care from your smartphone, including out of hours
- Receive notifications when a vacancy becomes available

Simply download the KindyNow app to get started:





### **Updating your Income and Activity Test**

It is important for Families to update your **income** and **activity levels** as **Child Care Subsidy (CCS) is starting again** on 13 July 2020.

If you were receiving CCS before 6 April 2020, it will automatically start again if you've stayed eligible and your enrolment is current and confirmed.

Follow these five steps to make sure you've stayed eligible and receive the right amount of CCS:

1. Provide Centrelink your [2020-21 family income estimate](#) to receive the correct CCS percentage and avoid an overpayment.
2. Check your [activity hours](#) to receive the correct amount of hours of CCS per fortnight\*.
3. Make sure your child meets [immunisation requirements](#).
4. Check your child's [enrolment details](#) are current with your child care service and re-enrol if you need to.
5. [Confirm your income for 2018-19](#) \*\*

\*From 13 July 2020, the Australian Government is easing the activity test for CCS. This means you may be able to apply for extra activity hours if COVID-19 has affected you. There will be more information about how to do this in July.

\*\*Minister Dan Tehan announced this week that families will now have until 31 March 2021 to submit your 2018-19 tax return. This extension is only for CCS purposes and delayed lodgement may affect other benefits such as Family Tax Benefit so families are urged to check the ATO website to understand the consequences for non-lodgement of tax returns by the required due date.

If you're [new to child care](#), you should [claim](#) CCS as soon as possible. From 13 July 2020, you'll pay full fees unless you're receiving CCS.

If you have any further questions in regards to the above, please visit the Services Australia website via the following link: [Services Australia](#).

All prior communications sent to Families for your reference can be located on the Busy Bees Website <https://www.busybees.edu.au/corona-virus-updates>

Thank you for your continued support as we look forward to welcoming you back into our Services.



Visit our social media pages, Like and Follow us to stay up to date with everything that's happening in our Services: [Follow us on Facebook](#) | [Like our Instagram](#) | [Connect on LinkedIn](#)

Warm Regards.

Robert Hughes  
Chief Executive Officer