

# **Camp Australia COVID Safe Plan**



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***This plan is a living document that will be updated in real time, as needed, as practice and Government advice changes.***

*Last edited – 14 August 2020*

# About the virus

## The best source of information about COVID-19

As the information we all have access to is constantly changing, we draw our responses from the Department of Health that has posted several resources:

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

We also monitor closely the World Health Organisation's advice to the public that can be found here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

An additional source, more for personal needs should the COVID-19 close contact criteria be met, and symptoms present is the Australian Government dedicated Coronavirus Health Information Line, which operates 24/7: 1-800-020-080.

**See below key excerpts from the above sources:**

## What is a Coronavirus and COVID-19?

Coronaviruses are a large family of viruses known to cause respiratory infections. These can range from the common cold to more serious diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). This new coronavirus originated in Hubei Province, China and the disease caused by the virus is named COVID-19.

## How is this Coronavirus spread?

COVID-19 is most likely to spread from person-to-person through but not limited to the following:

- Close contact with a person while they are infectious or in the 24 hours before their symptoms appeared
- Close contact with a person with a confirmed infection who coughs or sneezes
- Touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

## What are the symptoms of COVID-19?

The symptoms of COVID-19 are similar to other colds and flus and include:

- fever
- sore throat
- cough
- tiredness
- difficulty breathing

Other symptoms can include runny nose, headache, muscle or joint pains, nausea, diarrhea, vomiting, loss of sense of smell, altered sense of taste or loss of appetite.<sup>1</sup>

Anyone displaying or feeling these symptoms should seek advice from a healthcare professional.

<sup>1</sup> <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19#symptoms>

# Camp Australia OSHC Service Practices - COVID-19

## Day to day management of children's incidents and illnesses

Camp Australia existing practice should guide all educators in facing the current pandemic. All care should be taken to avoid incidents and injuries to children and educators. When an incident, illness, accident, trauma, or injury does occur, the safety and wellbeing of the children must be paramount. This care will extend to any children that are in the surrounding area. An incident report must be documented and communicated to the appropriate personnel.

Strategies for educators to use in service for a child presenting cold or flu like symptoms:

- Educators need to ensure that hazard checks of the environment are completed before every session of care
- Educators need an up-to-date and valid First Aid Certificate. A copy must be available on site as part of the staff record and a copy recorded with the educators One Team profile
- The child will be supervised until medical aid or the parent or authorised person arrives to collect the child or until the injury/illness has been treated appropriately
- Parent or other authorised person must keep children at home if they are suffering from any illness highlighted in our Infectious Disease guide
- If a child presents with an illness, the child will be supervised and kept comfortable by educators who will contact the parent or authorised person to request the child be collected
- Once the parent or authorised person has been contacted, they will be advised of the symptoms to assist them to establish the best course of action
- In the case of an illness the educator will inform the parent or authorised person of the exclusion period and will actively encourage the parent or authorised person to seek medical attention
- An educator must complete an Incident, Injury, Illness or Trauma form and record and include both the educator and parent signatures at the time of the incident
- A copy of the Incident report will be provided to the parent upon request and stored with the child enrolment information sheet

## Standard (pre-COVID-19) Infectious Disease Policy at Camp Australia

Our Infectious Disease Policy has been developed to protect children from infectious disease by excluding children and educators with an infectious disease from the service until cleared of the infection by a health practitioner.

For all definitions and identification of infectious diseases, symptoms and exclusion periods please refer to the Infectious Disease Table developed by Commonwealth and State Legislation found here: <https://www2.health.vic.gov.au/public-health/infectious-diseases/school-exclusion/school-exclusion-table>.

Standard in service strategies for managing infectious diseases:

- The service and educators will ensure that the legislative policies are adhered to at all times
- The service will keep a record of confirmed cases of any infectious disease in the service lockable drawer/cupboard
- Parents are required to notify the service of an infectious disease
- Appropriate health and hygiene practices will be undertaken by the service to minimise possible contraction of infectious disease by children
- The service will maintain current and important information regarding infectious diseases to minimise the health risk to children and educators

Upon suspicion or advice of an infectious disease:

- On advice from the child's parent/other authorised person and/or Health Practitioner or on the grounds of reasonable suspicion that a child or educator has an infectious disease, the child or educator will be excluded from the service as outlined in the Infectious Disease Table;
- Once an infectious disease is confirmed all parents, the school and educators will be advised through a sign displayed at the service and written communication. The name of the child and/or educator will be kept confidential. The sign should read 'There is a reported case of...'
- The excluded child or educator will not be readmitted to the service until a clearance of infection is provided in written form from a health practitioner, or until the recommended exclusion period has lapsed
- A child found to be suffering from a potentially infectious disease will be taken to a quiet place and supervised until a parent or authorised person or emergency service arrives

## Updated Advice from the Australian Health Protection Principal Committee (AHPPC) in relation to COVID-19

The following information is from the Federal Government's Department of Health and can be found here: <https://www.health.gov.au/news/australian-health-protection-principal-committee-ahppc-statement-on-early-childhood-and-learning-centress>

### Risk Mitigation

AHPPC considers ECLC are essential services and should continue at this time, but with risk mitigation measures in place. These should include:

- exclusion of unwell staff, children, and visitors
- reduce mixing of children by separating cohorts (including the staggering of meal and play times)

- enhanced personal hygiene for children, staff, and parents
- make sure liquid soap and running water, or alcohol-based hand sanitiser is available at the entrance of the facility and throughout
- full adherence to the NHMRC childcare cleaning guidelines, in addition:
- clean and disinfect high-touch surfaces at least daily (e.g. play gyms, tables, hard-backed chairs, doorknobs, light switches, remotes, handles, desks, toilets, sinks)
- wash and launder play items and toys including washable plush toys as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely
- excursions other than to local parks should be discouraged, public playground equipment should not be used
- influenza vaccination for children, staff, and parents.

Alternative care arrangements should be considered for those children highly vulnerable to adverse outcomes should they be infected with COVID-19. AHPPC recommends parents seek medical advice for these children.

### **Restrictions on entry into ECLC**

The following visitors and staff (including visiting workers) should not be permitted to enter the facility:

- Those who have returned from overseas in the last 14 days.
- Those who have been in contact with a confirmed case of COVID-19 in the last 14 days.
- A contact is defined as anyone who has been in contact with a known case, including the 24 hours before the case became symptomatic.
- Those with fever or symptoms of acute respiratory infection (e.g. cough, sore throat, runny nose, shortness of breath) symptoms.

There has been an absence of outbreaks in ECLC globally, however there is clear evidence that children are susceptible to SARS-CoV-2 infection. The role that children play in transmission and amplification of COVID-19 remains largely unknown and AHPPC will continue to closely monitor the evidence as it emerges to inform public health policy.

## Hygiene and Infection Control to minimise the spread of an infectious disease

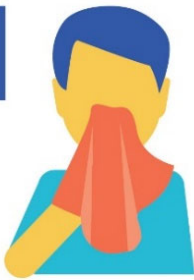
Camp Australia hygiene and infection control policy exist to provide a safe and healthy environment for the wellbeing of children and educators. Educators will use risk management and control procedures to reduce the possible spread of infection and illnesses.

# Personal Hygiene



Stop the spread of germs by following these steps:

1



### Cover your mouth and nose

with a tissue when you cough or sneeze.

2



### Cough and sneeze into your elbow

if you don't have a tissue. Not into your hands.

3



### When to wash your hands:

Before handling food or eating, after going to the toilet, blowing your nose, coughing, sneezing and touching your face.

4



### Wash your hands thoroughly with soap

for at least 20 seconds.

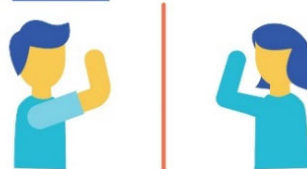
5



### Stay home and rest

if you are feeling unwell.

6



### Limit touching with other people.

Instead, try other greetings like the elbow bump, waving, or invent your own!

Keeping your hands clean is one of the most effective ways you can reduce the spread of germs and infectious diseases.

Standard in service strategies for promoting hygiene practices:

- Training and professional development for educators regarding current hygiene and infection control practices are kept updated online:  
<https://oneteam.campaustralia.com.au/Covid19/InServiceAdvice>
- Educators must implement safe health and hygiene practices by keeping areas clean and tidy using provided surface sanitiser at the beginning and end of service
- Educators must adhere to safe food handling and storage practices to minimise risk for children in the service and ensure that a food safety plan is available at the service
- Educators will be required to complete Hazard Checklists and document all information
- Cleaning schedules to prevent contamination and cross infection will be implemented
- Educators will be responsible for routine cleaning of the service. This will include sweeping after meals, wiping and sanitising tables and sanitising toys and equipment
- Educators will ensure that the children have access to soap and paper towels during service operations
- Effective hand washing practices will be followed by all children and educators and staff will wear gloves when required (i.e. first aid procedures and food preparation)
- Educators will identify, monitor, and exclude sick children and educators as per the Camp Australia infectious diseases policy. Educators will observe children for symptoms such as lethargy, high temperature, vomiting, skin rash, difficulty in breathing, diarrhoea, etc
- Where there is concern about a child's health/wellbeing, the educator will contact the family and the child will be taken to a quiet place and supervised until a parent, authorised person, or emergency service arrives.
- We have sourced hand sanitiser to support hand washing for our Educators, as well as surgical masks that are to be used if anyone is displaying symptoms.
- Educators are required to clean and sanitise all toys, benches, cupboards, and food prep areas with the Camp Australia surface sanitiser.

## Increased hygiene and safety approach in service in relation to COVID-19

It is important to maintain our hygiene practices at all times including a continued focus on:

### Handwashing

- Children and educators should wash hands thoroughly and continually throughout the session (specific focus prior to handling food, bathroom visits or having close contact with children)
- All services have a supply of soap and paper towel to utilise and can order additional supplies through the normal resource ordering process
- Government advice is to make sure effective handwashing is occurring with a minimum of 20 seconds and thorough cleaning between fingers and up the arm where possible
- Disposal of all paper towel is to be immediate in the bins provided at the service

### Service cleaning

- Surface sanitising practices – benches, resources and other high use areas of the service should be cleaned before, during and after services
- Only surface sanitiser that has been provided and approved by Camp Australia is to be used
- Follow the directions on the manufacturers bottle when preparing the surface sanitiser for use
- Surfaces should be wiped with warm soapy water prior to surface sanitising to remove any particles.

### Service Tablet

One of the most touched areas in a service is the Tablet used for sign-in and sign-out of children in our care. As an additional precautionary measure taken in response to COVID-19, we have directed our educators that use of the tablet must be limited to only one educator in service to reduce the spread of infection. We have asked that educators review their standard practices and implement the following:

- One educator (preferably the Coordinator) is to maintain and manage the tablet, and to keep the tablet with them at all times
- They need to open the child's name when the parent arrives, find the correct authorised person, and sign the child in; and sign the child out if the person collecting is authorised.

Although this is not our normal practice, to reduce the spread of the virus we will implement at this time. (Regulation 158 (c) attendance records kept at a service allows for an educator to sign out)

### Child and personal hygiene control

- When coughing and sneezing, educators are reminded to do so into their elbow, or a tissue or handkerchief, and to follow the Government guidelines in this regard. They will encourage this in children too. Following coughing/sneezing children should wash hands thoroughly with soap and water for 20 seconds as recommended by the Australian Government Department of Health.
- If children in our care present with flu like symptoms, they should be removed from the main group while still being supervised and parents called to collect.

If at any time anyone in the service is presenting signs of illness, we will follow the steps outlined in the infectious diseases policy.

## New Products – Hand Sanitiser, Face Masks, and Infrared Thermometer

In the week commencing 30<sup>th</sup> March, Hand Sanitiser and Face Masks were distributed to services as an additional hygiene and safety measure over and above Health Department Guidelines. It is important to

note that these products are only for educator use and should not be used by children or left out in the open for the children to access.

**Information provided to our in-service staff:**

Unless the Hand sanitiser can be kept out of reach by children it is to be kept locked in your hazardous materials cupboard and only accessed when required. A Material Safety Data Sheet will be accessible from One Team in the “Now and then” section with the other MSDS documents.

Face Masks also should be stored in the first aid kit, to be accessed when required. These are not for role play and not for child use.

**Hand Sanitiser**

Handwashing is the best and most effective way to remove the virus and slow the spread of infection. When using hand sanitiser, it should be in addition to and not instead of handwashing. Keeping an environment clean and surfaces sanitised every day will assist in reducing any spread. Health and Hygiene practices are a part of the National Quality Standards QA 2- Health and Safety. Before using please remember:

- Handwashing for 20 sec with soap and running water is the best protective measure
- Role modelling handwashing techniques for children to promote best practice and safety measures are embedded in the service
- Educators must keep hand sanitiser locked away in their personal belongings (if their own) or if Camp Australia provided hand sanitiser, in the hazardous materials cupboard
- It should only be removed for use and then immediately put away
- Under no circumstances should hand sanitiser be provided to children
- Educators review the MSDS sheet available on One team “now and then” for safe product use
- This product does not replace any other surface cleaning that is required in the service

**Face Masks**

P2/N95 face masks have been issued to all services and unless otherwise instructed, face masks should only be worn if you are feeling unwell and/or to support a child who is showing flu like symptoms.

In Victoria effective from 12:00am, Thursday 23 July all residents within the identified hot spot/lockdown locations are to wear a face mask whenever out in public. Face masks are also to be worn by team members when performing temperature checks and during the sign-in/out process:

- Follow the instructions on how to place a face mask on correctly
- Do not share your face mask with anyone else
- Used masks to be put in the bin and disposed of immediately
- Face masks supplied are not suitable for children and are adult only masks.
- Should be stored in the first aid kit for safe keeping
- If a child presents unwell, please refer to the managing day to day incident and illness policy on One team (National operations manual)

Further information on the use of Face Masks within a service can be accessed in the Practice Note: *PN081 – The use of Face Masks in Service.*

## How to put on and fit check a P2 or N95 face mask

**1** Separate the edges of the mask to fully open it. The mask should be worn with the orange side out.

**2** Bend the nose wire to form a gentle curve. The nose wire is at the top of the mask.

**3** Hold the mask upside down to expose the two straps.

**4** Using your index fingers and thumbs, separate the two straps.

**5** While holding the straps, cup the mask under your chin.

**6** Pull the straps up and over your head.

**7** Place and position the lower strap at the base of your neck (under your ears).

**8** Place the upper strap on the crown of your head so it runs just above the top of your ears.

**9** Gently press the nose wire down across the bridge of your nose until it fits snugly.

**10** Continue to adjust the mask and edges until you feel you have achieved a good and comfortable fit.

**Fit check**

**11** Gently inhale. When you breathe in, the mask should draw in slightly towards the face and collapse.

**12** Gently exhale. The mask should fill up with air. It is important at this stage that there is no air leakage around the edges of the mask.

A 'fit check' must be performed each time a P2 or N95 mask is worn.

Follow these directions each time the mask is worn. The masks will not provide the intended level of protection unless worn correctly so it is important that you achieve a good fit as detailed above. Men who are clean shaven will achieve the best facial seal. The brand of P2 or N95 masks may vary slightly so always follow the manufacturer's instructions and warnings.

## Infrared Thermometer - Nationally

Infrared Thermometers have been issued to all services nationally to record the temperature of a child who is showing signs of feeling unwell and with flu like symptoms.

If a child presents unwell while at the service, the Educator is to use the Camp Australia supplied infrared thermometer when a child shows any of the signs and symptoms listed below:

- Says they feel unwell
- has a headache
- feels faint, dizzy, or lightheaded
- is coughing
- is vomiting
- complains of aching muscles and joints or other body aches (that are not related to exercise)
- looks and behaves unwell and/or their level of alertness is low
- Is shivering, shaking and has chills
- skin appears flushed
- has a sore throat
- has earache
- complains of diarrhoea
- shows signs of intermittent sweats or excessive sweating

Taking the child's temperature with a non-contact infrared thermometer:

1. Avoid touching the child
2. Position the thermometer 5cm to 8cm away from the child's forehead
2. Hold the thermometer in position for 1 seconds and take a reading in degrees Celsius
3. Record the reading on FM020 Recording a Child's Temperature

Further information on using the Infrared Thermometer can be accessed in the Operational Policy OP079 – *Taking a Child's Temperature (Victoria)*

### Social distancing to minimise the spread of COVID-19

Updated advice about Social Distancing has been provided from the Department of Health to help reduce the spread of (COVID19).

Social distancing is aimed at reducing the extent of close contact we have with one another to reduce the potential spread of the virus.

In services, educators have been asked to urgently gather their team and assess the ways that social distancing can be incorporated in the service, for example:

#### Group sizes/age groups

- In large services, educators should consider breaking into smaller groups with one educator per group, also look at the ages of the children in these groups to minimise cross age contact
- Having children grouped in similar age groups they would normally interact with in school if numbers permit
- Remove group time discussions where possible to reduce the spread of the virus in small close contact settings

#### Queues of children- sign in and snack times

- The sign in process needs to be a quick process, children should not be queuing up in long close contact lines
- If a line begins to develop at this time, have children spread out slightly to provide additional space, a distance of 1.5m as a rule of thumb is needed to avoid "close contact"
- Sign children in quickly and then move them on to separate activities immediately again in smaller less dense groups
- Afternoon tea times for the children should be staggered which will minimise the number of children in the area, remember to cover food and safe food storage during this time
- At this time educators should be serving food for the children with tongs, to avoid multiple people touching the tongs

#### Licensed space

- Use all the license spaces, spreading groups between all license spaces is going to provide more space between the children (but be mindful of supervision)
- Do not remain in the one area as a whole group such as one classroom or hall
- Where possible and weather permits educators should provide outdoor play – this is one way to allow for more space and less contact
- Consider taking indoor activities outside for the afternoon.

#### Programming

- Avoid contact games such as chasey, football, basketball, or octopus etc

- Provide activities that are not constricted to one play area requiring large groups to complete
- A variety of activities will allow children to freely move about the room
- Limit the number of children where possible at the activity e.g. craft table and consider spacing.

#### **Hygiene**

- All standard (pre-COVID-19) advice is still current; regular hand washing with soap and water is the best action to take
- Sanitise play areas, service tablet screen, food prep areas and benches with the Camp Australia-supplied sanitiser spray throughout the session of care
- Educators should follow good food handling practices
- If unwell, educators need to call our work force planning team and their Regional Manager to remove themselves from their shift
- If a child attends with symptoms, remove that child from groups and call parents to have them collected as per infectious diseases policy

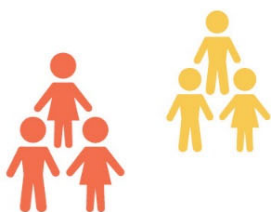
Please note this advice is current as at 25/05/2020. As new advice or updates are made available by the Government, they will be shared with all educators and relevant stakeholders.

The below poster has been developed and shared with all our services to be displayed on their service boards.

# Social Distancing

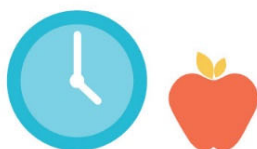


**What Camp Australia is doing to stop the spread of COVID-19:**



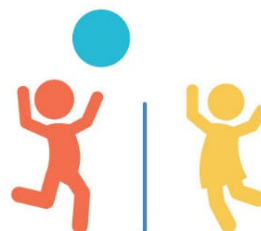
## **Reducing group sizes**

by breaking children into smaller groups. Those that would usually interact with each other during school hours to be kept together.



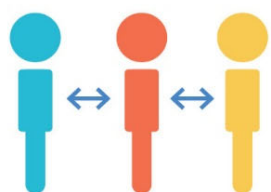
## **Staggered meal times**

to minimise the number of children in an area. Strict food hygiene practises, only Educators to touch tongs.



## **Licensed spaces fully utilised.**

Groups spread between all licensed spaces, and outdoor play encouraged.



## **Less time and more space when lining up.**

Queuing done as quick as possible, with approximately 1.5m gap between children.



## **Considered approach to programming.**

Avoiding games that require contact, and providing activities not constricted to one play area. Limited children numbers per activity.



## **Increased hygiene and sanitation.**

Regular, thorough hand washing and increased sanitisation of surfaces, objects and play areas. See 'Personal Hygiene' flyer for more.

**By making a conscious effort to reduce close contact with others, we can slow down the transmission of viruses like COVID-19.**

## Food supply – Response to COVID-19

We are continuing to place all orders through Woolworths as per our normal business practices, however we are monitoring orders daily in case there are any issues experienced with distribution to any of our services with their normal food and supply orders.

Should an issue occur we will work with local suppliers that are able to supply fruit and vegetables, and in some instances bread and UHT milk. This may not be possible for all services, so we will keep families up to date with the latest information at hand and, where required, ask them to provide their children with a healthy snack from home.

## Holiday Club service delivery – Response to COVID-19

Across our Holiday Club services we have implemented measures over and above those already in place regarding hygiene, social distancing, and enforcement of government isolation measures for our staff. See below for more details on these and also commentary on our decision to cancel excursions for the Spring school holidays in Victoria.

Some of these additional measures for the term break care include extra paid time for staff to perform additional sanitation of shared spaces; we have developed a video training for all staff working during the term break covering personal and child hygiene and social distancing practices. Furthermore, we have appointed additional external cleaners to clean daily school facilities such as bathrooms sinks and other areas that children and staff will use over this period of care. We are also evaluating access to protective equipment such as masks and infrared thermometers.

### No excursions

We have made the informed decision not to program any excursions or external incursions for the Spring School Holidays in Victoria, and they will be replaced with other activities for the day within the service environment. We have made the decision based on the current restrictions in place for Victoria.

All other states will have excursions and external incursions scheduled; however, these will be constantly monitored should restrictions be increased in any state.

### Incursion providers

A key part of the program relies on external providers to enhance the existing program with specialist activities to keep children engaged and entertained. We have asked any incursion provider to sign a form that ensures their staff meet the requirements of the department of health for self-isolation. Also, we have worked with those providers to ensure their hygiene and social distancing requirements are met.

### Hygiene Practices

Camp Australia already operates with strict cleanliness and hygiene policies; however, we have reinforced and updated these as part of our cautious approach to COVID-19.

- Handwashing policies have been communicated with educators, reiterating government advice. This information is also being passed along to all children in our services.
- Camp Australia approved surface sanitiser is being used to sanitise all benches, resources, and other high-use areas before, during and after the service.
- Our service tablet is now strictly being used by only one educator in the service, who will sign your child in and out, upon authorising the parent/guardian.
- We have sourced hand sanitiser to support hand washing for our educators as well as surgical masks that are to be used if anyone is displaying symptoms.

- If a child or educator begins to show any symptoms of a cold/the flu, we have a strict action plan to isolate and take action.

### **Social Distancing**

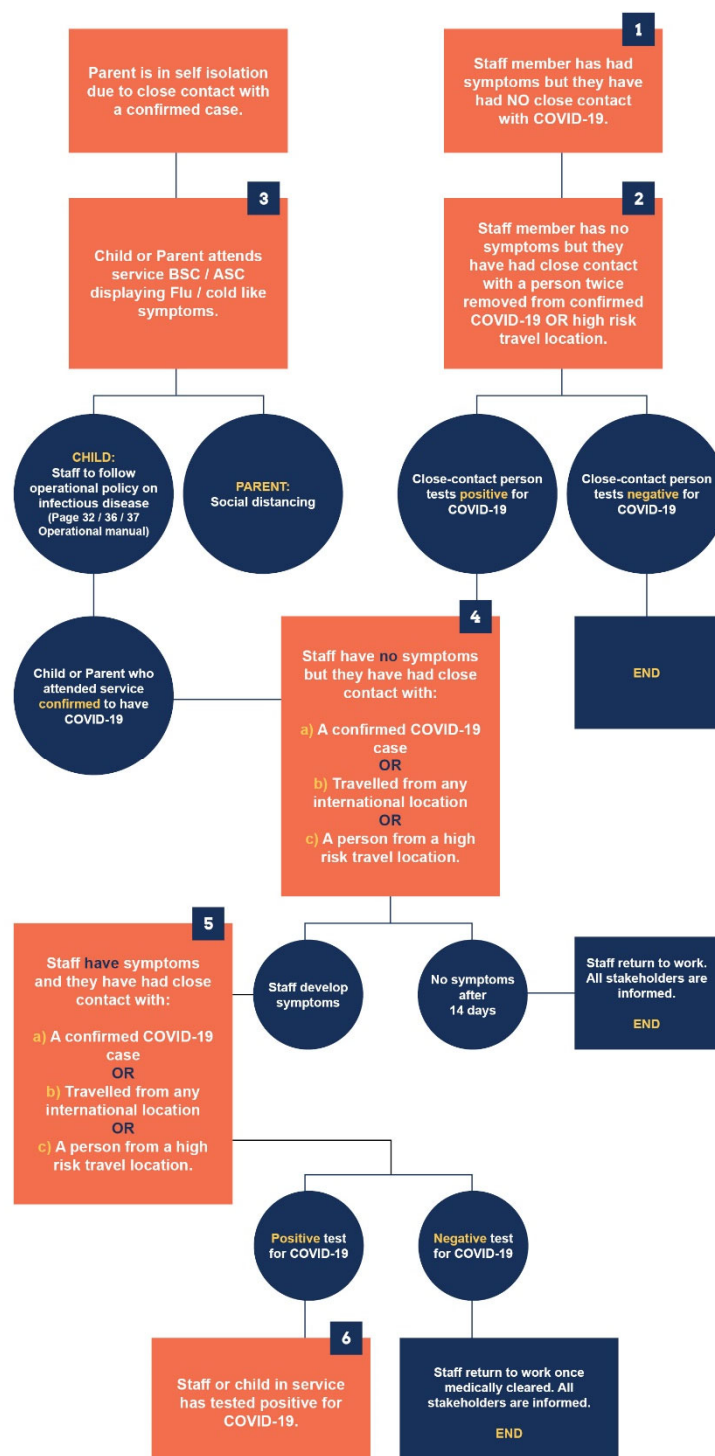
To help significantly reduce the spread of COVID-19, Social Distancing practices are being put into place. This is aimed at reducing the extent of close contact we have with one another. Although this is a challenging concept in childcare, we are committed to do our part in adapting to professional advice, as it emerges.

- Large groups will be broken up into smaller groups, where possible, with one educator per group to minimise potential contact.
- Children will not be queuing up in long close-contact lines, and all sign-ins will be delivered quickly and efficiently.
- Any food will be served with tongs by the educators, to avoid multiple people handling them.
- Where possible, we will spread the groups between our different licensed spaces to provide the children more space.
- Our programs will avoid any contact games, such as football, chasey, etc.
- Our activity incursions will be split up and run in groups to avoid large groups in a singular space.

# Suspicion or Presentation Management Action Plan

Camp Australia has developed a COVID-19 presentation management action plan.

The plan outlines the impact of different scenarios to the operation of our services and the various measures that need to be taken to respond to these. The intent of this plan is to ensure quick identification of the disease is achieved and contact tracing is done to ensure the spread of the virus can be contained as much as possible.

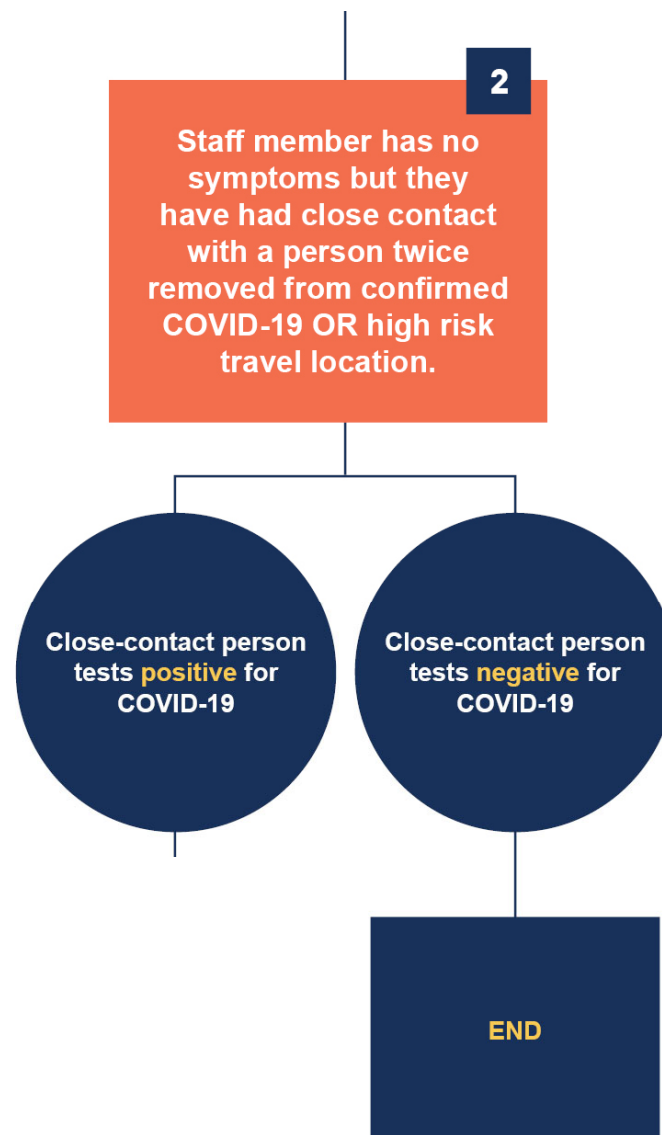


**SITUATION 1: A staff member has symptoms, but they have had NO close contact with COVID-19 nor travelled from overseas or had direct contact with a person from a high-risk international location.**

**1**

**Staff member has had symptoms but they have had NO close contact with COVID-19.**

**SITUATION 2: A staff member has no symptoms, but they have had close contact with a person twice removed from confirmed COVID-19 OR high-risk travel location**

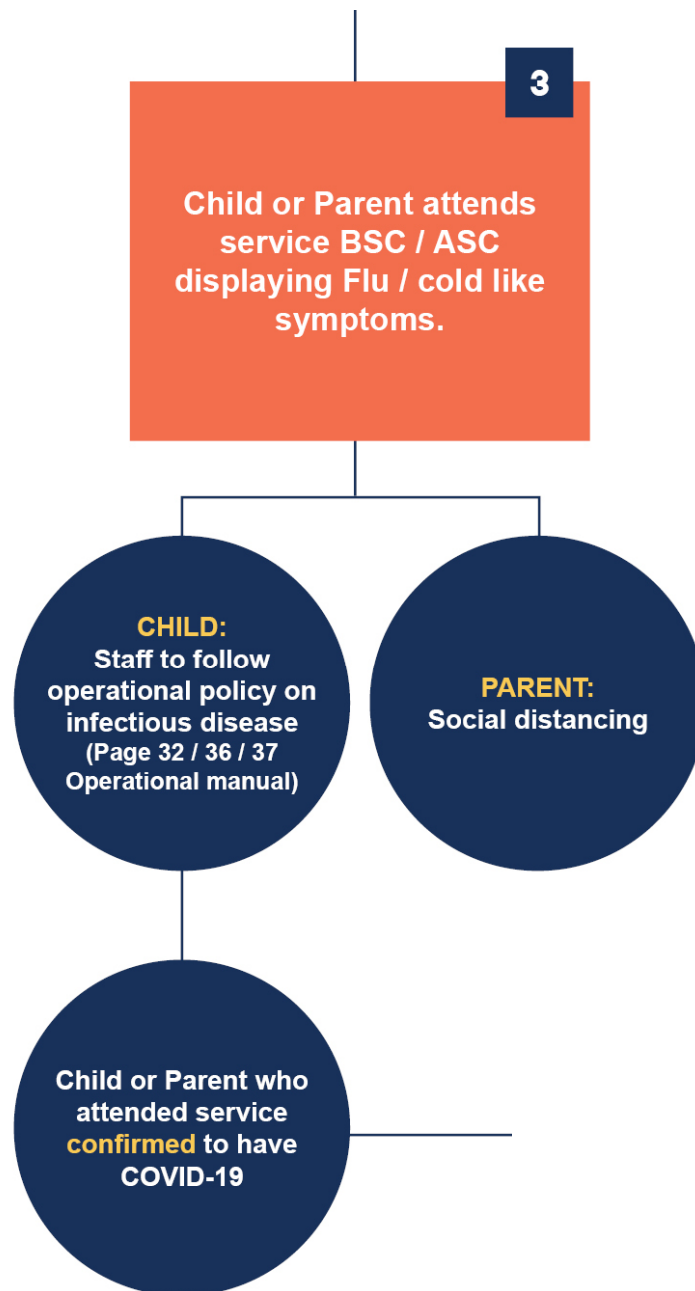


**Response:**

- **Camp Australia actions:**
  - We ask that our employees that have been in close contact with someone positive to COVID-19 to contact Team Support/ Regional Manager
  - Educators who have been in close contact will be advised to complete testing for COVID-19
  - Staff are asked to monitor the health of their suspected close contact (if known)
  - Our HR team will monitor closely, and the employee is requested to keep updating Team Support or HR if any change occurs
  - Educator will be advised to isolate until results are received
  - Educator once received results to send this through to HR team for review
  - HR team will complete welfare checks with educator to support return to work.

Should the first person test positive for COVID-19, we will refer to [Situation 4](#).

**SITUATION 3: A child or parent attends Before School Care/After School Care and is displaying Flu/cold like symptoms**



**Response:**

- Our staff will follow our operational policy on infectious disease (Page 5 of the Camp Australia COVID Safe Plan).
- For the parent, the staff are asked to practice social distancing.

Should the child or parent who attended the service is confirmed to have COVID-19, we will refer to [Situation 4 or 5 below](#).

**SITUATION 4:** A staff member has no symptoms, but they had or **potentially had** close contact with a confirmed COVID-19 **case in the school community or otherwise**, travelled from any international location or they had close contact with a person from a high-risk travel location.

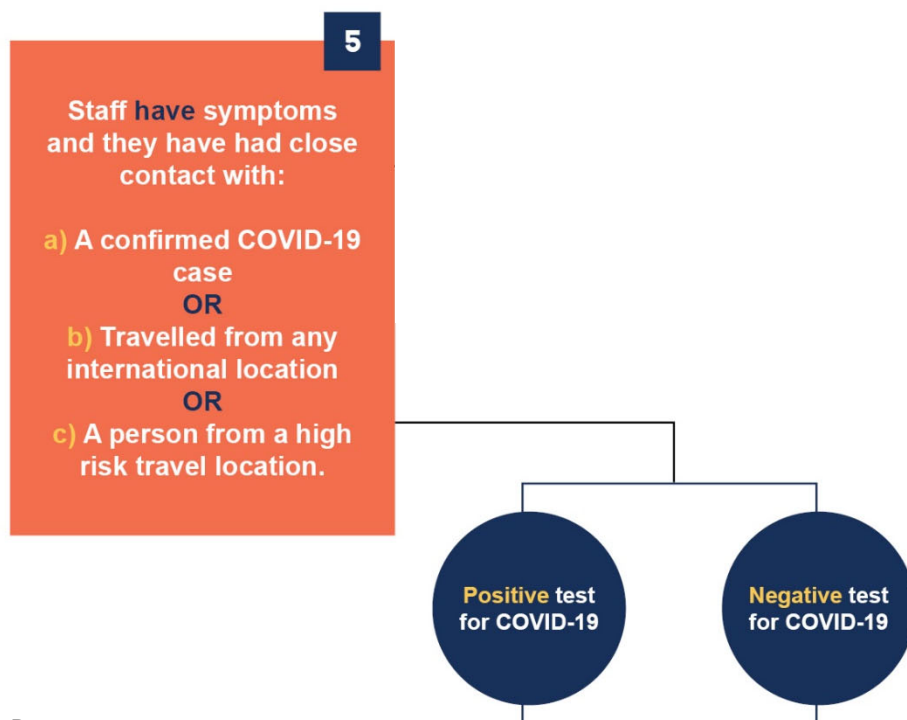


**Response:**

- **Camp Australia Actions:**
  - We ask that our employees that have been in close contact with who has recently returned from travel to contact would be advised to isolate for 14 days educator is just to monitor health no need to isolate.
  - Staff member if close contact to someone who has tested positive to COVID-19 to be removed from all shifts and roster suspended.
  - A record is made in our systems (called 'Employment matter') with notes confirming direction to seek COVID-19 test immediately and to self-isolate/monitor health for 14 days from the date of first contact with confirmed case or until clearance received (negative notification).
  - Replace staff member in roster to maintain service delivery.
- **Communications:**
  - To Staff: Close contact staff that have worked with this staff member in the last 14 days (Message: monitor your health for 14 days but remain in service).
  - To School: outlining our cautious approach action plan.
  - To Parents: outlining our cautious approach action plan.

Should staff develop symptoms, we will refer to [Situation 5](#).

**SITUATION 5:** *A staff member has developed symptoms and they have had close contact with a confirmed COVID-19 case, travelled from any international location or have had close contact with a person from a high-risk travel location.*



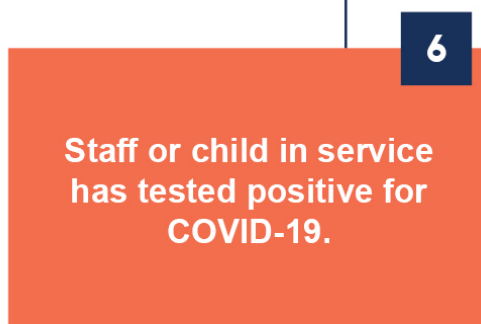
**Response:**

**Camp Australia actions:**

- Staff member with symptoms directed to medical test to gain confirmation, or clearance, for COVID-19 (3-5 days).
- All close contact staff that worked in the last 2 weeks with this staff member at all services are removed from roster and asked to self-isolate.
- Replace staff members in roster where possible.
- **Communications:**
  - To Staff: Close contact staff that have worked with those staff now removed from roster in the last 14 days (Message: monitor your health for 14 days).
  - To School: Message: We have a staff member in for testing with suspected COVID-19).
  - To Parents: Message: We have a staff member in for testing with suspected COVID-19).
- **Operational actions:**
  - Possible need for short term closure of service should replacement staff not be found OR symptoms be displayed at the start or during a session.
  - Possible notification to Regulatory department (Out of ratio) if staff sent home/told not to come in.

Should staff test positive for COVID-19, [we will refer to Situation 6.](#)

**SITUATION 6: *Staff or child in service has tested positive for COVID-19***



**Response:**

- **Camp Australia actions:**
  - Staff member who is confirmed will need medical clearance to return to work.
  - All close contact staff that have worked with the prior group of isolated staff are asked to monitor their health for the next 14 days.
- **Communications:**
  - To Staff: Close contact staff asked to monitor health while in self isolation for 14 days (No symptoms they return to work).
  - To Staff: Twice removed staff asked to monitor their health for 14 days but remain in roster.
  - To School: Message: We have a staff member confirmed with COVID-19.
  - To Parents: Message: We have a staff member confirmed with COVID-19.
- **Operational actions:**
  - Close the Service.
  - Submit notification to authorities of Service closure.
  - Notify the Health Authority in the relevant state.
  - To notify work safe of any positive results of educators.
  - Clean the service thoroughly.
  - Customer Care to notify all the affected families and stop all bookings into another service.

New Scenario –

Notification from School of a Positive Case in the School community

**Response:**

- **Camp Australia actions:**
  - When a school contact has confirmed a positive case within the school environment – the Camp Australia staff member will be directed to obtain a medical test to gain confirmation, or clearance, for COVID-19 (3-5 days).
  - All staff that worked in the last 2 weeks at the service are removed from roster and asked to self-isolate and also gain confirmation or clearance for COVID-19.

- Replace staff members in roster where possible.
  
- **Communications:**
  - To Staff: Close contact staff asked to monitor health while in self isolation and to be advised to conduct testing for COVID 19 (No symptoms and negative result they return to work).
  - To School: advise of procedure of closure.
  - To Parents: Message: advise due to school notification we are to close until direction given to reopen.
  
- **Operational actions:**
  - Close the Service.
  - Submit notification to authorities of Service closure.
  - Notify the Health Authority in the relevant state if any positive results of educators.
  - To notify work safe of any positive results of educators.
  - Clean the service thoroughly.

# Camp Australia response to individual or group school closures

We have prepared plans to address individual school closures in the timeliest and considered manner. When informed of a school closure, the following actions will be taken:

- An internal notification is sent to relevant teams advising of the details of the temporary school closure
- Rolls are closed and all registered families are notified of the closure via email. Families with existing bookings for the closure period do not need to cancel their bookings and will not be charged. Likewise, no cancellation fees will apply if families decide to cancel their bookings once closure is notified
- Families with a booking for the first day of closure are also notified via phone call if we are given less than 24 hours' notice
- Our Customer Care agents are notified to be able to handle any parent enquiries
- Any rostered staff are notified and reallocated to another service where possible to maintain continuity of employment
- The school principal or key contact is also notified via email to confirm the details of the closure and remind them of the details of the person to contact should these conditions change
- A notification is submitted to the Regulatory Authority and to Centrelink (via the Child Care Subsidy portal) advising of the temporary closure
- Food and resource orders are suspended
- The service room is thoroughly cleaned, and any perishable items removed.

Once the school is closed, the relevant Key Account Manager or General Manager will contact the school halfway through the agreed closure period to discuss open dates. Once an open date has been agreed, the following actions are taken:

- Rolls are re-opened
- Registered families and families with existing bookings are being notified via email of the re-open date
- Our Customer Care agents are being notified to be able to respond to any parents' enquiries or take bookings over the phone where required
- Staff are notified and rosters confirmed
- The principal or key contact receives a confirmation email
- Food and any resources orders as well as programs are made for the start day

# Camp Australia supporting families

## Communicating critical information to families

All closures, adjustments to service operations, impacts to families and any new Government resources available to them are communicated to families via email as a matter of priority. Where applicable, these messages are also made available to families via online resources including the Camp Australia website, Blog, Parent Portal (for existing users) and Facebook updates. In all cases we look to align with school messaging and not bombard families with too many communications.

Through the development of thought leadership pieces, we have also supported families by giving them access to a library of helpful content ranging from activities to do at home, to expert advice on how to talk to children about COVID-19. New pieces are published three times a week on our blog to support families with relevant and timely content. <https://campaustalia.com.au/blog>

## Monitoring and reporting requests from families

- All enquiries (phone and email) in relation to COVID-19 are classified and tracked internally by sub-categories.
- Internal processes have been launched to ensure effective handling of these enquiries. Our Customer Care agents obtain a checklist of relevant information and report to operational management immediately in the instance of:
  - Parent calling to report a child suspected of having the symptoms of COVID-19 and cancelling their booking
  - Parent calling to report a child that has been tested positive for COVID-19
  - Parent calling to report a staff member suspected of having the symptoms of COVID-19
  - School contact calling to advise of a school closure due to a suspected or confirmed COVID-19 case

## Responding to calls or email requests from families

- Both our global Customer Care Team (Manila, Philippines – operating 5:00am – 9:00pm AEDT) and local Customer Care Team (Melbourne, Australia – operating 9:00am – 5:00pm AEDT) remain functional and accessible to families, having implemented a work from home policy to ensure access is maintained (This has been supported by a software and hardware investment at this challenging time)
- Both teams have regular daily briefings on the response to COVID-19 enquiries and receive communications daily on any updates to closures, adjustments to service operations and impacts to families
- All team members are clear they must utilise their discretion to review any charges relating to cancellations due to COVID-19 impacts (lessening the financial impact on families and preventing the use of an 'Allowable Absence' for CCS payments).

## Additional support for families: Relaying Government Messages (Updates)

We amplify Government messages in every instance we are requested.

We forward updates that directly affect families and their understanding of whether to attend school or our services.

- All updates to travel restrictions and COVID-19 management in a childcare setting as they change

Families understanding their access to free childcare through the Early Childhood Education and Care Relief Package, as announced by the federal government on April 2nd. This includes the priority of access for families who require care:

- Should our services start to reach capacity, the Prime Minister said in his release on April 2<sup>nd</sup> that “priority will be given to working parents, vulnerable and disadvantaged children that need early education more than ever and parents with pre-existing enrolments.” Parents must visit the Parent Portal to register their current status. We will then be able to implement any required priorities and meet the expectations the government in operating our essential services.

### Supporting our staff

Camp Australia has set up a dedicated page on One Team with all of the latest Government communications, directions, and support materials to conduct safe and appropriate services.

Furthermore, CA has provided staff with access to a range of financial, personal, and mental health resources and guides to support them during this difficult time.

CA has also entered into partnerships that enable CA Team Members to access a range of shopping discounts on retail and grocery goods and services.

The One Team page can be accessed [here](https://oneteam.campaustralia.com.au/Covid19): <https://oneteam.campaustralia.com.au/Covid19>.

# FAQs

## Quarantine procedures

### What quarantine procedures are in place at Camp Australia?

Quarantine periods apply for all staff and children attending OSHC who meet the requirement to do so.

As the information we all have access to is constantly changing, we draw our response from the Department of Health that has posted several resources:

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

We also monitor closely the World Health Organisation's advice to the public that can be found here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

## Travel restrictions

### What travel restrictions are in place?

As the information we all have access to is constantly changing, we refer to the information contained here for updated advice if staff or families are travelling overseas or returning from another country to Australia: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-advice-for-travellers>.

We also recommend monitoring the Smartraveller website: <https://www.smartraveller.gov.au/>.

### When does the self-isolation period start?

All people entering Australia must self-isolate for 14 days.

Those who believe they have been in close contact with a confirmed case of COVID-19 must also self-isolate for 14 days. (update as at 20/03/2020).

More information can be found here:

<https://www.health.gov.au/resources/publications/coronavirus-covid-19-isolation-guidance>.

## OSHC Staff

### Do quarantine procedures apply for staff?

Yes, the same quarantine and self-isolation periods apply to staff, as advised by the State Chief Medical Officer and Departmental guidelines for that State, including Commonwealth Guidelines.

### If a staff member returns from self-isolation or quarantine, how do I ensure my child is safe around them?

Our Coordinators are responsible for ensuring that all staff are well, and they also have the support of their Regional Manager and General Manager to ensure that staff are healthy. Rest assured that staff who have been quarantined are instructed via our policies and guidelines to obtain a medical clearance certificate and they must present this before returning to work.

### What happens if a staff member returns from overseas?

The same guidelines apply – if a staff member returns from overseas, they are required to self-isolate for 14 days.

### Who ensures that team members adhere to guidelines?

The staff member has a duty of care to ensure that they are adhering to guidelines set by the Australian Government. In addition, we have set policies around return to work timeframes and

processes. The Coordinator is responsible for ensuring that staff obtain a copy of staff medical clearance certificates in order for them to return to work. Our workforce planning team has administrative controls to ensure staff are suspended or blocked from shifts until clearance certificate provided.

**What happens if a team member is displaying flu like symptoms?**

Staff will be required to seek medical advice and keep workforce planning updated and checked also by a member of HR through some welfare calls.

**Will families and schools be advised when a staff member is displaying symptoms, is self-isolating or is in quarantine?**

Yes – We will inform families in each of these cases as they present.

**How is Camp Australia keeping their educators up to date with all relevant information?**

We have set up dedicated COVID-19 information pages on both our internal Yammer website and our intranet, which is a resource containing all information for educators. We are also regularly updating staff with emails, ensuring that all advice is kept up-to-date and timely.

## **Families**

**When should a child be quarantined?**

A child should be quarantined if they have been in contact with someone who has been tested positive to COVID-19.

As the information we all have access to is constantly changing, we encourage families to draw our response from the Department of Health that has posted several resources:

<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>

We also monitor closely the World Health Organisation's advice to the public that can be found here: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

**What happens if a family member returns from overseas?**

If a family member returns from overseas, as per Government guidelines, they are required to self-isolate. The child does not need to self-isolate unless they returned from overseas or are displaying symptoms.

**Will other families be advised if another child is self-isolating or in quarantine?**

We ask families to communicate with their school and coordinator if they are feeling unwell. If they are self-isolating and it is twice removed, we will not inform other families. If it is due to a close contact of a confirmed case, we will inform the families and the school. Peoples personal information will not be shared.

**Will other families be advised if a child's family member is self-isolating or in quarantine?**

Again, we ask for transparency and if a family member is self-isolating and in the case of a positive diagnosis, we will inform other families.

**What happens if another child is at OSHC and has recently returned from travelling overseas?**

That child should have completed the 14-day self-isolation otherwise they can be excluded from care until that is completed.

**Are bus services safe to use?**

We are constantly in communication with the bus services used to transport children and have received their Health and Safety measures to ensure that cleaning is increased during the COVID-19 pandemic. Using commercial grade cleaning materials is part of the process.

## Excursions

### Will excursions take place?

For Holiday Club, all excursions have been cancelled and replaced with Club Based Days so that children can still enjoy fun activities, whilst remaining safe. Families with existing excursion bookings will be charged the price for a Club Based Day.

## Operational Updates

### What happens in the event that a State Government changes their advice?

We are in constant communication with all of our partners and each of the State Governments. Whenever advice is updated regarding education and attendance, we reach out to all our partners to find the position their school is taking and update our service offering accordingly. We advise all our partners to follow the advice of the relevant State Government. Once we have that advice, we then communicate with families from each affected school and advise on any updates to practice.

### How will families be notified if and/or when their service will be operating?

As and when service operational updates occur, we gather all the necessary information from our partners and communicate with parents as to their service reopening/closing.

### Why have family's bookings been cancelled for Term 2?

As the advice in most states, prior to the beginning of Term 2, was that schooling would be conducted online; we analysed our booking levels at the time and deemed that they did not accurately reflect the need for care. As such, we cancelled all previously made bookings for OSHC for Term 2 in all states except the Northern Territory. This was to ensure that care was available for all families who required it. This has been communicated to all families prior to Term 2 start.

### Why is my service having their VAC attendances capped?

Many families who have booked their children in to Holiday Club during the free care period over Winter have increased their usage by more than double in comparison to previous seasons. Whilst we will be capping attendances, we will not be capping them at the 50% revenue rate that the government is offering us. We will be capping attendances for Holiday Club at the same attendance rate that we saw last year, as we believe that to be representative of the care level required in Winter 2020.

### If a service starts to reach capacity, how do you decide a Priority of Access?

Our services remain open to all families. However, should our services start to reach capacity, as per the Federal Government advice on April 2<sup>nd</sup>, we will need to give priority of access to "children of working parents, vulnerable and disadvantaged children that need early education more than ever and parents with pre-existing enrolments." Should parents require Outside School Hours Care, they must visit the Parent Portal to register their current status so we can enforce a Priority of Access in line with government regulation.

## More information

### How will children be supported emotionally during OSHC?

Our staff are available during OSHC to talk through their feelings with children and to answer questions from families.

The Australian Government has a dedicated Coronavirus Health Information Line, which operates 24/7: 1-800-020-080 and that we have communicated on a regular basis to all staff and families.

### Where do I obtain current information on COVID-19?

Up-to-date information can be obtained via the following links and it is important to check these regularly for current announcements.

- <https://www.health.gov.au/resources/collections/novel-Coronavirus-2019-ncov-resources>
- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- Coronavirus Health Information Line - 1800 020 080

**Where do I find more information about the Early Childhood Education and Care Relief Package?**

The Federal Government's Department of Education Skills and Employment have a COVID-19 Frequently Asked Questions page which has been updated with further information regarding the ECEC Relief Package. You can find the link here: <https://www.dese.gov.au/covid-19/childcare/childcare-faq>