Partnerships with families  
13th April to 17th April 2020

Dear Families,

The past couple of weeks have been very challenging for many of us as we adjust to the new reality of life during a coronavirus pandemic. Please let us know if we can help support you in any way or provide information about the financial measures the Government’s implemented to help families. Due to the pandemic, we have temporarily suspended our regular professional development activities as we focus on implementing additional hygiene and social isolation measures to help protect our children, families and staff. We have a new Coronavirus Policy which outlines these measures. If you have not seen the Policy yet please let us know so we can share these measures with you. We are, however, continuing to review our service policies to ensure we don’t fall behind in this important area. This week we’re reviewing our Emergency Service Contact Policy and our Lock Up Policy. Summaries follow:

**Emergency Service Contact Policy**

* ring 000 to request police, fire or ambulance in an emergency (translators are available)
* stay calm, stay on the line, provide address or location and be as specific as possible
* follow instructions provided
* display the emergency number near telephones
* teach children and visitors the emergency number is 000 and how to use it.

**Lock Up Policy**

At the end of each day the Nominated Supervisor or Person in Charge will:

* check all rest areas to ensure no child is still asleep
* check indoors and outdoors to ensure no child is still on the premises
* check all children have been signed out
* turn off lights, A/C, shut blinds, turn on alarm and lock premises.

if a child has not been signed out, ask educators if the child was collected, if not immediately search the premises, if not found contact the parents, if they do not have child contact the police, document serious incident and notify Regulatory Authority within 24 hours.

There are copies of the policies near the sign in/out sheet. Please take a moment to read them. We value any feedback you may have.

Nominated Supervisor