

To The Families of Guppy's Early Learning Centres

As you all know, the childcare industry (along with most industries) is managing the challenging times of staffing, of which Guppy's is not immune. As a minimum, we are required by law to be staffed in accordance with very strict child:staff ratios, which is challenging, particularly with Covid and flu-related staff absences. In some cases, childcare services have had to reduce care offered due to staff absences.

Fortunately, we have been able to balance these challenging recruitment and illness-related staff absences, so we can continue to deliver on our vision to ***Provide Exceptional Childcare Through Personalised Service.***

But we still have some cases where children who are booked to attend, but don't and we are not advised of their absence. This impacts staffing and the possible deployment of those staff to other Guppy's services in critical staffing need.

Request: To assist us further, can we request that all families advise the centre as soon as possible (previous day or prior to 9.30am on day of attendance) anytime they expect their child/ren will be absent from a service. This allows us to balance this staffing and staff movement a lot more effectively so we can continue to provide the best childcare possible.

Communication of these child/ren absences can be via email, phone, in person or the newly rolled-out Home App.

Thank you in advance for your assistance here in helping us manage this acute staffing situation.

Best Regards

Andrew Parker

Managing Director

Guppy's Early Learning Centres