*A picture containing drawing

Description automatically generated****Service provider questions for possible inclusion in Belonging Early Years Journal:***

**How did your service adapt to the COVID-19 environment?**

**Background:**As the COVID-19 health crisis unfolded across Australia, it had an immediate impact on the early learning sector. Service providers were required to stay open, albeit with severely reduced attendance/enrolment levels.

Service providers faced pressure from families seeking assurances that their children would not be at risk of COVID-19 exposure, while operating on dramatically reduced revenues.

This Federal Government’s funding response was welcomed by many, but left some individual centres with consistent attendances worse off. As the sector and the government grappled with trying to make a “one size fits all” funding model work for all circumstances, individual services were left to navigate through the new landscape as best as they could.

ACA is well aware that 2020 has been a challenging year for the early learning sector, and each service provider has their own unique experiences of operating during this time period.

We’d love to include some positive stories from service providers in our October/November edition of [Belonging Early Years Journal](media-publications/publications), about innovative ways that your service:

* updated your processes to adapt to the new requirements;
* communicated with your families; and
* made sure your team of staff and also the children were happy and resilient under the COVID-19 climate.

If you would like to be involved, please share your journey by answering the following questions and send the completed form to ACA at [admin@childcarealliance.org.au](mailto:admin@childcarealliance.org.au).

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| **Service provider name** |  |
| **Physical address** |  |
| **Phone number** |  |
| **Email** |  |
| **Contact name & title** |  |

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| **What would you say was the biggest challenge for your service as the COVID-19 pandemic unfolded? (Emotional, practical, technical, etc)** |
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| **How did you address this challenge?** |
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| **How did you keep up to date with the latest changes and requirements? (Workplace health & safety, admin requirements, new processes, etc)** |
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| **How did you update your processes?** |
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| **How did the COVID-19 climate affect your families?** |
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| **How did you communicate with your families?** |
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| **How did the COVID-19 climate affect your team of staff ?** |
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| **How did you address these issues?** |
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| **Did you do anything to support the mental and physical wellbeing of your team of staff?** |
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| **How did the COVID-19 climate affect your children?** |
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| **How did you address these issues?** |
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