

FREQUENTLY ASKED QUESTIONS

Q. Who can come to Tanderra?

A. Children enrolled in primary school can attend Tanderra. For Before and After School Care, we service the following schools: Springwood P.S, Faulconbridge P.S, Ellison P.S, St Thomas Aquinas and Blue Mountains Steiner Schools. Sometimes children from other schools can attend.

For Vacation Care, children enrolled in any primary school may attend. Children about to start kindergarten may attend during the summer holiday period. This helps children to become relaxed and confident in a school aged environment.

Q. How do I enrol my child at Tanderra?

A. To enrol, families need to complete an Enrolment Form and a Direct Debit Form. If needing a place for the school holidays, a Vacation Care Booking Form (available 2 weeks prior to the start of the holidays) also needs to be completed. Once these forms are returned to us in person or via email, we can allocate a place for your child.

Q. How much does it cost?

A. Daily rates per child are as follows:

Before School Care:	\$19.00
After School Care:	\$22.00
Vacation Care and Pupil Free Days:	\$50.00

Q. Are there rebates available to assist families with costs?

A. Yes. Fees are reduced by Child Care Benefit (CCB) which is means-tested and by Child Care Rebate (CCR) which is not means-tested and reduces out of pocket costs by 50%. Families should apply to Centrelink for these rebates.

Q. Apart from fees, what other costs are there?

A. There are incursions and excursions during the school holidays which incur additional charges, to cover costs only. Details of these can be found on the Vacation Care Booking Form for each holiday.

A holding deposit of \$100 is required for each child enrolled in Before and After School Care which is refunded on cessation of care.

All charges are paid via the EziDebit direct debit system.

Q. Is Direct Debit the only method of payment available?

A. Yes. Management has found that a compulsory direct debit system is the most efficient and cost effective way of managing fee payments. Families have overwhelmingly indicated that they are in favour of this method for its convenience and ease of use.

Q. Who runs Tanderra?

A. Tanderra is managed by the Springwood Neighbourhood Centre Co-operative which is a community-based organisation located at 104 – 108 Macquarie Rd. Daily responsibility for the service lies with the Co-ordinator who is assisted by a dedicated team of staff. We are licensed through the Department of Education and monitored on a regular basis.

Q. How will my child travel between school and Tanderra?

A. Tanderra staff see the children safely onto the school buses in the morning following a short walk to the bus stop and see them safely off the buses in the afternoon. Teachers at the schools supervise the children when getting on in the afternoons and will provide additional assistance when children when are starting out. Children need to have an Opal Card or some form of payment when travelling. This can be organised through the school or the bus company direct (Blue Mountains Transit: Ph 4751 1077).

Q. How can I ensure my child arrives safely on his/her first day?

A. It's best if Tanderra staff can meet your child before his/her first day of attendance. That way, we can become familiar with one another. We can explain the routine and possibly buddy them with another child. To help children become familiar with the bus routine, here are some ideas that have worked for families. (Note: these are suggestions only and will not be feasible for all families):

- Travel with your child for the first journey from school if possible (especially if your child is younger)
- From a short distance, watch your child get on and off the bus for their first day.
- Show your child the bus stop where he/she will be getting off in the afternoons.
- Ensure your child's teacher is aware of their start date at Tanderra and request his/her support.

Bus travel is a normal and age appropriate task for primary school children which develops confidence and increased independence. Overwhelmingly, children manage this journey without issue and feel confident in the routine once they have done it once or twice.

Q. Can I use the service on a casual basis or do I have to have permanent days of attendance each week?

A. On the Enrolment Form, you can select permanent days of care for your child for before and/or after school care. Alternatively you can select to use the service on a casual basis. Casual bookings depend on availability but are not payable if cancelled prior to the day of care. Permanent bookings are exclusively reserved for your child and are payable regardless of absence. The cost for permanent and casual bookings is the same.

Q. How do I make a casual booking for my child?

A. Casual or additional bookings can be made in person, over the phone or via email. If the office is unattended, a message can be left on the answering machine and staff will record the booking at the start of the next session. Bookings can be made with as little or as much notice as families can manage. For planning purposes, more notice is preferable but we aim to meet families' needs as best we can.

Q. What about food?

A. Children can enjoy a healthy breakfast between 7.00 – 8.00am and a nutritious and delicious afternoon tea on arrival from school each day. There are no extra costs for these meals. During vacation care, all meals need to be provided from home. Children need to bring morning tea, lunch and afternoon tea. We recommend that families provide plenty of healthy food as children often get hungrier than usual as they run around more.

Q. What happens if I am late to collect my child?

A. If you will be unavoidably late when collecting your child, it is best to try to organise an alternative collector. If this person is an authorised collector on your enrolment form, there is no need to contact the Centre, although you are welcome to do so if you prefer. If a collector will be coming who is not authorised, you will need to contact staff to let them know. Please cite the name and address of the collector and advise collectors that they will need to provide photo identification. Late fees are charged at the rate of \$20 per half hour or part thereof when children are collected after 6.30pm.

Q. What does my child do at Tanderra?

A. Staff organise a fun and exciting programme which aims to meet children's physical, social and recreational needs and extend their skills. The children are involved in programme planning and their interests and ideas form the basis of what happens each day. Activities usually include arts, crafts, sports, games, cooking and much more. Children are free to join in with planned activities or to play as they choose with friends, toys and equipment. During the school holidays there are great incursions and excursions which are hugely popular with the children.

Q. What if I still have questions about the service?

A. If you have further questions, please read our Parent Information Booklet. Parents are welcome to request a copy of any of our policies, which cover aspects of the service more thoroughly. Please feel free to ask if you'd like to find out more about Tanderra OOSH.

Q. What's so good about Tanderra?

A. Tanderra has been providing quality out of school hours care to families for over 30 years and has a proven track record of a high standard of care and safety. We comply with all legislative requirements for OOSH services and are licensed through ACECQA via the NSW Regulatory Authority (Department of Education). As a community-based, not for profit service, we are committed to providing excellent, safe and affordable care for families.

Being off school sites allows children to have a complete break when enjoying their recreational hours and they are able to meet and make friends with children from different schools.

We pride ourselves on being caring, committed and community-focussed and we aim to offer that bit extra.

The atmosphere of the centre is friendly, fun and safe. The staff are dedicated professionals who are suitably qualified and experienced and passionate about working with children.

Q. How do I give my feedback about the Centre?

A. Feedback from families is very valuable as it guides our practice and ensures our improvement as a quality service. Families are encouraged to give feedback on a regular basis via surveys and questionnaires. We invite you to contact the Co-ordinator on 4751 5215 if you would like to discuss any issues relating to your child's time at the Centre or any aspect of the service. If you are unhappy with the outcome of a complaint/feedback, please contact the Executive Officer of the Springwood Neighbourhood Centre Co-operative on 4751 3033.

Thanks for your interest in our Centre.

**We hope your time with Tanderra OOSH
will be long and happy.**