

Dear Families

A very warm welcome to you all, to those families returning for the new year and those starting out with us for the first time. We hope you and your children have had a great start to the year. This is the first of your termly newsletters for 2023. Please read on for useful information, tips, reminders and news about your child's place to be in their out of school hours. We always value your feedback so please let us know if this newsletter sparks further questions, comments or suggestions.

## VACATION CARE

April vacation care is hot on our heels and we're looking forward to a fun-filled holiday with the children. If your child has permanent bookings in the school term, please note these don't carry over into the school holidays. Any booking dates you need for vacation care can be booked via the Kidsoft parent portal app or contact us for further assistance. You can download your copy of the programme [HERE](#) from our website.

## STORYPARK

We record our programme, the children's experiences and programme outcomes in Storypark, which you can join to follow along and receive all the updates. It's a great way to keep up with things and you can also invite your extended family to your Storypark account so they can share in your child's journey too. Your child's Storypark account is in your control and you can access it at any time, both during your time at Tanderra and beyond. If you haven't joined and would like to, check for your email invitation or contact us if you haven't received one.

## PUPIL FREE DAY 26 APRIL

Monday April 24 will be a pupil free day for Springwood and Ellison public schools only. St Thomas Aquinas will be operating as a normal school day. We'll be open for before and after school care and also for all day care for families who need it. If you need the pupil free day option for this day, you can make your booking via the parent portal. You will need to select PUPIL FREE DAY when choosing which session type, not VACATION CARE. If you have trouble making the booking, this could be because your child already has a permanent before and after school care booking on this day. In this case, please email us and we can delete the permanent booking for you and exchange it for the pupil free day.

## WORD FROM OUR EDUCATIONAL LEADER

There is our Educational Leader who leads the programme in the centre which is based around the children's interests and preferences. She is currently working on new About Me Plans for each child, which will be coming out next term. These will assist in planning for activities which really spark the children's interest. All family input will be gratefully received. More on this next term via Storypark.

## NUT FREE FOODS ONLY

Please remember to send your child to school and our service with foods that are NUT FREE, including no peanut butter or Nutella sandwiches. We have a number of children with LIFE THREATENING nut allergies and appreciate your careful attention to this please.

Please remember to pack foods which don't have nuts and nut products



Including nutella, peanut butter and snack bars like Picnic

## GETTING OLDER CHILDREN READY FOR HIGH SCHOOL

Is your year 5 or 6 child giving you a hard time about still having to come to OOSH? Is he/she complaining about having nothing to do, being bored etc? If so, that's actually good news as it is a completely natural and normal stage of development for many children as their need for independence and autonomy increases. If your child is in year 6, we recommend that you start thinking about transitioning your child from OOSH towards the independence necessary once they start high school. It's definitely best to prepare children for this in advance. Many families start by dropping 1 or 2 OOSH days per week and have their child make their way to or from school themselves. This is generally increased until by term 3 or 4, your child may not need to attend OOSH anymore at all. Of course, this all has to be considered with your particular child's needs in mind as each child and their circumstances are unique. Staff at Tanderra are happy to provide feedback and support if needed, and we're sure your child's teacher will be too.

## NEW ROOF

Just giving you the heads up that our roof is set to be replaced in the coming months with a nice new Colourbond one. We're looking forward to this improvement which will happen over the weekend periods so as to not disrupt the service.

## CHANGING YOUR PHOTO/MEDIA PREFERENCES

Do you want to change the preferences you indicated for photo/communication permissions when you first enrolled? If so, please download our [COMMUNICATION AND PHOTO PERMISSION FORM](#), and return to us to update your preferences.

## COMMUNICATION

With communication being a key part of any successful relationship, we always seek to keep communication open and honest, which means we welcome and value your constructive feedback. If ever you need to discuss something that concerns you, we have a number of ways your concern can be managed. You can:

- Contact the Co-ordinator/Nominated Supervisor, Suzanne. Suzanne generally works 10:30 – 6:30pm Monday, Tuesday, Thursday and Friday. A call or email is a great way to discuss any matter needing our attention. If it's fairly involved, it may be an idea to book ahead via email and request a face-to-face or phone meeting.
- Complete a feedback sheet, available at the sign out desk in the front room on the noticeboard. This is great for more minor feedback items including suggestions or comments that don't necessarily require follow-up.
- Complete a [Concern Form](#), available on our website or on request at the office. This is good for when you need follow-up on a specific matter.

Here's our [COMMUNICATION PAMPHLET](#) with further info about the ways we communicate with families.

SNCC, our auspice, has a [COMPLAINTS POLICY](#) outlining how a formal complaint will be handled.

All families have the right to contact the [regulatory authority](#) for complaints or concerns which remain unresolved.



## PLATYPUS FUNDRAISER

We are so proud of the amazing efforts of the children in our recent fundraiser, Breakfast on the Run, where \$201 was raised to support the endangered Australian Platypus. How impressive was their motivation, dedication and their planning of the event?! It was wonderful to see all children at Tanderra joining in and sharing in the enthusiasm and enjoyment on the day. A huge THANK YOU to everyone for getting behind this fun event and lending your support. Keep an eye on our [WHAT'S NEW](#) page on our website for our follow up announcement soon.

## BOOKINGS VIA THE PORTAL

Just a reminder that you can easily make all your casual bookings, including for vacation care, via the parent portal from your phone or computer by logging onto the portal. Making bookings via the Kidsoft app on your phone is super easy. However, you will need to contact us by phone or email if you need to make a booking for the same day or following day after close of business. This restriction is in place to ensure our ratios aren't compromised if bookings come in overnight that we're not prepared for.

You can't make or change **permanent bookings** via the portal. Instead, please contact us to amend your child's permanent booking.

You can mark your child absent via the parent portal. This immediately updates our attendance list and will save you having to contact us to let us know.

## CHILD SAFE STANDARDS

We come under the NSW government [Child Safe Standards](#), which ensure that organisations such as ours which include children as a primary focus, operate under a benchmark standard of care.

## REMEMBER TO LET US KNOW IF YOUR CHILD WILL BE ABSENT

Please remember to let us know when your child will be absent from before and after school care when expected. This is especially vital for **after school care** as staff spend precious time trying to locate missing children at our busiest time of day, causing stress and worry to staff concerned if children are safe.

## LOST PROPERTY

Our lost property box is located in the front room, next to the sign out desk. The contents are discarded or sent to charity at the end of each term, so please be sure to check for your child's belongings before then.

## WRAP UP

That's all from us for now. Thanks for reading. Please let us know if you have any questions or feedback. As always, your feedback is important to us.

Wishing you all a wonderful holiday and a very happy Easter. May the bunny bring you plenty of joy and just a bit of chocolate too. From all the Tanderra staff: Suzanne, Aunty Simone, Therese, Pheobe, Sharon, Dallas, Daisy, Callum, Nienke, Tom and Annalisa



Springwood Neighbourhood  
Centre Co-operative Ltd