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FREQUENTLY ASKED QUESTIONS IN RELATION TO THE MANAGEMENT OF COVID-19

The policies and practices outlined below are based on the recommendations and requirements of NSW Department of Education, NSW Department of Health and the policies of Springwood Neighbourhood Centre Co-operative Ltd.

Is Tanderra open as usual during the COVID-19 pandemic?

Yes, Tanderra is open and has been operating as usual throughout the Covid-19 crisis. We plan to remain open for before and after school care during the school terms and for vacation care during the school holidays. The service will only close if required to by departmental directive.

What happens if my child is feeling unwell and is due to attend the centre?

If any child, parent, staff member or visitor has cold or flu-like symptoms they should not attend the centre until well. Families should seek medical attention and children and staff must provide proof of negative Covid-19 status before returning to the centre.

What happens if my child becomes unwell while at the service?

If a child presents with cold or flu-like symptoms while in our care, we will immediately take steps to keep them away from the other children and will call their family to collect them as soon as possible. The family should then seek medical attention and notify us immediately if there is a result of concern. Please forward us a negative covid-19 test result before your child returns to the centre.

Will I be informed by Tanderra staff if any child, staff member or parent has tested positive to COVID-19?

Yes. The service is required to immediately notify the relevant authorities if anyone in recent attendance has a positive diagnosis of COVID-19. In such circumstances, the service will work closely with the Department of Education and the Public Health Unit to manage the situation. This will include contact-tracing and informing all people who recently attended the centre.

If directed to close, the service will notify all families with pending bookings and all families whose children have recently been in attendance. We will use email, text messaging as well our website and Facebook pages.

If a child or educator at Tanderra develops COVID-19 will the service have to close?

NSW Health is the agency responsible for giving directions in relation to closures. It may not be necessary to close the service. The Public Health Unit will assist the service to assess the situation and take the appropriate steps.

What if a member of staff, child or family member has been in contact with a confirmed case?

If someone believes they may have been in contact a confirmed case, they need to either self-isolate and get tested immediately or monitor for symptoms. You can find a list of confirmed cases and associated locations on the NSW Government's Latest COVID-19 news and updates page.

Is the service running excursions and incursions during the school holidays?

We conduct risk assessments when planning our vacation care programme and follow the most up-to-date advice from the NSW Government in relation to whether or not incursions and excursions are permissible and/or advisable. Throughout the vacation care periods, when allowed, we have generally limited excursions to outdoor venues such as parks, bushwalks and places where contact with the general public is reduced.

Am I still allowed onto the premises to drop off and collect my child?

While the stay-at-home orders are in place, parents and authorized collectors are asked to drop children off and collect them at the front gate. A Tanderra staff member will meet you at the gate to escort your child in and out of the centre. We will continue to monitor the need for this practice, taking advice from the Department of Education.

Once family members are able to resume entry into the centre, a maximum of one authorized collector per family will be permitted to drop off and collect children in attendance. Please wear a mask, wash/sanitise your hands on entering, sign in and out using the QR code, sign your child in/out using the iCheckin system via your own unique PIN.

What other steps is the service taking to ensure the safety and wellbeing of my family in relation to COVID-19?

The service has a COVID-19 policy which guides work practices.

Some of the steps in place to keep families and staff safe include the following: cleaning/sanitising of frequently touched surfaces, limiting deliveries and non-essential visitors during service operation times as much as possible and ensuring deliveries are contact free, appropriate social distancing between adults, excluding anyone with symptoms or who has been in contact with a confirmed case, general adherence to normal disease prevention and good hygiene practices

Click to read our [Service Procedure for Dealing with Covid-19](#)

Are Tanderra staff vaccinated against Covid-19?

There is a Public Health Order currently in place which requires all staff in education and care services to be fully vaccinated against Covid-19 by November 8, 2021. Our service is fully compliant with this and all other requirements of the Public Health Order.

I have further questions and things I'm unsure about in relation to COVID-19 and my child's time in OOSH. How can I find out more?

If there is anything you would like to discuss further with us, please contact us by phone or email. We are here to answer your questions and discuss any matters that you have concerns about.

The government has a dedicated NSW portal for all COVID-19 related government and health information. Please visit nsw.gov.au/covid-19