

Dear Families

With the April school holidays on our doorstep, it's a belated but very warm welcome we extend to all families with us for 2022. We're delighted to welcome back our families from 2021 as well as all our new families. After the challenging past couple of years, we're hoping for a smoother ride for a little while. We're sure you feel the same way. This is the first of your termly newsletters. Please read on for useful information, tips, reminders and news about your child's place to be in their out of school hours.

## STORYPARK

We're thrilled to have started our online programming with Storypark. Many of you may already be familiar with Storypark from services your child previously attended. It's a wonderful means of communicating to you our programme, goals and your child's progress and participation within the programme. You will shortly be sent an invitation to join. We strongly recommend that you accept. It's free and can give you a valuable insight into the fun interactions and experiences your child has at OOSH and the valuable life lessons he/she may gain along the way. You can also invite your extended family to your Storypark account so that they can share in your child's journey. Your child's Storypark account is in your control and you can access it at any time, both during their tenure at Tanderra and beyond. Keep a look out for your email invite coming your way soon.

## VACATION CARE

April vacation care is hot on our heels and we're really looking forward to a fun-filled holiday with the children. We've planned some covid-safe excursions and it will be wonderful for the children to get out and about in OOSH once again after so many interruptions in recent times. If you need bookings for your child and haven't yet made them, we urge you to do so as soon as possible as places are filling up fast and some of the excursion dates particularly have limited numbers. You can download the programme [HERE](#) and make bookings via the portal. If you have any difficulties, please don't hesitate to reach out.

## PUPIL FREE DAY 26 APRIL

Tuesday April 26 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 those 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.

The day is going to be fantastic as we have a special event booked; Julie Zommers puppetry workshop. Details are on our [Vacation Care Programme](#) and click [HERE](#) for more information about Julie on her website.

## 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 often spend precious time trying to locate missing children at our busiest time of day when children are arriving from school, needing afternoon tea and get started with their activities. Locating absent children who are in fact safe, takes us away from the children who need us. It also causes worry and stress to staff who are concerned that children are safe.

## LOST PROPERTY

The lost property basket is located in the front room at the sign out desk. With the sign out area currently positioned outside, you may not get a chance to see this. Please don't hesitate to let our friendly staff know when you're in the centre, if you'd like to take a look for any of your child's belongings.

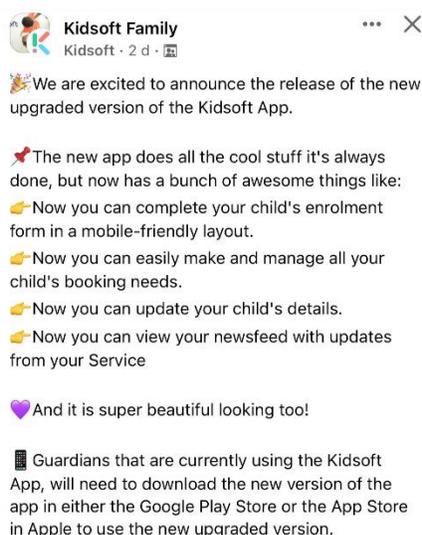
## BASC VOUCHER SCHEME

We're happy to announce that we've just received our approval for the BASC scheme, initiated by the government, giving families up to \$500 credit for before, after and vacation care per child. We hope to be ready to implement the scheme by vacation care but as there's a lot of administrative set-up involved, we can't guarantee it at this stage. We'll do our very best.

Please note the following conditions which will apply:

- Vouchers must be applied by one OOSH provider only per family. If you have given your voucher to another OOSH provider for before and after school care, you won't be able to use the voucher with us.
- Vouchers are limited to 1 per child – NOT PER HOUSEHOLD. If you share care with your child's other parent who lives in a separate household to you and who also uses our service, we will require you to present a written agreement co-signed by that parent, agreeing to the terms of use of the voucher. For example, you may decide to allocate the other parents' bookings to your account until the voucher is exhausted...OR you may mutually agree that the voucher will be used on 1 parents' account and make a private arrangement to recompense the other parent to the equivalent value. WE CANNOT SPLIT THE VOUCHER OVER 2 SEPARATE ACCOUNTS. This is not our decision but is the government's. If you don't come to an agreement with the other parent, we regret that we will not be able to accept your voucher. This is because the voucher is applicable to the child that you share and so the scheme is actually open to both parties, even though the 2<sup>nd</sup> parent will not be able to present their voucher after one has already been submitted.
- Vouchers may not be used for past debits, holding deposits or other fees which are not for childcare. For this reason, your direct debits will continue to be deducted until such time as we are ready to apply your voucher.

Hopefully all this makes sense. If not, please email Suzanne for clarification.



**Kidsoft Family**  
Kidsoft · 2 d · 📷

👋 We are excited to announce the release of the new upgraded version of the Kidsoft App.

📌 The new app does all the cool stuff it's always done, but now has a bunch of awesome things like:

- 👉 Now you can complete your child's enrolment form in a mobile-friendly layout.
- 👉 Now you can easily make and manage all your child's booking needs.
- 👉 Now you can update your child's details.
- 👉 Now you can view your newsfeed with updates from your Service

💜 And it is super beautiful looking too!

📱 Guardians that are currently using the Kidsoft App, will need to download the new version of the app in either the Google Play Store or the App Store in Apple to use the new upgraded version.

## KIDSOFT PARENT PORTAL UPDATE

Here's a message from our software provider Kidsoft, regarding their recent update



## BOOKINGS VIA THE PORTAL

Just a reminder that you can easily make all your casual bookings 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 will save you having to contact us to let us know.



## 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 period coming up

from all the Tanderra staff: Suzanne, Aunty Simone, Therese, Annalisa, Jake, Pheobe, Kiaesha, Bri and Sharon



Springwood Neighbourhood  
Centre Co-operative Ltd