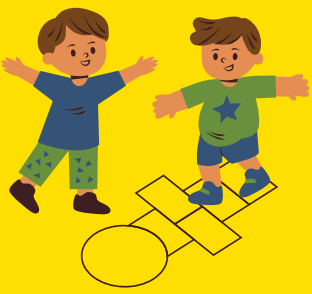


# ORIENTATION NOTES

A guide to support your child's smooth transition into our service

## WELCOME TO TANDERRA!



Thank you for enrolling your child in our service and for entrusting them into our care. We're looking forward to getting to know your family and to being a part of your child's journey in these precious growing years. We provide a safe, caring environment where children can enjoy their out of school hours in a play environment that aims to be interesting, stimulating, fun and relaxing. We are always there for you and your child so please reach out to us if ever you would like to discuss any issue or if we can further support your child's wellbeing.

## BEFORE YOUR CHILD'S FIRST DAY



It's a great idea to bring your child for a visit to our centre prior to his/her first day. Children usually feel more at ease when they start if they have met our staff team, seen the environment they will be spending time in and seen other children at play. This is especially important if your child's first day will be in after school care. Children about to start kindergarten are welcome to attend in the January school holidays. This will help your child to feel comfortable and confident in the school age environment.

## YOUR CHILD'S FIRST BUS JOURNEY

You will need to notify your child's school of the days he/she will be catching the bus to come to after school care and the start date. The school will assist him/her to the correct bus line and onto the bus.

Here are some strategies you may like to consider to support your child on his/her first bus journey:

- Accompany your child for the first journey if possible or watch your child get on or off the bus from a short distance
- Show your child the bus stop and key landmarks of the journey
- Ask the school or our staff to introduce your child to other children who will be on the bus on your child's first day and may be able to accompany him/her
- Bring your child to meet our staff before his/her first attendance



It's important that you carefully prepare your child for his/her first bus journey. You need to work out the best safety strategies and communicate with the school and with our staff to ensure a smooth first journey.



Your child will need a bus pass to travel to and from the centre each day and may be eligible for subsidised travel, calculated between home and school

## OUR WEBSITE

You can find out more information about our service, including our weekly menu, vacation care programme, policies, forms, current fee rates and many useful links on our website.

[tanderra.org.au](http://tanderra.org.au)

Click here for  
our current  
full fee  
schedule

## OUR FACEBOOK PAGE

Our Facebook page is a great way to stay in touch with what's going, get reminders of events and see happy snaps of the children at play. Only children with social media photo permission will appear on our Facebook page. Children in group photos without social media photo permission will have their faces pixelated. Children's names and personal details are never published on Facebook.

We'd love to have you join our page and follow along with posts.

[Facebook/Tanderra OOSH](#)

Click here to  
download our  
Medical  
Conditions and  
Medication  
Administration  
Policy

## COMMUNICATING WITH US

Our parent portal is an easy way for you to make extra bookings when you need them, check your account balance, make a one-off payment, update your contact details or your bank details. You can also use the portal to mark your child absent from a booked session. This updates our attendance list and is all you need do to notify us if your child will be away when expected.

The portal won't accept bookings for the same day, or bookings for the following day if making them after 6pm. You also won't be able to make or change any permanent bookings via the portal. For all these matters you will need to contact the service directly.

When you have questions, comments, feedback or concerns you can send us a direct message via the parent portal. You can also email, phone us or speak to us in person at the Centre.

[Kidsoft Parent Portal](#)

## STORYPARK

We use Storypark to record our programme and share it with families. Families using our service regularly are invited to join us on Storypark where you will be able to see stories written by the educators showing activities, events and the recreational learning outcomes for the children. Your comments, feedback and ideas are very welcome. All family input is greatly appreciated.

[Storypark](#)

Please let us know if there's anything else you need to know that we haven't covered here or on our website. We're here to help!