

Dear Families

Hello everyone and welcome to Tanderra for 2021. We're delighted to have you all aboard and we're really enjoying getting to know all the new kindies, who are settling in beautifully. We hope the new year is off to a flying start for you all – especially after the year we had last year!

Just a couple of quick issues to let you know about:

CONFIRM YOUR INCOME BY 31 MARCH

If you haven't already done so, now is the time to confirm your income for the 2018-19 financial year by 31st March to avoid your CCS being stopped. This can be done via your MyGov account or via the Express Plus Centrelink mobile app. Please click **HERE** to download an information sheet from the Department of Education, Skills and Employment covering this topic.

USING THE PORTAL

Thanks everyone, for taking the time and trouble to create your parent portal account and getting the show on the road for online communication and bookings. We really appreciate that this took time and wasn't always smooth and straight forward for everyone. Now that it's done, we're sure we will all reap the benefits.

THINGS YOU CAN DO VIA THE PORTAL:

- Make casual bookings for before and after school care
- Make vacation care bookings from 4 weeks prior to the school holidays
- Update your direct debit details
- Check your account and statements
- Check your bookings
- Mark your child absent for a session they are booked in for
- Send and receive communications with us
- Accept CWA enrolment updates, to keep your CCS entitlement up-to-date

THINGS YOU CAN'T DO VIA THE PORTAL:

- Make casual bookings for the same day or for the next day if we have closed for the day. If you need a booking for the same day or following day and we have closed, please send an email or contact us during our opening hours. We can create the booking for your child, if we have vacancies.
- Make a permanent booking, cease or change your child's permanent days of attendance. Please contact us by phone or email to do this.
- Cancel a casual booking prior to a day of care that you no longer need. To cancel any casual bookings prior to the day of care, please contact us by phone or email.

If you'd like further assistance in learning how to use the parent portal, please don't hesitate to ask. You will definitely like the Kidsoft App for your phone. It is available from the Play Store or App Store and is very user friendly and easy to use.

PROGRAMME WALL

Our programme wall is up and running. It's located on the left hand wall as you walk into the big room at Tanderra. It's titled "Our Programme" and features our fortnightly programme cycle, including snapshots of our week from the previous week. There is space for families and children to add ideas and feedback. Please check this wall out often and add your feedback and ideas. We'd love to have your input.

(Note: All photos used on the wall or elsewhere in the Centre are not uploaded onto our website or social media pages except for children with social media photo approval in place. Photos used in the centre, on our website and on our social media page never include children's names or personal details. If a child is featured in a group photo posted to our Facebook page and doesn't have social media photo approval, their face will always be pixelated and unidentifiable).

ELLY'S LAST DAY AT TANDERRA

After 7 years of dedicated service, Elly has decided the time has come for her to move on. Very sadly, her last day will be Friday 19 Feb. We will be saying farewell to her with a special afternoon tea. Please feel free to call in to say goodbye. Elly has made a wonderful contribution to our service and she will be sorely missed by us all.

EDUCATIONAL LEADER

Our management (Springwood Neighbourhood Centre Co-op Ltd) is in the process of creating an exciting new position at Tanderra. We are eagerly anticipating a new Educational Leader in the coming weeks whose job it will be to guide and lead the programme. Even though the term used is Educational Leader, the programme in our centre will always be recreational in its focus and will be based around the children's interests.

MENU DISPLAY

Did you know we always have our menu for breakfast and afternoon tea on display and available for families to view each week? You can see this on the front noticeboard at Tanderra or alternatively you can find it on our website on the PROGRAMME & MENU tab. Please click **HERE** to go there now. We welcome all your feedback about our menu and also any other aspect of our service. We also have a staff photo board in the front room which shows the names, faces and positions of existing staff so that you can put a face to a name.

LOST PROPERTY

Don't forget to check lost property often when you come in to drop off and collect your child. It's always very well utilised and we dispose of everything at the end of each term to make room for the next lot.

YOUR FEEDBACK

Please always know that we are here to serve your family's best interests. If there is anything you would like to discuss with us, please let us know. If it's a more involved subject or requires greater sensitivity and consideration, please make an appointment to see Suzanne. Your feedback on all subjects helps to make our service the best it can be.

Thanks for reading and best wishes from
Suzanne, Aunty Simone, Annalisa, Elly & Ishbel



Springwood Neighbourhood
Centre Co-operative Ltd