



FREQUENTLY ASKED QUESTIONS

Q. Who can come to Tanderra?

A. Children enrolled in primary school can attend Tanderra. For Before and After School Care, We service Springwood P.S, Ellison P.S, St Thomas Aquinas. Sometimes children from other schools can attend such as Korowal or BM Steiner School.

For Vacation Care, children enrolled in any primary school may attend. Children about to start kindergarten may attend during the summer holiday period in January. This can help children to become relaxed and confident in a school aged environment.

Q. How do I enrol my child at Tanderra?

A. All enrolling is done online via our secure software system, Kidsoft. If you wish to enrol your child, please visit our website and click on the [BOOKINGS](#) tab for further details and step-by-step directions.

Q. I only want to book my child for vacation care and not before and after school care. How does the enrolment and booking process work for me?

A. Families wishing to use our vacation care service still need to enrol their child. You only need to do this once. Then, as each vacation care programme approaches, you will be able to book any days you need for your child.

Q. How much does it cost?

A. Fees are reviewed periodically and are set to cover running costs only. As a non-profit community-based organisation, we aim to keep fees as low as possible for families. Please click [HERE](#) to see our current fee rates.

Q. Is there any fee relief support available to assist families with costs?

A. Yes. Fees are reduced by Child Care Subsidy (CCS) which is means-tested and available to most families. You can apply for CCS through your MyGov account. For more information visit <https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

Additional Child Care Subsidy (ACCS) may also be available for people needing further financial support such as grandparent carers, foster carers and people experiencing temporary financial hardship. For more information visit: <https://www.servicesaustralia.gov.au/individuals/services/centrelink/additional-child-care-subsidy>

Q. **Apart from fees, what other costs are there?**

A. Most holiday periods include fun, interesting incursions and excursions which incur additional charges to cover costs only. Details of these can be found on our website as each holiday period approaches. Click [HERE](#) for the latest holiday programme.

A holding deposit of \$100 is required for each child enrolled in Before and After School Care which is refunded on cessation of care.

All fee payments are made via our iDebitPro direct debit system which families sign up for on enrolment.

Q. **Is Direct Debit the only method of payment available?**

A. Yes. Families have overwhelmingly indicated that they are in favour of this method for its convenience and ease of use.

Q. **Who runs Tanderra?**

A. Tanderra is managed by the Springwood Neighbourhood Centre Co-operative which is a community-based organisation located at 104 – 108 Macquarie Rd. Daily responsibility for the service lies with the Co-ordinator who is assisted by a dedicated team of staff. We are licensed through the Department of Education and assessment and ratings is carried out on a regular basis.

Q. **How will my child travel between school and Tanderra?**

A. Tanderra staff see the children safely onto the school buses in the morning following a short walk to the bus stop and see them safely off the buses in the afternoon. Teachers at the schools supervise the children when getting on in the afternoons and will provide additional assistance when children when are starting out. Children need an Opal Card or some form of payment when travelling. This can be organised by visiting opal.com.au.

Q. **How can I ensure my child arrives safely on his/her first day?**

A. After you've completed enrolment, we will contact you to discuss orientation to support your child to manage his/her first day of attendance. We recommend that you bring your child in to meet Tanderra educators before their first day if at all possible. That way we can become familiar with one another, explain the bus and daily routine and possibly buddy your child up with another child. To help children become familiar with the bus routine, here are some ideas that have worked for families. (Note: these are suggestions only and may not be feasible for all families):

- Travel with your child for the first journey from school if possible (especially if your child is younger)
- From a short distance, watch your child get on and off the bus for their first day.
- Show your child the bus stop where he/she will be getting off in the afternoons.
- Ensure your child's teacher is aware of their start date at Tanderra and request his/her support.

Bus travel is a normal and age appropriate task for primary school children which develops confidence and increased independence. Overwhelmingly, children manage this journey without issue and feel confident in the routine once they have done it once or twice.

Q. Can I use the service on a casual basis or do I have to have permanent days of attendance each week?

A. When you enrol you can select regular sessions for before and after school care (permanent booking) or elect to make bookings later and book sessions when you need them (casual booking). Casual bookings attract a slightly higher session fee and are subject to availability while permanent bookings are reserved exclusively for your child and are payable on a weekly basis regardless of absence. All bookings in vacation care are booked via the online parent portal as the holiday period approaches.

Q. How do I make a casual booking for my child?

A. Casual or additional bookings can be made via the parent portal and can be made with as little or as much notice as families can manage. However, the portal won't permit same day bookings or bookings for the next day once we have closed for the day. In such an instance, please contact the service in person, via email or phone to make the booking.

Q. What about food?

A. Children can enjoy a healthy breakfast between 7.00 – 8.00am and a nutritious, delicious afternoon tea on arrival from school each day. There are no extra costs for these meals. Click [HERE](#) to see our weekly menu. During vacation care, all meals must be provided from home. Children need to bring morning tea, lunch and afternoon tea. We recommend that families provide plenty of healthy food as children often get hungrier than usual in the active play environment.

Q. What happens if I am late to collect my child?

A. If you will be unavoidably late when collecting your child, it is best to try to organise an alternative collector. If this person is an authorised collector on your enrolment form, there is no need to contact the Centre, although you are welcome to if you prefer. If a collector will be coming who is not authorised, you will need to contact staff to let them know. Please cite the name, address and phone number of the collector and advise collectors that they will need to provide photo identification. Late fees may be charged when children are collected after 6.30pm.

Q. What does my child do at Tanderra?

A. Service educators organise a fun and exciting programme designed to meet children's physical, social and recreational needs and extend their skills. The children are involved in programme planning and their interests and ideas form the basis of what happens each day. Activities usually include arts, crafts, sports, games, cooking and much more. Children are free to join in with planned activities or to play as they choose with friends, toys and equipment. During the school holidays there are great incursions and excursions which are hugely popular with the children.

Q. What if I still have questions about the service?

A. If you have further questions, please read our [Family Information Booklet](#). Parents are welcome to request a copy of any of our policies, which cover aspects of the service more thoroughly. Please feel free to ask if you'd like to find out more about Tanderra OOSH.

Q. What's so good about Tanderra?

A. Tanderra has been providing quality out of school hours care to families for over 30 years and has a proven track record of a high standard of care and safety. We comply with all legislative requirements for OOSH services and are licensed through ACECQA via the NSW Regulatory Authority (Department of Education). As a community-based, not for profit service, we are committed to providing excellent, safe and affordable care for families.

Being off school sites allows children to have a complete break when enjoying their recreational hours and they are able to meet and make friends with children from different schools.

We pride ourselves on being caring, committed and community-focussed and we aim to offer that bit extra.

The atmosphere of the centre is friendly, fun and safe. The staff are dedicated professionals who are suitably qualified and experienced and passionate about working with children.

Q. How do I give my feedback about the Centre?

A. Feedback from families is very valuable as it guides our practice and ensures our improvement as a quality service. Families are encouraged to give feedback on a regular basis via surveys and questionnaires. We invite you to contact the Co-ordinator on 4751 5215 if you would like to discuss any issues relating to your child's time at the Centre or any aspect of the service. If you are unhappy with the outcome of a complaint/feedback, please contact the Executive Officer of the Springwood Neighbourhood Centre Co-operative on 4751 3033.

Thank you for your interest in our Centre.

We hope your association with Tanderra OOSH will be
a long and happy one.