

Dear Families

A huge warm welcome to you all for 2024 at Tanderra. We're happy to have both new and returning families with us for this year. This is your first newsletter for the year. We publish 1 newsletter per term. It's important to read these as we post a lot of information that helps you stay up-to-date with what's going on in your child's OOSH service. Our website is also a great place to check for news updates, forms, policies, vacation care programmes, our weekly menu and much more. Please read on for the latest tips, reminders and news...

## VACATION CARE

Please check and download our [vacation care programme](#) on our website from Monday 25 March. Bookings will be open to families from that date. We're excited about the activities we've planned with the children which include a trip to Inflatable World, an Indian cultural day with henna hand painting, mandalas and butter chicken lunch, Library story time, Spa and Crazy hair day and a Disney Party Day and lots more.

## 2024 – A CELEBRATORY YEAR!

This year is a special year because Tanderra is turning 40! This property was purchased in 1984 by the Springwood Neighbourhood Centre, by way of a government grant to house the fledgling OOSH service first begun to operate in Springwood from 1978. As the service grew, a new place was needed to expand and offer the children more space. And so Tanderra was born! Later this year we will be organising some festivities to mark the event, such as a fete or open day. Please let us know your ideas via an email – we'd love to hear your suggestions!

## BREAKFAST ON THE RUN

Wednesday 3 April in before school care will be our [Breakfast on the Run](#). This is a fabulous fundraiser event organised by one of our amazing year 6 children to raise money in support of the environment. This time, we're raising money for the turtles. **EVERYONE IS WELCOME**. Please bring some cash when you drop your child off in before school care for a delicious homemade muffin and a hot drink. You can also stop off on your way to work/school and grab a quick breakfast to takeaway with you. It means a lot to the children who have helped plan the event and is for a great cause.

## THANKS TO OUR DONORS

Thank you very much to all those people who have so generously made donations to our service in recent times. Some of these much appreciated gestures include the following:

- Stationery packs from Bob at ColourArt Springwood
- Indigenous cushion covers with dreamtime meanings from our own wonderful Aunty Simone Knox
- Plants, soil and plenty of generously given labour time from Sharon and Alistair Fairbairn
- Bread each Thursday from Schwarz Patisserie at Wentworth Falls (please feel free to take the bread whenever you see it in the front room as it is donated for the benefit of our families)
- Quality pre-loved toys and equipment from various members of our Tanderra family community, both current and past.

We can't thank all of these people enough for their thoughtfulness and generosity. THANK YOU! It really means a lot.

## NEW DONATIONS WELCOME

If you have any items you're thinking of moving on which are in good usable condition, these are the items we need most:

- Recycled items such as egg cartons, sequins, buttons and all sorts of bits and pieces for recycled arts and crafts
- Newspaper
- Paper
- A PC or laptop for the kids to use for homework, research and projects

## A REMINDER ABOUT CCS AND ABSENCES

Here are a few rules about CCS that often take people by surprise:

- CCS isn't paid on a child's first or last days if they are absent from the centre on booked days.
- If your child doesn't attend for 14 weeks, your CCS enrolment will be cancelled. We will be able to renew it easily once you make any new bookings.
- If you don't use CCS in 6 months, your CCS entitlement will be cancelled and you will have to reapply if you need it.

## ADDITIONAL CCS

Additional CCS (or ACCS) is made available by the government for families in particular situations. To be eligible for this you must be registered for Child Care Subsidy and you need meet 1 of the following criteria:

- an eligible grandparent getting an income support payment
- transitioning from certain income support payments to work
- experiencing temporary financial hardship
- caring for a child who is vulnerable or at risk of harm, abuse or neglect.

Click [HERE](#) for further information.

## USING THE PARENT PORTAL

Our secure parent portal is a great way to streamline information between you and us. These are the things you can do using the parent portal:

- ✓ Make casual bookings for before and after school care
- ✓ Make vacation care bookings
- ✓ Mark your child absent from a session they are booked for (this will automatically notify us)
- ✓ Add or change your child's/family details including medical records, allergies, additional needs, emergency contacts, school, doctor,
- ✓ Add documents including court orders, medical certificates, medical records, immunisation statements etc
- ✓ Check/send messages
- ✓ Update banking details
- ✓ Read/download documents we've made available such as excursion permission forms, newsletters etc
- ✓ Check your balance owing and date of next payment due
- ✓ Download your account statements

These things you can't do via the portal and will need to contact us directly instead:

- x Change your child's permanent before/after school care booking
- x Cancel a casual booking prior to the day of care

## EASTER COLOURING IN COMPETITION

We're happy to be participating in an Easter Colouring In Competition organised by PRD Real Estate, Springwood. The last day for entry is 25 March with some great prizes. We have lots of copies of the entry form here at the centre but if your child would like to complete an entry at home, you can download a copy [HERE](#). Check the back of the entry to see the prizes.

## DON'T SHARE YOUR SIGN IN PIN

Please ensure that your unique PIN is only used by you to sign a child in and out of the service. It is a legally requirement for each authorised collector to have their own PIN. This ensures the record shows the name of the person who delivered or collected each child. **Please don't share your PIN with anyone else.** If another authorised collector will be picking up your child, they must use their own unique PIN or see a staff member to assist. Thanks for your support with this.

## FEEDBACK AND CHILD SAFE STANDARDS

Our organisation comes under the Child Safe Standards, which are designed to keep children safe in the services, institutions and organisations in where they attend. You can read more about the [Child Safe Standards](#) here. We are always interested in your feedback about our service and your ideas for improvement. Please don't hesitate to let us know what you think. We have feedback forms in the front room for quick ideas/feedback. We also have a [complaints form](#) on our website. You can always speak to Suzanne or Aunty Simone if you need to discuss a matter in person. Please contact us via email or phone to organise a mutually convenient time if the topic is more involved or sensitive.

## FOOD IN VACATION CARE

With vacation care coming up soon, it's a great time to remind you that children usually get hungrier in the school holidays compared to school. This is because they are expending more energy and also because they have an additional meal to pack for, which is afternoon tea. Please ensure you pack extra food for your child if needed.

If you're struggling with ideas for packed lunches or just looking for new ways to tempt your child's taste buds, [Kidspot Kitchen](#) has some awesome packed lunch ideas, including help with foods for fussy eaters.

It's a great idea to pack food in cooler bags or to use ice bricks or frozen poppers to keep food fresh. If your child's lunch includes cold meats, salads, cheese and other foods which can spoil, it is essential to keep them fresh.

## YEAR 6 EVENTS

Stay posted for this year's year 6 events invitation which will be coming to you soon via email if you have a child in year 6. We've just finished planning these with our year 6 children who are super excited for the events this year.

## LOST PROPERTY

You've probably seen the lost property basket in the front room. It's a great idea to check this regularly for your child's belongings. The basket is emptied at the end of each term and all items are discarded or taken to charity.

It's also great if you can remind your child to check the basket from time to time as it helps foster awareness and responsibility for their own belongings. Educators at the service endeavour to encourage children to look after their belongings but as our priority has to be the safety and wellbeing of the children, we can't always pay too much attention to their things.

## BULLYING NO WAY

We take concerns about bullying seriously as we are committed to supporting the wellbeing of all children in the service. We have posters up in the hallway which offer ideas and support to support children and families concerned about bullying and we invite all parents to let us know if ever there are any incidents which require our closer attention and care. We have a Good Deeds tree up on the wall in the back room where we will encourage the children's thoughtfulness towards one another by acknowledging when they are kind and caring to others. The website [bullyingnoway.gov.au](http://bullyingnoway.gov.au) has some great information for families, children and services.

## STAFF NOTICEBOARD

We have a very caring and dedicated staff team at Tanderra who work hard to keep children safe and ensure they have enjoyable out of school hours experiences. Our staff all undergo training relevant for the work they do including first aid training, child protection, food safety to mention just a few. Please check our staff photo board in the front room to familiarise yourself with the faces and names of the people who look after your child as well as some of their credentials. Sadly Brodie, our Educational Leader will be leaving us at the end of May – but happily, it will be to have a baby! We wish Brodie all the very best for her new parenting journey up ahead!

## CHANGES TO THE BUILDING

We're very happy with some of the improvements that have taken place lately at the centre. Brad Day of BTJ Projects recently painted the interior of our service, freshening it up and making it look amazing. We're grateful to Brad for the great job he did and the generous deduction he gave, as a parent of children at the service. The seats at the front were recently installed – the buddy benches – and the children just love them! Thanks to one of our handymen Joshua, for the amazing job he did. We are also loving the new bin enclosure at the front, allowing us to keep most of the bins off the children's play areas. All this was made possible by the sharp organisation and dedication of our former Acting CEO, Diane Burn who worked so hard throughout 2023 for the organisation.

*Well, that's all for now. Thanks for reading, everyone. Have a lovely and safe Easter, from all the Tanderra staff: Suzanne, Aunty Simone, Brodie, Pheobe, Sharon, Dallas and Callum*