



## Tabatinga Education & Care Service 2017 FREQUENTLY ASKED QUESTIONS After School Care / Before School Care

### **Q. What activities will be offered to the children at After School Care?**

We aim to deliver a wide range of activities that will not only be educational but lots of fun. Programs will be based around the interest and suggestions of the children enrolled in our service. Example of activities: Kids Fit Classes, Cooking Classes, Art & Craft & Horticulture Classes.

### **Q. Is there food/drink provided at Before School Care and After School Care?**

Before School Care: Breakfast is supplied to children arriving before 7.30am.

After School Care: Afternoon tea/light snack is supplied to all children at the service.

### **Q. I'm not sure what my rebate is, and/or what it is going to cost me. What should I do?**

Tabatinga OOSH is eligible to provide child care benefits (CCB) and Child Care Rebate (CCTR). To get an accurate figure on your out-of-pocket expense, please contact the Family Assistance Office (13 6150) to ensure you are registered for the childcare benefit and childcare rebate.

### **Q. What if my child has special requirements and/or requires medication?**

If your child has a medical condition such as asthma or anaphylaxis you need to discuss this with the Nominated Supervisor/Responsible Person during your orientation meeting. We will work with you to complete a Medical Management Plan which will need to be signed off by your child's doctor.

Our team will then create a Risk Minimisation Plan with you based on your child's medical/special requirements that identifies and reduces risks to your child's health when attending our service and allows maximum possible inclusion in our program.

### **Q. I am separated from my partner, can we have separate accounts for my child?**

Tabatinga management will work with you to find a solution to meet your needs. Each partner who has a separate financial responsibility for your child/ren will require their own account/enrolment.

It is also important to note that Tabatinga OOSH has strict requirements around signing children in and out of our service. Specifically, authorised adults are only permitted to leave with their child if safety, parental wishes, and custody requirements are adhered to.

### **Q. Custody arrangements are in place, how can I ensure these are adhered to?**

To ensure your child's care is appropriately managed, we will require a copy of any applicable court orders, parenting orders or parenting plans. We will review the information and the documents will be attached to the child's records. All information is treated confidentially and with sensitivity. If there are any changes, we ask that you notify us promptly. Where a court order, parenting order or parenting plan has been provided, we will ensure all necessary Educators are aware the orders are in place. If an attempt is made to breach orders, the parent/guardian with custody entitlements will be contacted immediately. The police may also be called.

**Q. How do I enrol my child/ren?**

Every family must complete an Enrolment Form containing details of each child seeking inclusion into our service. Paper Enrolment Forms are available from the Tabatinga Tweed Heads reception counter, or you can complete the online enrolment process via the Tabatinga website.

<http://tabatinga.com.au/the-experience/out-of-hours-school-care/tweed-heads-oosh/>

Once an Enrolment Form has been submitted, all new families will be contacted and asked to attend an orientation meeting prior to acceptance. At this meeting we will discuss any special requirements that may be necessary to ensure your child/ren can be fully included in our program.

A new Enrolment Form must be completed for each child at the start of every new year of attendance.

**Q. What are the Service Operating Hours?\***

Before School Care                    6.30am - 9.00am  
After School Care                    3.00pm – 6.30pm

*\* NSW Eastern Daylight Saving Time*

**Q. What are the Service Fees?\***

|                    | Permanent | Casual |
|--------------------|-----------|--------|
| Before School Care | \$13      | \$15   |
| After School Care  | \$23      | \$25   |

*\* Per child per session*

**Q. What’s the difference between a permanent booking and a casual booking?**

A permanent booking is where a child attends regular booked days in Before School Care, After School Care, or both, and has completed the enrolment process. It is considered a permanent booking when the child is booked in on regular days for a minimum of 8 weeks per school term.

A casual booking is where a child attends on an occasional or irregular basis, and has completed the enrolment process.

**Q. How can I find out more information?**

There are a number of downloadable information sheets on the Tabatinga website.

<http://tabatinga.com.au/the-experience/out-of-hours-school-care/tweed-heads-oosh/>

Alternatively you can contact Tabatinga – Tweed Heads by phoning 07 5587 9035, or email your questions to [tweed@tabatinga.com.au](mailto:tweed@tabatinga.com.au)