



## Tabatinga Education & Care Service 2017 CONTACTS, FEES, ENROLMENT & BOOKING

### **Contact Details**

Tabatinga Tweed Heads: First Floor, Seagulls Club  
54-68 Gollan Drive  
Tweed Heads West, NSW, 2485

Phone: 07 5587 9035  
Mobile: 0490 781 398 (Jade Langford)  
Email: [tweedoosh@tabatinga.com.au](mailto:tweedoosh@tabatinga.com.au)

### **Opening Hours\***

Before School Care 6.30am - 9.00am  
After School Care 3.00pm – 6.30pm  
Vacation Care 7.30am – 6.30pm

\* NSW Eastern Daylight Saving Time

### **Service Fees\***

	Permanent	Casual
Before School Care	\$13	\$15
After School Care	\$23	\$25
Vacation Care	N/A	\$58
Pupil Free	N/A	\$58

\* Per child per session

### **Additional Fees**

Enrolment Fee	\$27 per family per year (enrolment is required for all services – Before School Care / After School Care / Vacation Care / Pupil Free Day). This is a once off fee for all services.
Incursion/Excursion Fee	added to the Vacation Care Fee according to the activity undertaken
Late Collection Fee	\$20 per child every 15 minutes or part thereof, after scheduled closing time
Late Payment Fee	\$15 per week while fees remain outstanding
Cancellation Fee	\$5 for late cancellation of session attendance (Vacation Care only)
Non-Communication Fee	\$5 per occasion

### **Notes On Fees**

- All service fees are to be paid in advance. Failure to pay your fees as and when they fall due may result in the suspension of your child/ren's enrolment until fees are paid in full.
- Families with outstanding fees from Before and After School Care Services will not have their places confirmed for Vacation Care until such time that their accounts are up to date.
- Families who are experiencing extreme financial difficulties are encouraged to discuss this with the service management so a payment plan can be put in place.

- Fees are set by Tabatinga management each year to ensure that we can provide quality care for children, at an affordable rate for families whilst also ensuring the financial viability of the service.
- Fees are reviewed annually and may be subject to an increase from the previous year.
- Information about the Australian Government's Child Care Benefit payments for eligible families is available at: <http://www.humanservices.gov.au/customer/subjects/assistance-with-child-care-fees>

### **How to Enrol**

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.

### **Permanent Booking – Before & After School Care**

A permanent booking is where a child attends regular booked days in Before School Care (BSC), After School Care (ASC) or both, and holds a current enrolment. It is considered a permanent booking when the child is booked in for a minimum of 8 weeks per school term.

Notice is required if your child will not be attending a permanently booked session. Cancelled sessions will count towards your child's allowable absences under the Child Care Benefit scheme. Continual non-communication of cancellation will incur the Non-Communication Fee.

### **Casual Booking – Before & After School Care**

A casual booking is where a child attends on an occasional or irregular basis, and holds a current enrolment.

Casual bookings are made by calling the centre with your request or by texting your request to Jade Langford (0490 781 398). Texted requests will be responded to by text as soon as practicable to confirm booking.

Casual places may be limited and preference is given according to the government's Priority of Access Guidelines (contact service office for more detail) and availability. At least one week's notice is preferred for casual bookings.

### **Absences**

Child Care benefits are paid for the child's first 42 absences per year.

### **Vacation Care Cancellations**

Refunds are given if the cancellation is made before two weeks of the booked session. Otherwise, if your place can be waitlisted and filled, then the service will issue you a refund. A cancellation fee of \$5.00 per day may be incurred.