



Tabatinga Education & Care Service 2017 FREQUENTLY ASKED QUESTIONS Vacation Care

Q. How do I enroll into Vacation Care?

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.

Existing Families:

Book ONLINE.... Vacation Care Booking Form

New Families:

Book ONLINE.... Vacation care Booking Form

Book ONLINE.... Enrolment Form

Q. What activities will be offered to the children at Vacation 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 interests and suggestions of the children enrolled in our service. Incursions and excursions are included in the programs (extra costs are incurred). Example of activities: Kids Fit Classes, Cooking Classes, Art & Craft, Horticulture Classes, Bowling & Theme Park visits.

Q. Is there food/drink provided at Vacation Care?

Parents/families must pack a healthy lunch each day unless otherwise advised. Please also ensure your child brings a refillable drink bottle. Children will be given afternoon tea when able according to planned activities.

Q. Do my children have to go on all the excursions?

Yes, each day includes either an incursion to the Tabatinga Play Centre or an excursion to an outside venue according to our Vacation Care Program. Families need to ensure their child will enjoy the planned activity for the day when considering which days they are to attend. Our programs are published well in advance of the school holidays to allow time to make your selection.

Q. Do you charge me if my child doesn't attend Vacation Care?

Yes, you will be charged unless you provide Tabatinga OOSH two weeks advance notice.

Q. Refund & Cancellation Policy?

Once a booking is made there will be no refunds given unless 2 weeks notice is given.

Please notify the service if your child is absent on the day that they are booked in. Note: If your child is absent from the service a medical certificate must be provided to explain absences. The service needs to

record the amount of allowable and approved absences your child is entitled under Child Care benefit legislation.

Q. What time is the latest pick up time?

Strictly 6.30pm pickup is required. Late pickup fees of \$20.00 every 15min will be charged to your account.

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 Family Assistance Office (13 6150) to ensure you are registered for 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 OOSH will work with you to find a solution to meet your needs. Each partner who has a separate financial responsibility for the child (or children) 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 a 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. Can I bring electronics?

We are unable to take responsibility, or secure valuables (including toys, ipods, ipads, mobile phones and any electronic games etc). Please do NOT bring these to our OOSH centre.

Q. What are the Service Operating Hours?*

Vacation Care 7.30am – 6.30pm

* NSW Eastern Daylight Saving Time

Q. What are the Service Fees?*

	Permanent	Casual
Vacation Care	N/A	\$58 (plus any additional incursion/excursion fees)
Pupil Free Days	N/A	\$58 (plus any additional incursion/excursion fees)

* Per child per session

Q. What does a typical Vacation Care session look like?

7.30 to 9.15am	Child drop-off. Indoor/outdoor games, free play as well as planned activities based on children's interests.
9.15 to 9.45am	Wash hands & morning tea.
9.45 to 10.00am	Bus rollcall, excursion/incursion preparation.
10.00 to 3.00pm	Excursion/incursion (end times can vary between 1pm-3pm).
3.00pm	Wash hands & afternoon tea.
4.00pm	Afternoon movie and/or quiet games.
4.00 to 6.30pm	Children may be divided into groups (this depends on activities and ages) and the afternoon activities begin. Children are encouraged to partake in at least one hour of outdoor/physical activity. All activities are pre-planned by the Tabatinga OOSH Program Co-Ordinator. Outdoor activities may be structured or unstructured, depending on the itinerary for that day. If they desire, children can undertake more sedentary activities for example, art, craft, watching a movie etc. Children are able to go between activities if they desire. There will usually be at least two separate activities going on at any one time. Children are signed out by their parents.

Q. What to bring?

Please ensure your child/ren is dressed appropriately in accordance with the guidelines below:

- SUNBLOCK** your child/ren before arriving, and pack into their bag.
- HAT** must be packed everyday. A \$3 laundry fee will be charged should your child not have a hat.
- Tabatinga OOSH **ARMBAND**. A \$3 replacement fee will be charged should your child forget or lose their band.
- Wear closed in and **COMFORTABLE FOOTWEAR** and shoulder/back covering shirts **NO SINGLETS**
- SOCKS** must be worn when playing on Tabatinga equipment. A \$4.00 fee will be charged should new socks be issued to your child. This will be added to your account.
- During water play days; pack **SWIMMERS** (no bikinis), **RASH SHIRT** and **TOWEL** (plastic bag too)
- Pack a **NUTRITIONAL** morning tea, lunch and afternoon tea, unless stated otherwise. We are also a **NUT FREE** centre.
- Pack a refillable **DRINK BOTTLE**. You will be charged \$3 if a drink bottle is supplied to your child.
- Any **MEDICATION** that comes into our centre must be in its original packaging, labeled with your child's name and dosage information. A medical form must be completed (see our website)

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