ST JOSEPH'S OOSH
~ Family Handbook ~

JULY 2026

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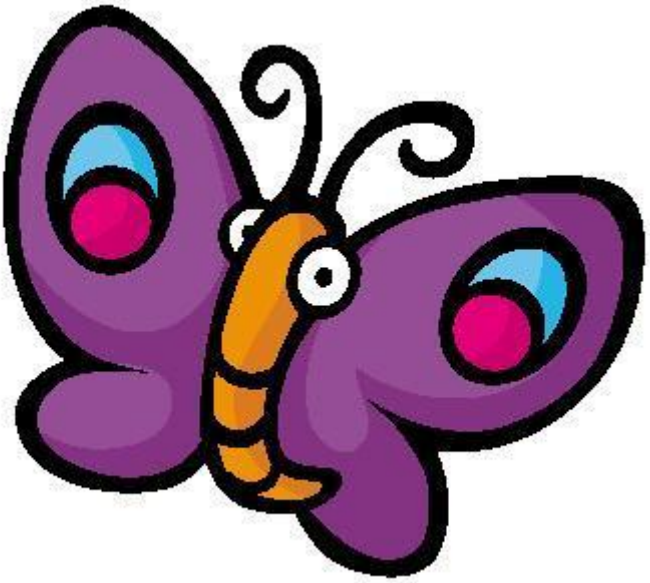

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Tabatinga Tweed Heads OOSH is dedicated to fostering a nurturing, child-safe environment where the **paramountcy** of the child's best interests underpins all discussions, decisions & practices. We support children's social, emotional, and academic development through diverse play and leisure activities, enabling them to feel joyful, secure, and at ease while building peer connections, social skills, new experiences, life skills, and enjoyment. Guided by Australia's 'My Time, Our Place (v2)' Framework for School Aged Care, our service delivers high-quality care. Our philosophy is shaped by the insights of educators, families, and children.

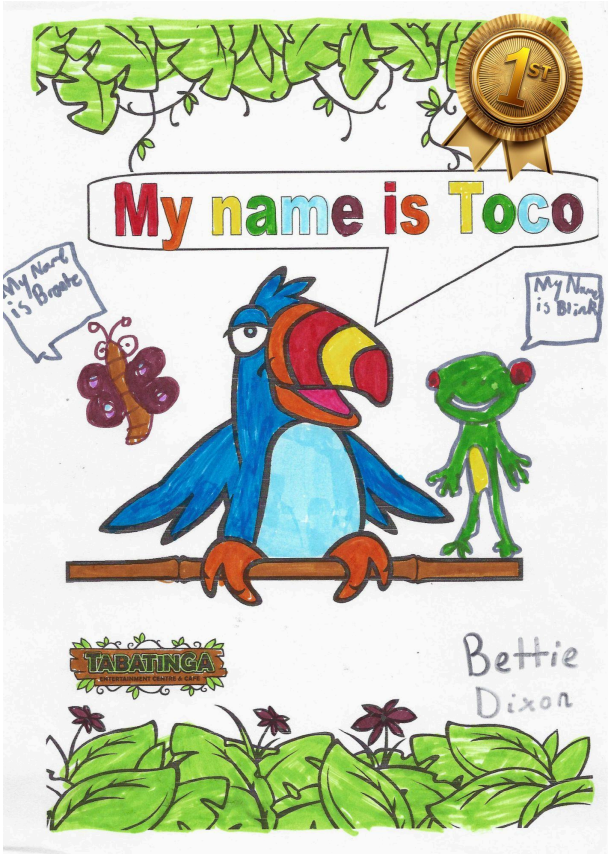
OUR SERVICE

We are committed to delivering 'Guilt Free' outside school hours care for busy working families. While parents work, we provide varied activities tailored to each child's needs and interests, supporting social skills and emotional wellbeing. We foster inclusiveness by embracing Australia's multicultural society, respecting cultural differences and similarities. We promote environmental sustainability through activities like gardening, recycling, and waste reduction for the benefit of children and the community.

OUR CHILDREN

We are all unique. Our interests and voices form the foundation of the service. Enriched programs cater for differences in age, skills, learning styles, interests, abilities, and communication through varied recreational and challenging activities. Child safety is paramount. Children deserve to be protected, heard, celebrated for their uniqueness, included, and supported in a safe place to learn, play, and grow.

WINNER - BETTIE DIXON - 2026



OUR FAMILIES

Family ideas, beliefs, culture, and heritage are valued. Families have opportunities to voice suggestions and ideas for programming and planning. Families can communicate their goals and expectations to ensure the service meets each child's needs

OUR EDUCATORS

We are a dedicated team of lifelong learners, continuously building our knowledge and skills to deliver high-quality care. Our diverse and respectful team views our roles as meaningful opportunities to build positive relationships with children and families, fostering a supportive, inclusive community that promotes social and emotional wellbeing. Management supports educators through curriculum development, feedback, evaluation, and engagement opportunities to ensure high-quality care for school-age children. Happy educators create better outcomes for children and families.

OUR COMMUNITY

We believe community involvement is critical to children's success. We partner with local organisations to offer diverse activities such as indoor/outdoor sports, cooking, yoga, dance, martial arts, tutoring and more. Our program promotes the physical, social, emotional, and cognitive development of school-age children. We actively participate in community events and build relationships to understand and support local needs and interests.

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2. Contact Details

Tabatinga – St Joseph's:	St Joseph's Primary School 3-5 Frances Street Tweed Heads, NSW, 2485
Phone:	07 5587 9035
Mobile (Bookings/ General):	0493 401708
Mobile (Administration / Accounts):	0418 713 313
Email:	tweedoosh@tabatinga.com.au

Tabatinga OOSH - St Joseph's (CQ Leisure Investments) is an incorporated private for-profit business. The Company Director - Brian Parker - proudly established Tabatinga OOSH - St Joseph's, March 2023. The service is licensed for 60 children.

3. Opening Hours

Before School Care	6.30am – 8.45am
After School Care	2.45pm – 6.30pm
Vacation Care	7.00am – 6.00pm

4. Service Fees*

Before School Care	$28.25	Permanent Booking (min 10 week term)
	$32.60	Casual Booking
After School Care	$38.05	Permanent Booking (min 10 week term)
	$49.00	Casual Booking
After School Care Activities	$50- $78	Maximum Charge (min 10 week term)
Vacation Care	N/A	$76.60 Early Bird (+ Excursion/Incursion cost)
		$86.60 (+ Excursion/Incursion cost)
Pupil Free	N/A	$76.60 Early Bird (+ Excursion/Incursion cost)
		$86.60 (+ Excursion/Incursion cost)

** Per child per session*

5. Additional Fees

FAMILY Enrolment Fee	**$60**
Incursion/Excursion Fee	Added to the Vacation Care Fee according to the activity undertaken. Activities are compulsory and the price is all inclusive.
Late Collection Fee	$45 per child every 15 minutes or part thereof and $35 per every child 15 minutes of part thereof thereafter.
Non-Communication Fee	$10 per occasion / per child
Vacation Care	All children are required to wear a high visibility Tabatinga t-shirt during Vacation Care. Additional T-shirts can be purchased for $35. Children that attend without a hat will be provided with a hat for the purchase price of $25. These costs are charged to your account.

6. Method - Payment of Fees

1. Direct Debit

Fees will be billed 1 week in advance and the current week. Statements will reflect a two-week period. Payment is made through Payrix, our direct debit provider. A Payrix application form is required to be filled in and submitted with your enrolment form.

2. Pay on Invoice
Families that choose NOT to use the direct debit method of payment may choose to make payment on invoice. This invoice must be paid for in advance prior to attendance. A $200 Bond is required to use the pay on invoice system. This bond will be refunded when the enrolment is no longer active with St Joseph's OOSH.

7. IPAY Fee Schedule

Bank Account	Per Transaction	$0.75
Visa / Mastercard No AMEX	Calculated on transaction value	$1.56% + $0.75
Claim Chargeback		$50.00
Failed Transaction	Per Failed Transaction	$2.75
Refund	Per Refund	$2.75

Late Payment Fee
Failed Transaction Fee (Tabatinga Administration Fee). $25 per week charged per week after 2 direct debit fail.
If no payment is received in 5 weeks:
- Your enrolment information (personal information) will be handed to the debt collection agency. A debt collection fee of up to 30% + GST of the amount will be added to the amount owed.

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

8. Minimum Staff Ratios
Child Ratios 1:15 (Minimum) - At the Centre
Child Ratios 1:15 (Minimum) - On Excursions
Child Ratios 1:10 (Minimum) - 'IN' Water Activities
Note: All ratios are calculated from risk assessments. Ratios are based on the level of risk of the activity.

9. 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 St Joseph's OOSH at the time of your enrolment interview, or you can complete the online enrolment process via the Tabatinga website.

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.

You must update your enrolment details for each child at the start of every new year of attendance.

10. 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 10 weeks per school term on the same day.

Absences

Non-attendance will count towards your child's allowable absences under the Child Care Benefit scheme.

Non-Communication Fee

Notice is required if your child will not be attending a permanently booked session.
If a child is NOT attending on a booked session, you are required to text / call before 2pm on the booked day.
A non-communication fee of $10 per child will apply.

Cancellation Of Booking

Permanent Bookings cannot be cancelled mid-term. The Permanent Booking rate is for a 10-week term.

11. 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 can be made by texting your request to (0493 401 708). Texted requests will be responded to by text as soon as practicable to confirm booking.
Casual places may be limited and at least 2 days' notice is preferred for casual bookings.

Absences

Non-attendance will count towards your child's allowable absences under the Child Care Benefit scheme.

Non-Communication Fee

Notice is required if your child will not be attending a casual booked session.
If a child is NOT attending on a booked session, you are required to text / call before 2pm on the booked day.
A non-communication fee of $10 per child will apply.

Cancellation Of Booking

10 days' notice is required to cancel a CASUAL booking (ONLY).

12. Extra Activities – After School Care

A permanent booking is required for all activities for After School Care (min 10-week term). All children currently attending extra activities will have priority for the following term. All extra activities are supervised by Tabatinga educators.

Absences

Non-attendance will count towards your child's allowable absences under the Child Care Benefit scheme. No make-up lessons available.

Non-Communication Fee

Notice is required if your child will not be attending a permanently booked session.
If a child is NOT attending a booked session, you are required to text / call before 2pm on the booked day.
A non-communication fee of $10 per child will apply.

Cancellation Of Booking

Permanent Bookings cannot be cancelled mid-term. The Permanent Booking rate is for a 10 week term

13. Vacation Care

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Bookings for Vacation Care are open Week 5 in the term for BSC & ASC families. All vacation care days incur a daily fee rate plus any additional excursion costs (includes transportation). This amount is the total daily fee (ccs rebated)

What You Require for Vacation Care?
Children are required to wear a Tabatinga Safari Shirt daily (shirts can be purchased from reception). As we conduct many excursions, this helps us identify children in our care. All children are required to wear socks and enclosed toe shoes. Your child/ren will also require a backpack with a healthy lunch, snacks, drink bottle, hat & sunscreen.
A text message will be sent to the contact on enrolment prior to attending Vacation Care outlining the activities for the day, excursion / incursion, time of departure and return and requirements for the day ie. Swimmers & towels may be required.

Absences
Non-attendance will count towards your child's allowable absences under the Child Care Benefit scheme.

Cancellation Of Booking
Minimum 10 days notice is required for changes or cancellations; 'DAILY FEE RATE' will apply for absences & cancellations less than 10 days UNLESS stated on the program otherwise. Selected excursions have a 'NO CANCELLATION POLICY' Full Fee. (This is due to the pre-purchase of excursion tickets, buses and staffing/ratios). CCS rebate still applies.

14. Allowable Absences
Please note that allowable absences are paid for up to 42 days per financial year and can be taken for any reason. The Federal Government allows each child to claim 42 days of Child Care Benefit on days they are booked into care but are unattended. Your statement will show the number of allowable absences you have used. If for any special circumstances your child is absent for more than 42 days per financial year, documentation must be provided for the session to be covered by Child Care Subsidy for each approved absence. Approved absences can be taken in addition to or instead of allowable absences.

15. Child Care Subsidy
The percentage of subsidy a family receives is based on their estimated combined annual income. All families wishing to access Child Care Subsidy need to complete an online Child Care Subsidy assessment through their myGov account. Assessment asks families to provide information about their expected combined family income, activity level of parents and types of childcare service being used.

16. Communication with Parents
We encourage open communication between staff and parents and have various methods available for communication including email, phone, suggestion box and there are also notices communicated to parents on the noticeboard near the sign in/out area. Please feel free to phone or email at any time. Staff are available onsite for verbal communication but for more serious issues we encourage you to make an appointment with staff outside of times when children are onsite so the matter can be given full attention.
Once enrolment is accepted, please join our 'Tabatinga St Joseph's OOSH' Facebook group. This is a PRIVATE group for you to enjoy photos and communication regarding upcoming activities.

17. Centre Policies
The centre has a comprehensive policy and procedures guide. These are reviewed annually or sooner should the need arise. Please ask staff should you wish to view the policies or procedures.

18. Food – Breakfast/ Lunch/ Afternoon Tea
(a) Before School Care & After School Care
St Joseph's Outside of School Hours provides breakfast, afternoon tea & fruit snacks for all children present. Breakfast is served between 7.00am & 8.00am. Fresh drinking water is always available. Afternoon tea is served between 3.30pm & 4.00pm (depending on program activities). This is a light snack and not a main meal. St Joseph's OOSH aims to provide

nutritious and varied afternoon teas. A rotating menu is used and is displayed in the centre on the weekly program. Consideration is given to children with special dietary needs. St Joseph's OOSH is an allergy friendly zone, and no nut products are provided or consumed at the centre. Sometimes afternoon tea will involve cooking, we encourage children to be involved in the preparation and serving of afternoon tea.
(b) Vacation Care / Pupil Free Days
Children are required to pack their own healthy lunch and snacks for Vacation Care unless stated otherwise on the Vacation Care Program / Booking Form.

19. Illness & Infectious Disease
St Joseph's OOSH is unable to care for sick children at the centre. If your child falls ill whilst in attendance at the centre, you will be telephoned and asked to make arrangements to have your child collected as soon as possible. If your child has a fever, diarrhea, conjunctivitis, has vomited or has had any other illness and infectious disease within the last 24 hours they should be excluded from the centre until they are no longer a risk to passing on their infectious condition to other children and staff.

20. Medication
Prescribed medications will only be administered to a child when the medication is in the original bottle or packaging, the medication shows its expiry date, there is a letter of written authorisation from a medical practitioner or parent and the medication is labelled with the child's name and the dosage required. An authorisation form is required to be filled in by parents/guardians stating each dosage administered. If your child has special medical circumstances and requires ongoing medication it is important to provide the centre with a medical action plan, provide the centre with the medicines (ventolin, EpiPen etc) and ensure that the medications are always within the recommended use by dates.

21. Centre Closures & Holidays
The centre is closed for all NSW & Nationally recognised Public Holiday's, and is closed over the Christmas & New Year period. Notices of closures will be advertised well before the school ends for the year. All permanent bookings that fall on a Public Holiday & Staff Development Days (Pupil Free Day) are still payable and will be automatically charged to your account. These days are marked as an absence as they are a permanent booking which still attracts CCS Rebate and count towards allowable absences.

22. Behaviour Guidance
St Joseph's OOSH believes that children have the right to feel physically and psychologically safe. We aim to provide an environment where all children and educators feel safe, cared for and relaxed and which encourages cooperation and positive interactions between all people. This behaviour management policy is based on guidance, redirection, and positive reinforcement. Educators will aim to guide rather than control the behaviour of the children in our care.
Basic rules will be established based on safety and respect for others. The service will ensure that every reasonable precaution is taken to protect children being cared for or educated by the service from harm and any hazard likely to cause injury. All children, staff and families must abide by the 'Behaviour Guidance Policy & Procedure'

23. Confidentiality
St Joseph's OOSH takes confidentiality very seriously and has clear policies and procedures surrounding confidentiality. All matters associated with the centre should be considered confidential and treated in the strictest confidence. This includes information about a child enrolled at the centre and/or that child's family, information related to staff members and/or their families and information on issues relating to the running of the Centre.

24. Parent Feedback
St Joseph's OOSH is always seeking new ways to improve our service. If you have any suggestions as to how we could better meet your needs, please don't hesitate to contact us. There is a suggestion box located on the parent sign in/out table for any anonymous suggestions or alternatively we can be contacted in person, via phone or email. We believe that parents have an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff and management, programs or policies without fearing negative consequences. Our priority is to do everything possible to improve our service. A complaint can be formal or informal. All conversations or written complaints will be treated as confidential. A full copy of the complaints

and grievance procedures can be found onsite or obtained upon request. We support parent's right to make a complaint and will help them to make their complaints clear and try to resolve them. We encourage parents not to discuss sensitive issues in front of the children if possible.

25. Emergency Evacuation

In the event of an emergency or a fire, the Responsible Person on duty will instigate our Emergency Evacuation Plan. All staff are briefed and practice the emergency evacuation procedure and the children are involved in an emergency evacuation rehearsal at minimum once per term. For full details of our emergency evacuation plan please see our policy folder onsite. In the unlikely event of an emergency staff will raise the alarm and children will be evacuated via the closest exit and will be assembled and accounted for immediately. Relevant authorities will be notified. If the emergency is deemed to be significant, children will be moved offsite and assembled at the meeting and pick up point. Parents will be notified as soon as children are removed directly from danger and settled and reassured. In this instance parents may be asked to collect their child/ren from the evacuation pick up point. Parents can access the full Emergency Evacuation Policies and Procedures onsite and will be notified of the pick-up point when phoned in the event of an emergency.

26. Mandatory Reporting

St Joseph's OOSH Staff are all defined as mandatory reporters by NSW Legislation and are legally required to identify and report any risk of significant harm to children.

27. Complaints & Grievance Procedure

We believe that parents have an important role in the centre, and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs, or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this.
Our priority is to do everything possible to improve the quality of our service.

Parents are asked to be familiar with Grievance and Complaints Procedures,
A summary of the procedure is below:
The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them. A complaint can be informal or formal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.
All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved. If an individual has a complaint or comment about the service, they will be encouraged to talk to the Responsible Person who will arrange a time to discuss their concern and come to a resolution to address the issue.
If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with Management, either in writing or verbally.
Management will discuss the issue with the Responsible Person and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary, a meeting will be organised with the Responsible Person and individual to resolve the problem.
All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory time frames and have led to amendments to policies and procedures where required.
The Responsible Person or Management will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.

Last Revision Date: JAN 2025
Revision Date: JAN 2026