

Tabatinga OOSH

~ Contacts, Fees, Enrolment & Orientation ~



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 (Sarah Budden)
Email: tweedoosh@tabatinga.com.au

Opening Hours*

Before School Care 6.30am - 9.00am
After School Care 2.30pm – 6.30pm
Vacation Care 7.30am – 6.30pm

2021 Service Fees*

	Permanent	Casual
Before School Care	\$24	\$28
After School Care	\$24	\$28
After School Care Activities	\$38-\$42	(min 10 week term booking)
Vacation Care	N/A	\$58 Early Bird (+ Excursion/Incursion cost) \$68 (+ Excursion/Incursion cost)
Pupil Free	N/A	\$58 Early Bird (+ Excursion/Incursion cost) \$68 (+ Excursion/Incursion cost)

* Per child per session

Additional Fees

Enrolment Fee NIL
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 \$25 per child every 15 minutes or part thereof and \$20 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. T-shirts can be purchased for \$20. Children that attend without a hat will be provided with a hat for the day (a \$3 cleaning fee will apply). These costs are charged to your account.

ABSENCES / CANCELLATION POLICY: 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' (This is due to the pre purchase of excursion tickets, buses and staffing). FULL FEE RATE APPLIES ON CANCELLATION. CCS Rebate still applies. Please choose your days carefully...

RISK ASSESSMENTS & RATIOS

All EXCURSIONS and INCURSIONS are managed with RISK ASSESSMENTS prior to the program released for bookings. From the risk assessments, ratio of staff to children are assessed.



Late Payment Fee Failed Transaction Fee (Tabatinga Administration Fee). \$25 per week charged per week after 2 direct debit fails.

IPAY Fee Schedule

Bank Account	Per Transaction	\$0.75
Visa / Mastercard	Calculated on transaction value	\$0.90% + \$0.75
No AMEX		
Failed Transaction	Per Failed Transaction	\$2.75
Refund	Per Refund	\$2.75

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 at the time of your enrolment interview, 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.

You must update your enrolment details 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. 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 can be made by calling or by texting your request to Sarah Budden (0490 781 398). Texted requests will be responded to by text as soon as practicable to confirm booking.

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Casual places may be limited and at least 3 days' notice is preferred for casual bookings.

Absences

Child Care Subsidy is paid for the child's first 42 absences per financial year.

Vacation Care Cancellations

Casual Booking ONLY – All vacation care days incur a daily fee rate plus any additional excursion costs (includes transportation). This amount is the total daily fee. Minimum 2 weeks (10 working days) notice is required for any changes or cancellations. Daily fee rate will apply for absences or cancellations less than 2 weeks (10 working days) notice (unless stated otherwise). Selected excursions have a 'No Cancellation Policy', full fee will apply. There is no charge for Public Holidays.