

FREQUENTLY ASKED QUESTIONS IN RELATION TO THE MANAGEMENT OF COVID-19

The policies and practices outlined below are based on the recommendations and requirements of NSW Department of Education, NSW Department of Health and the policies of Springwood Neighbourhood Centre Co-operative Ltd.

Is Tanderra open as usual during the COVID-19 pandemic?

Yes, Tanderra is open and has been operating as usual throughout the Covid-19 crisis. We plan to remain open for before and after school care during the school terms and for vacation care during the school holidays. The service will only close if required to by a departmental directive.

What happens if my child is feeling unwell and is due to attend the centre?

If any child, parent, staff member or visitor has cold or flu-like symptoms they should not attend the centre until well. We encourage families to seek medical attention in such an event.

What happens if my child becomes unwell while at the service?

In accordance with our Dealing with Infectious Diseases policy, we always manage children presenting with signs of an infectious illness or disease by keeping them away from other children while we contact their family to collect them as soon as possible. The family should then seek medical attention as required and let us know immediately if there is a result of concern.

Will I be informed by Tanderra staff if any child, staff member or parent has tested positive to COVID-19?

The service is required to immediately notify the Department if anyone in recent attendance has a positive diagnosis of COVID-19. In such circumstances, the service will work closely with the Department of Education and the Public Health Unit to manage the situation. This will include contact-tracing and informing all people who recently attended the centre.

Can I still go into the centre each time my child attends?

Yes. Parents and carers still need to enter the premises in order to sign children in and out on each occasion. Please limit the number of adults entering the premises to collect children to 1 per family at this time and limit time spent there to essential tasks only.

If a child or educator at Tanderra develops COVID-19 will the service have to close?

NSW Health is the agency responsible for giving directions in relation to closures. It may not be necessary to close the service. The Public Health Unit will assist the service to assess the situation and take the appropriate steps.

If directed to close, the service will notify all families with pending bookings either by phone, via email or text messaging. We will also post relevant news on our website and Facebook page.

What if a member of staff, child or family member has been in contact with a confirmed case?

If someone believes they may have been in contact a confirmed case, they need to either:

- self-isolate and get tested immediately or
- monitor for symptoms.

You can find a list of confirmed cases and associated locations on the NSW Government's Latest COVID-19 news and updates page.

Is Tanderra running excursions and incursions during the school holidays at this time?

The general recommendation is to reduce the number of visitors to services as much as possible. We are conducting our own risk assessments when considering things like excursions and incursions and limiting them to outdoor venues such as parks, bush walks and places where contact with the general public is limited.

What other steps is the service taking to ensure the safety and wellbeing of my family in relation to COVID-19?

The service has a COVID-19 policy which guides work practices.

As well as those already mentioned, some of the steps in place to keep families and staff safe include the following:

- Deep cleaning of frequently touched surfaces
- Temperature taking of children and staff on arrival
- Limiting deliveries to avoid service operation times as much as possible and ensuring deliveries are contact free
- Requesting all people to wash/sanitise hands on arrival
- Appropriate social distancing between adults
- General adherence to normal disease prevention and good hygiene practices

I have further questions and things I'm unsure about in relation to COVID-19 and my child's time in OOSH. How can I find out more?

If there is anything you would like to discuss further with us, please contact us by phone or email. We are here to answer your questions and discuss any matters that you are concerned about.

The government also has a dedicated NSW portal for all COVID-19 related government and health information. Please visit nsw.gov.au/covid-19

Reminders to families of the steps in place to keep everyone safe:

- Limit authorized collectors to 1 adult on each occasion when bringing/collecting children
- Wash/sanitise hands on arrival
- Maintain social distancing from other adults
- Limit the time spent at the service to essential tasks only (more involved, lengthy discussions about important matters concerning children are best done by phone at this time)
- Sign in and out with your own PIN only. Please never use anyone else's or give your PIN to any other collector
- If you or your child are unwell, stay home and seek medical attention as required
- Inform the service immediately if you or your child tests positive to COVID-19
- Inform the service immediately if you think you or your child may have been in contact with a confirmed case