



HAPPY
HAVEN
OSHC

FAMILY HANDBOOK

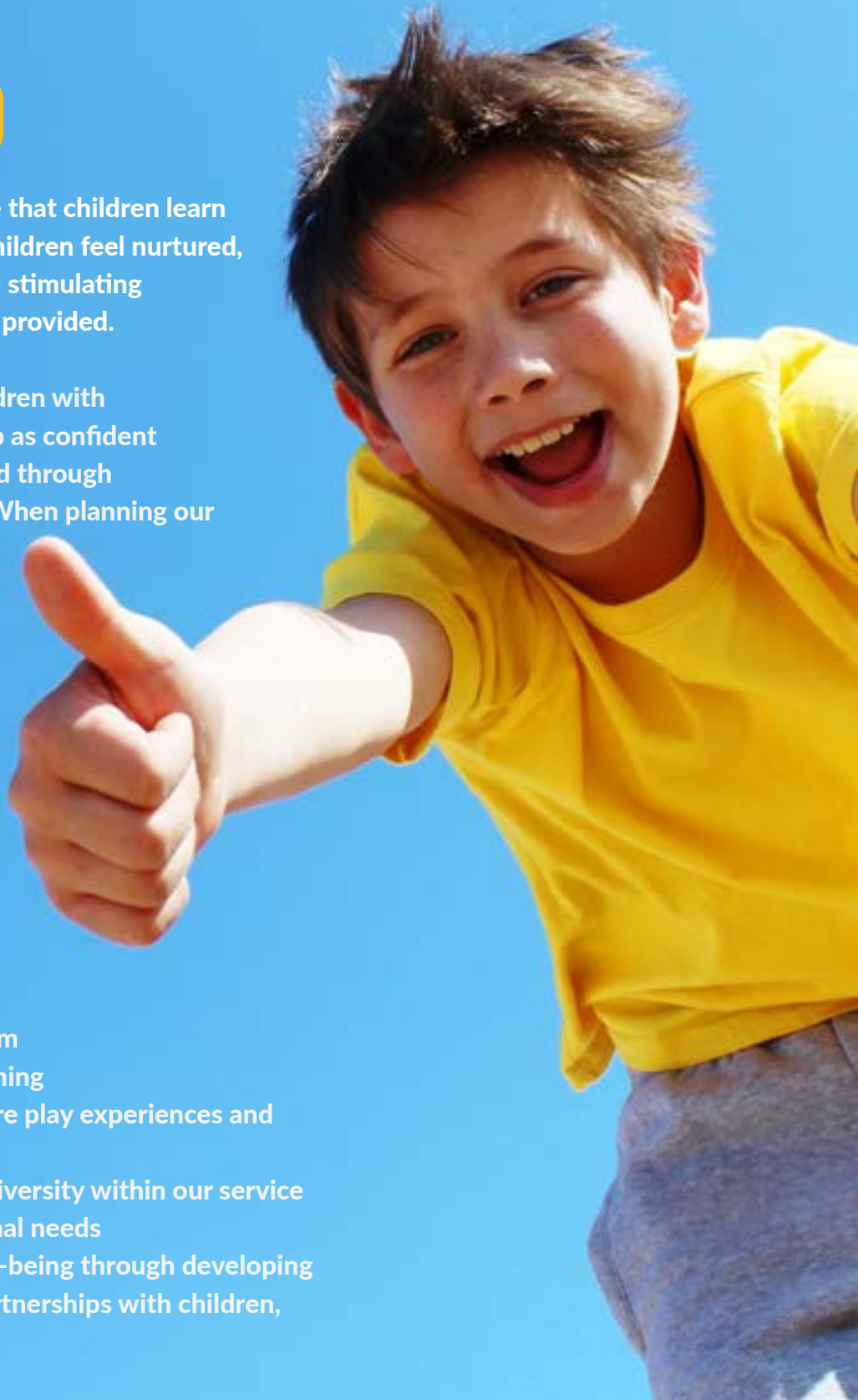
Our Philosophy

At Happy Haven OSHC we believe that children learn through play. We strive to make children feel nurtured, providing a safe, warm, secure and stimulating environment where quality care is provided.

Happy Haven OSHC provides children with opportunities to grow and develop as confident individuals by exploring their world through stimulating and challenging play. When planning our programs, we take the time and care to personalise activities based on strengths and interests whilst encouraging the growth of relationships and interactions to support all children to develop a sense of belonging, being and becoming.

Our Promise

- Provide a Play Based Curriculum
- Encourage the pleasure of learning
- Provide opportunities for nature play experiences and learning.
- Encourage the celebration of diversity within our service
- Embrace children with additional needs
- Promote a strong sense of well-being through developing collaborative and nurturing partnerships with children, families and the community.





**HAPPY
HAVEN**
OSHC

Before School Care

First 10-15minutes

Children start arriving.

7:00-8:00am

Continental Breakfast
Children offered a range of resources
Indoor and outdoor spontaneous play

8:00-8:25am

Outside Play

After School Care

First 10-15minutes

Children arrive at OSHC and are signed in.
Snack is served (varied according to daily menu)

3:30-4:30pm

Children offered a range of resources
Structured programmed activity run by educators
Indoor and outdoor spontaneous play

4:30 until close

Fruit provided
More spontaneous indoor and outdoor play
Tidy up
Quiet activities and wind down time.

Our Program

Children take part in interesting and enjoyable educational and recreational activities in a supervised, informal and safe environment. Activities include cooking, art and craft, games and sport, special visitors and excursions.

Our program provides children with the opportunity to develop their individual skill & abilities while enhancing their self-esteem through the various recreational activities, routines and experiences provided.

A weekly program is used as a guide for providing activities for the children. We base that program on meeting children's interests, developmental needs, requests, skills and abilities as well as community celebrations and events. This program meets the requirements of the education framework, My Time Our Place and the Early Years Learning Framework.

Our Team

Happy Haven OSHC believes our educators are our greatest asset. As a minimum, our educators have the appropriate qualifications as required by legislation. Our educators are required to undergo a range of training throughout their career to further their development as educators to ensure that a high-quality service is offered.

ACCESSING FEE ASSISTANCE

Contact Centrelink on 136 150 to apply for the Child care subsidy (CCS) . Once registered with Centrelink you will receive a Customer Reference Number (CRN) .

This number is for the parent or guardian claiming the CCS. Another CRN will be provided for your child/ren. Both of these are to be provided to your OSHC service to entitle you to receive the CCS payments along with date of births for both the registered parent and child/ren.

HOW TO ENROL & BOOK

Enrolling at Happy Haven is easy! Simply go to happyhaven.sa.edu.au and navigate to the Enrol page. Once enrolled, you will be able to make bookings in the Happy Haven OSHC app. If you are unable to make bookings please contact us at head office on 08 8155 5444.

We offer casual bookings, with the ability to book in advance for the calendar year. Vacation Care bookings open in week 6 of term. Please see insert for your site specific booking and cancellation policy.

PAYMENTS

Making payments is quick and easy. Happy Haven OSHC uses Direct Debit as our payment method. The cost of processing payments is covered by Happy Haven OSHC.

If you are enrolling for the first time, you will be required to nominate your preferred card or bank account for payments in the Account Details section of the Happy Haven OSHC app.

Direct debits occur weekly each Thursday and are invoiced one week in arrears. Any changes to your account must be made no later than close of business Wednesday. Statements will be emailed every Wednesday through the Happy Haven OSHC app.

CANCELLATION

Families are required to give 7 days' notice to cancel bookings to avoid OSHC fee charges. The last day must be attended in order to receive CCS%. Families are liable to pay the full fee for any consecutive days absent since the last day attended. If families provide more than 7 days notice, bookings will be cancelled at no charge.

MyGov PROCESS

A Complying Written Agreement (CWA) is required as part of your registration. This is completed when you make your first booking. You then need to login to your MyGov account and approve your enrolment with Happy Haven OSHC. Please note, if your child/ren attend more than one Happy Haven OSHC site, you will be required to approve each site.

POLICIES

Our service is operated and guided by a series of policies incorporating the school's policies, and our own service policies.

All Happy Haven OSHC policies are available through the Happy Haven OSHC app. Individual copies of particular policies or a comprehensive list of policies can be provided upon request.

All policies and procedures are strictly in accordance with ACECQA'S national framework, DECD requirements and other leading expert agencies e.g. Cancer Council.

MEDICATION

If your child requires medication to be administered by one of our staff a Medication Authority form completed by a doctor must be provided. The medication must be clearly labelled in original packaging with a pharmacy label outlining the child's name, required dosage, time, date and storage requirements.

HEALTH, SUPPORT & ADDITIONAL NEEDS

We are required by Law to have health support plans and medication authorities that are signed by a medical practitioner for all health related matters. Families are asked to update these on a regular basis (at least every 18 months) or when circumstances change. We are therefore NOT able to administer ANY medication to children without this consent. In some circumstance we are able to apply for additional funding for children with additional needs or serious medical conditions,, however would need supporting documentation to put an application together.

ASTHMA & ANAPHYLAXIS

All children with Asthma or Anaphylaxis must provide their own epi-pen and/or Inhaler with spacer. These need to be accompanied by asthma management plans or Anaphylaxis management plans, printed in colour and signed by your general practitioner. These MUST be updated annually.

