



HAPPY  
HAVEN  
OSHC

# FAMILY HANDBOOK

## Our Philosophy

At Happy Haven OSHC we believe that children learn through play, therefore we aim to provide 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 personalize 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.





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## *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*

While attending this service, the 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.

We have a weekly program that we use 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 / events. This program meets our requirements as per our education framework, My Time Our Place and the Early Years Learning Framework. Our program provides children with the opportunity to develop their individual skill & abilities whilst enhancing their self-esteem through the various recreational activities, routines and experiences provided. Children learn through play, as well as through educational programmes. Below you will find an example of a Before School Care and After School Care program that we typically run.

## *Our Team*

Happy Haven OSHC believe 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.



## PAYMENTS

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

If you are enrolling for the first time, you will be required to nominate either a card or bank account you wish payments to be made through in the Account Details section of your Fully Booked account. Direct debits occur weekly on a Thursday and are invoiced a week in arrears. Any changes to your account must be made no later than close of business Wednesday. Statements will be emailed every Wednesday from Fully Booked.

## HOW TO ENROL & BOOK

Enrolling at Happy Haven is easy! Simply go to [www.happyhaven.sa.edu.au](http://www.happyhaven.sa.edu.au), search for your OSHC service and on the service's homepage click Enrol Here. Once enrolled you will then be able to make bookings in your Fully Booked account. If you are unable to make bookings please contact us at head office on 8155 5444.

We offer casual and permanent bookings at Happy Haven. Please see insert for

your site specific booking and cancellation policy.

## MyGov PROCESS

Part of the enrolment process requires you to agree to a Complying Written Agreement (CWA). This is done when you make your first booking with us. You will then be required to log on to your MyGov account and approve your enrolment with Happy Haven (Please note: if your child/ren attend more than one Happy Haven site, you will be required to approve each site).

## CANCELLATION

Families are required to give 7 days' notice to cancel bookings and not be charged OSHC fees. The last day must be attended in order to receive CCS%. Families are liable to pay full fee for any consecutive days absent since the last day attended. If families provide more than 7 days notice, bookings will be cancelled no charge.

## 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.





# POLICIES

Our service is operated and guided by a series of policies incorporating the school's policies and our own service policies. Our policies are available on the bench next to the sign in and out iPad. Individual copies of particular policies or a comprehensive list of policies can be provided upon request.

Our policies are also available at [www.happyhaven.sa.edu.au](http://www.happyhaven.sa.edu.au)

All policies and procedures are strictly in accordance with ACECQA'S national framework, Department for Education requirements and other leading expert agencies e.g. Cancer Council. Statements will be emailed every Wednesday from Fully Booked.

## 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.

## FIRST AID NOTIFICATIONS

If your child requires first aid during a session, the nature of the injury will determine the way we notify families. Parents/Emergency contact will be advised as soon as possible if medical treatment is required including if a head injury has occurred. For minor injuries, families may be notified by a phone call, or at the time of collection.

## 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 circumstances we are able to apply for additional funding for children with health support needs and 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 and should be in colour and signed by your general practitioner. These should be updated annually.

