



Phone: 0426 638 954 | Email: hampstead@happyhaven.com.au

HAPPY HAVEN OSHC HAMPSTEAD NEWSLETTER

Term 3 Week 9: Tuesday 17th September 2019

What an amazing start Hampstead has had! We are thrilled to be a part of your community and welcome all our new families with open arms and open hearts. We first opened our doors on 22nd July 2019, with just two children enrolled, and now have twelve children who regularly attend and enjoy the benefits of Happy Haven.

One family's success story has involved some playdates being arranged as a result of new friendships formed at OSHC, whilst another family has been amazed at the range of new foods their kids have been requesting at home as a result of our yummy menu, Zucchini Slice and Chow Mein – Say What!

Thank you so much to all of you for being on this journey with us right from the start. We take pride in providing your children with a warm, happy and enriched environment where they can learn through play.

MEET THE STAFF!



Chelsea Bache
Director

Hi, my name is Chelsea, I am honoured to be working with your children and I have enjoyed getting to know you all so far! 😊 I am a mother of two under four and have been working in the OSHC industry for 8 years, 6 of those with Happy Haven! My qualifications include a Bachelor of Applied Science (Human Movement) and a Graduate Diploma in Teaching and Learning (Primary). Eager to expand my skills and knowledge, I am currently studying a Graduate Diploma in Therapeutic Child Play. My spare time is spent camping, fishing, renovating and hanging out at the Playground with my little ones.

Week 8

Kid's Program

Week 9

Spring Garden Week

Week 10

AFL/ Sports Week

OPEN DAY

Wk 10 Tue 24th Sept

Vacation Care

Mon 30th Sept – Fri
11th Oct

Pupil Free Day –

We are Open!

Wk 1 Mon 14th Oct



Sun protection must be worn when the UV rating is 3 or above. Please supply your children with a Wide Brimmed Hat. Sunscreen is supplied at the service.

School Holiday Fun is HERE!

End of term is quickly approaching, and it is time to think about where all the fun will be at during the holidays. Happy Haven OSHC Hampstead of course! We will be joining with Happy Haven's other services for a fun filled program over the term break including **Sensory Sensations, Latitude, Hoyts Cinemas, Bouncy Castles and more.** **Bookings are now open**, and you can find the program details on FullyBooked by hovering over the Vacation Care dates. You can also find our program and all the exciting details in the OSHC room. Please do not hesitate to ask us any questions or concerns as our friendly educators will happily help you out.

 **BOOK NOW!** www.happyhaven.com.au/hampstead  8155 5444  hampstead@happyhaven.com.au

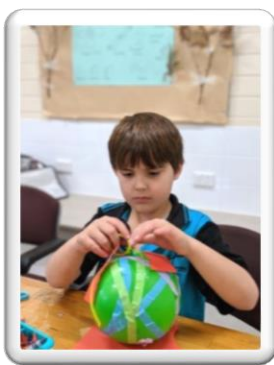
Pupil Free Day – We are Open!

Bookings are now open for Pupil Free Day on Monday 14th October. We will be open from 7:00am – 6:00pm. More details will be out soon. Keep an eye out for our Flyer at the OSHC entrance.

WHAT WE HAVE BEEN UP TO!

In our first term of operation our educators have focussed on building relationships with children and families. Children have enjoyed exploring and unpacking our resources and finding homes for all our engaging toys and craft supplies. The OSHC room is now abundant with colour and inviting activities, including Reading Garden, STEM building toys, Dolls House, T.V, Lounge, Creative Table, Car Mat, Board Games and Dramatic play toys. It very much has an OSHC Family vibe and children often don't want to leave!

Our program has so far reflected kid's interests in Physical Activity, Aboriginal Culture, Science, Book Week and Art. We have concentrated on several displays which we hope you have been able to stop and appreciate during drop-off and pick-up. If you'd like to convey what fun your kids have been having, we welcome you to bring your **friends and family** along to look at our facilities during Hampstead Primary School's **Open Day**, the morning of **Tuesday 24th September**.



In Week 8 the children designed the program entirely themselves, including the activities, crafts, materials and menu. The program empowered each other to use their curiosity, creativity and life skills through activities like construction and cooking.

IMPORTANT MESSAGES!

As you continue to settle in, we'd like to take the opportunity to share some important information and reminders to help you get the most out of your Happy Haven OSHC experience. If you would like any further details or have any questions, please do not hesitate to talk to one of our friendly educators.

Our Philosophy

The needs of our families, children & school community are of paramount importance to us. Happy Haven OSHC is well-known for its emphasis on inclusion & diversity. Our service presents children with the same opportunities regardless of background, culture, abilities, beliefs, values, gender &/ or age. Our educators strive to provide a safe secure & stimulating environment for all children and aim to foster children's initiative, curiosity, self-esteem & individuality.

Meet Our Company Directors

Jamie Hutchison



OSHC is not only fun but it is a great, diverse career. I believe that as OSHC educators we can positively influence children's lives throughout their whole time at primary school. OSHC educators have the ability to build long standing relationships with the children and their families.

I love spending time at home with my wife Amy and our three sons, Xavier, Lucas, and Izaak. When I'm not at work or at home with my family, you will find me out playing golf or fulfilling my duties as Captain of my CFS.

Nick Smith



I began my OSHC journey at the age of 19. I believe it is fantastic how professional and important OSHC has become over the past 10 years. It is certainly no longer a babysitting service, but an extension to school as its own educational setting.

I am extremely passionate about helping children to develop as human beings. If one child's day is made better by my involvement in it then I am a happy man.

I come from a big family (seven children plus mum and dad) and have always loved being in an active, playful environment.

I now live with my wife and daughter and enjoy playing sports and travelling.

How to Contact us

Site Mobile Number 0426 638 954

- Speak directly to the Staff Member in Charge (SMIC) during a care session

Head Office 8155 5444

- For all queries during business hours

Happy Haven Management Mobile 0403 369 532

- For Emergency After Hours queries

Email hampstead@happyhaven.sa.edu.au

Fee Schedule

Session Type	Fee	Opening Time	Closing Time	Fee 85% CCS
Before School Care	\$15.00	6:30am	8:30am	\$6.65
After School Care	\$20.00	3:00pm	6:00pm	\$7.48
Early School Finish	\$24.00	2:00pm	6:00pm	\$7.30
Vacation Care	\$60.00	7:00am	6:00pm	\$14.09
Pupil Free Day	\$60.00	7:00am	6:00pm	\$14.09

Late Fee (Per Family)	\$20.00	For the first 15minutes
	\$50.00	After the first 15minutes
Fail to Notify (Per Family)	\$5.00	Applicable where the service is not notified by the family that a child won't be attending a booked After School Care session, or where a child arrives at the session without a booking being made.
Rejected Direct Debit (per rejected payment)	\$10.00	When a rejected/failed Direct Debit occurs
Hat Fee (Per Child)	\$10.00	If a child attends without a hat on an excursion day. This cost is for the purchase of a new hat. Your child's name will be written on the hat and theirs to keep.
Lunch Fee (Per Child)	\$7.00	If a child attends a PFD/VAC without a lunch, we can provide a sandwich, piece of fruit and a snack.
Casual Booking Fee (Per Child)	\$2.00	BSC/ASC: Per booking made within 7 days of the booking. PPD/VAC: Per booking after the advertised cancellation date.
Enrolment Fee (Per Family)	\$20.00	Once off fee for enrolment at the service, given that you use the service at least once in 365 days.
Cancellation- No charge	-	BSC/ASC: Bookings cancelled outside of 7 days from the day of booking will be cancelled free of charge. VAC: Bookings cancelled PRIOR to the advertised cancellation date.
Absence- with charge	FULL FEE- MINUS CCS	BSC/ASC: Bookings cancelled within 7 days of the booking will be classed as an Absence day. VAC: Bookings cancelled after the advertised cancellation date.

Where a booking falls on a Public Holiday, you will NOT be charged for that session as Happy Haven OSHC will not be open.

If you have a permanent booking on a day that a Pupil Free Day or School Closure has been allocated, you will be automatically booked in for the Pupil Free Day or School Closure Day. If you wish to cancel this booking with no charge, please see cancellation date on promotional information.

Cancellation Policy

Bookings can be cancelled through your FullyBooked account. **More than 7 business days' notice** is required to cancel bookings and not be charged OSHC fees. If you are unable to make the required change, please contact either the site mobile number or head office.

In order for CCS% to be applied to your fees, your child(ren) must attend their last booking. If your child is absent for their last booked session, you will be liable to pay full fee for any consecutive days absent from the last booked session.

FullyBooked

Once you have your Happy Haven enrolment set up, you can access and make changes to your Bookings, Enrolment and Payment details 24/7 online through FullyBooked. Don't forget to opt in for email updates to ensure you receive your weekly statements.

Accounts and Direct Debits

Statements are emailed weekly on Wednesdays and Accounts are debited each Thursday. The statement period will be for the week prior. Please check over your statements carefully and ensure sufficient funds are in your account. Please note that payment rejections often come through after the statement period so any rejection amounts will be additional to the balance shown on your statement. Any changes to your direct debit must be made either through FullyBooked or by calling one of our friendly staff on the Families line before 10am each Thursday.

Sign In and Sign Out Procedure

It is a **National requirement** that all children be signed in to care and signed out of care. Our attendance records are accessed via the iPad at our site's designated 'Sign in/out' area. If you are unsure where this is, please ask one of our staff for assistance. For **BSC**, the caregiver must type and sign their name.

For **ASC**, school children walk over to the OSHC from school, whilst Kindy children are accompanied by a Preschool Educator. Children are then signed in by an OSHC Educator. It is the caregiver's responsibility to sign them out of care. If you experience any software issues or accidentally sign for the wrong child, please alert a staff member.

Grievance Policy

While we endeavour to have a harmonious environment we appreciate that at times there will be grievances that need to be addressed. Our policies and procedures are available at the Parent sign in desk - they outline the process and expectations for all stakeholders. At all times we encourage respectful, professional interactions & a willingness to communicate.

Children are encouraged to talk directly with the person they have a grievance with. Alternatively they can ask an adult they feel comfortable with and ask them to follow the grievance procedure for them. If children feel the matter is unresolved, we encourage them to inform their caregiver.

Caregivers should arrange a suitable time to discuss their grievance with the Director who will then investigate & follow up the matter with all parties. If they feel the matter is unresolved, they should take the matter up with Happy Haven Management.

Grievances relating to policies & procedures should be addressed clearly in writing.

Informal & anonymous grievances can be placed by families and children in our suggestion box.

Avoid the Not Notified Fee

Please remember to notify us if your child will be absent from After School Care. If your child is booked into an ASC session and is at home sick, absent from school, or leaves school early you need to let us know that they won't be attending OSHC that afternoon.

Prior to 3pm you can...

- Visit OSHC and tell a staff member,
- Change the booking using your FullyBooked Account,
- Call or leave a phone message on the Site Mobile or Head Office number
- Send us an email



If you fail to notify us before the session, a \$5.00 Not Notified Fee will be added to your account.

Medication and Care Plans

Have you updated or notified us of your child(ren)'s medical care plan, medication & medication authority?

All Happy Haven OSHC Qualified Educators have each attended Medication Management Training. Topics covered in this training included medication policies, interpreting pharmacy labels & medication authorities, storage of medication, responsibilities of staff & caregivers, administration requirements & risk assessment.

Please Note that all children's medication at OSHC must have a pharmacy label & have a current medication authority. We require Medical Care Plans (or Action Plans) for conditions such as Anaphylaxis and Asthma. Medication Authorities, Medical Care Plans & Pharmacy labels must be updated every 12mths and can be issued and authorised by most GPs.

Please check with our educators if you are not sure whether we have the latest copy. If you don't know whether your child has an action plan for their asthma, allergies or other medical condition, please see your GP.

Happy Haven OSHC Values

Leadership

- Putting the needs of others first
- Modelling good behaviours
- Inspiring others to make positive changes
- Listening to the views of others
- Involving others to achieve a common goal
- Utilising all the different abilities within the group

Responsibility

- Showing self-control by choosing words or actions carefully
- Fixing mistakes
- Being reliable and dependable
- Displaying hard work and persistence
- Being honest & trustworthy

Community

- Respecting our resources, equipment & each other
- Focussing on Inclusion - We are all a part of OSHC
- Striving to help & improve our OSHC
- Helping others to be successful
- Showing compassion towards our OSHC and others

Freedom

- Communicating the views of themselves and others in a respectable manner
- Adapting to the environment
- Using initiative
- Negotiating within reason
- Providing meaningful feedback
- Displaying a level of independence
- Achieving goals within the rules and boundaries of OSHC

Please See a Staff Member

If you see a ***please see a staff member*** tab with your child's name on the iPad it means that we have something to discuss with you. **It's really important that you seek out a staff member as some tabs require more urgent attention than others.** Some examples where we might use a *please see a staff member* tab are for first aid notifications, request for signature, collection of notes or craft, to discuss & share your child's experiences at OSHC or to follow up a concern you have raised.

Our Menu

Our nutritious term menu and recipe book is available to view in our parent area. The recipe book allows for families and children to provide feedback on taste, dietary requirements and alternative ingredients. This week's yummy snacks include Macaroni and Cheese, Zucchini Slice, Assorted Sandwiches and a Cold meat and Vegetable platter. Fruit is served daily. Any changes to the menu are communicated on the Program whiteboard located at the Sign in Desk.

SPECIAL MOMENTS!



Quality Improvement Plan (QIP): Please help us improve our services!

What activities would you and your children like to see programmed at Hampstead?
