

Haven Early Learning Rowville

Welcome to Haven!

We hope this information help to make your transition into Haven a smooth one.

Please do not hesitate to contact us on 9755 5558 or email rowville@havenearlylearning.com.au with any questions.

Upon starting at Haven, you will receive further communication from your child's room leader/ Kindergarten Teacher with individual email addresses and room routines.

Xap

(Bookings, accounts, nominees & family/child information)

XAP is our enrolment system that can be accessed through Xap.rocks website or the Xap Smile App.

Here you will complete all your enrolment paperwork, including updates across the year (such as new immunisations, change to direct debit, CCS changes and/or contact information).

-Invoices are generated weekly on Tuesdays and Direct Debits are processed on a Thursday (or Friday).

*Please reach out to Bronwyn if this is not suitable for your family.

-Families will need to ensure both guardians are listed in XAP. All children must have an emergency contact (different to guardians). If someone else is picking up/ dropping off children they will need to be added in as an authorised nominee.

*Please note they will need to bring ID when collecting the child/children

Storypark App

(Used for photos, education & centre updates)

-The Haven Early Learning page on Storypark will be used to share any information/updates regarding the whole centre such as staffing changes, upcoming events, illnesses, newsletters and reminders.

-Each room (River, Sun, Forest & Field) have their own Storypark page.

In their community posts you will see photos of children engaged in play, our environments and group activities. Our River & Sun rooms will post photos every day, with our Kindergarten rooms completing a weekly reflection and posting photos 1-2 times a week.

-Across each term you will receive individual and group observations on your child including learning, development, interests and goals.

*Please note, that Haven does not offer live tracking of meals, bottles, sleep and nappies. Each room will have a whiteboard and/or paper-based checklists with this information recorded and always available for families to view.

-Storypark does have a function to start 'conversations' with educators, however, please note this will not be an instant response.

Centre access & sign in and out

Each family will receive 2x access fobs to gain entry into Haven (tap at the door).

-Please keep these safe, as replacements are limited and will be charged.

We also ask that these fobs are not shared with nominees, to ensure we can verify ID and are aware of everyone entering Haven.

-All nominees on a child's enrolment (with permission to pick up and drop off) will have individual Kiosk access to sign children in and out. These iPads (with Kiosk access) are located in reception, with sign in/out linked to the individual's mobile phone number and a 4-digit pin. Please see us if you would like to set a certain 4 digit pin/ not sure of this pin.

-To ensure families receive accurate CCS it is vital all children are signed in each morning and out each night.

Please drive slowly in our carpark, either carrying children/ holding their hands when walking in/out. To keep everyone safe only adults are to press the green exit button, and children are reminded not to play with the automatic doors.

***Haven's carpark is for Haven families only on the day your child is attending (no school/church parking).**

Notifying of Absences/ Holidays

Children can be marked absent/ sick on XAP

-Holiday requests must be emailed in writing ensuring 2 weeks' notice is provided. The holiday discount is 50% off fees, noting, families are entitled to 20 discounted days per year.

-Haven is closed all public holidays with sick days also charged (please ask for fee schedule for further information).

*If children will be in later than 10.30am please call the centre to advise to ensure we maintain child/ educator ratios and save any meals as needed.

2 weeks' written notice (email) is also required for any changes to bookings including adding/ reducing days or ceasing enrolment at Haven.

Polices and procedures

Haven's Policy Handbook, alongside our Quality Improvement Plan, Reconciliation Action Plan and Child Safe Standards Folder are always on display and accessible at reception.

If you would like any copies of policies or procedures please do not hesitate to ask.

Haven will not tolerate any discrimination, racism, language or behaviour that places children, families or staff at risk.

Ongoing and open communication

One of the most important things we ask of families is for open, ongoing and honest communication.

This will include things like your child's routine, likes/ dislikes, goals, family structure, dietary requirements, learning and development.

We are always open to feedback to help improve your experience at Haven, children's learning and development. This also supports continual progression of educators and teachers and Haven overall.

All educators, teachers and management have individual email address to contact alongside, phone calls, Storypark, face to face communication and formal meetings where needed.

What should I bring to Haven?

Please ensure everything brought to Haven is clearly labelled.

This will help ensure items return home safely.

Furthermore, we ask that toys (other than comforters) are limited/ not brought in as these may end up broken or lost.

What to Pack:

- Changes of clothes (at least 2 changes- noting tops will need to cover shoulders)
- Weather appropriate clothes (rain jackets, gum boots, shorts, dresses etc)
- Water Bottle
- Comfort items/ dummies and/or sleep items (sleeping bag/ teddy etc)

If applicable

- Bottles for milk (that are sterilised)
- Nappy cream and/or body cream for eczema/ sensitive skin (to be left at the centre)
- Sunscreen (Haven will supply Hamilton Sensitive)
- Cloth nappies or specific nappies/wipes

For children under the age of 3 you will receive a reusable 'wet bag' upon enrolment, in which it will need to be packed and washed each day in your child's bag. This wet bag will be used to store any wet/ soiled clothing helping Haven to reduce the use of single use plastic bags.

Centrelink childcare subsidy (CCS)

For those families eligible for CCS, a new claim will need to be made for each child that attends care, alongside a CRN (customer reference number) for the child and guardian linked.

We recommend starting this claim at least a month in advance.

Please note you can start care without an active CCS claim but will be paying full fee (with Centrelink back paying up to 28 days).

For CCS to come through, families must accept Haven Early Learning as Childcare through the Centrelink app/website.

Please note that Centrelink with-holds 5% to avoid over payments with Haven's system (XAP) only able to estimate payments and unable to predict upcoming changes.

Any CCS issues that cannot be solved at the centre level (changed percentage, debt, missed immunisations) will be the families responsibility to pay outstanding fees and/or investigate with Centrelink.

Sickness/ Illness

Haven always strives to keep everyone safe, healthy and well with a commercial cleaner attending each night, regular cleaning throughout the day and educators following the recommendations as set out in Staying Healthy in Childcare.

To minimise the spread of illnesses we kindly ask that children are kept at home to rest and recover when unwell, alongside not administering Panadol and/or Nurofen before attending care. This not only helps to protect other children but also all educators and staff to ensure we can provide the best quality care and education each day. If children are experience an illness please notify the centre via email or phone call so we can track if we have an outbreak or advise of next steps.

We understand that our procedures, policies can get confusing/ hard to keep up with so will outline a few below. Noting, illnesses are often a case by case scenario and different exclusion periods may apply.

Conjunctivitis / discharge from eyes

Conjunctivitis is an eye condition that can cause red & swollen eyes with a gritty feeling while having white/ yellow goop/pus or thin clear watery like discharge.

Conjunctivitis is infectious and can easily spread.

At Haven we will wipe children's eyes (once to twice) giving the family a courtesy call, but if the discharge returns children will need to be collected from the service.

Furthermore, while any discharge is present (including when on eye drops) children are not able to attend Haven.

Temperatures

Normal body temperatures can range between 36.5 to 38 degrees.

Temperatures can be natural process as the body fights off infection, however, a fever often brings feelings of fatigue, shaking, sweating, headache and muscle aches.

When a child's temperatures reaches over 38 degrees at Haven we will be giving you a call.

Including when children are experiencing multiple symptoms they will need to be collected.

Please note, if Haven administers Panadol, a 24-hour exclusion period then applies.

Vomitting / loose bowels

When children experience symptoms such as vomiting, stomach cramps and/or loose bowel movements they will need to be collected from Haven and excluded for 24 hours (symptom free).

When viral gastroenteritis (norovirus) is confirmed and/or affecting several children/ educators Haven this exclusion period will increase to 48 hours.

General Illness

We acknowledge a light runny nose, cough or low temperature is not always cause for concern, however, at times a virus may be the cause.

If children are presenting with multiple symptoms such as a runny nose, cough, fatigue, temperature, loss of appetite, not participating in our program and overall not themselves we will call asking to be collected a little earlier in the day and continue to monitor for any changes.

Further illnesses (with differing symptoms/ exclusion periods) may include Hand Foot and Mouth (HFM), Whooping cough, RSV, Influenza, Impetigo and Chicken Pox).