



Holistic
A P P R O A C H F D C

**HOLISTIC APPROACH FAMILY DAY CARE
SCHEME.**

PARENT HANDBOOK.



'A NATIONAL SCHEME THAT WORKS FOR ITS EDUCATORS'

**Holistic Approach Family Day Care Scheme
Head Office: 4/120 Wyong Road,
Killarney Vale, NSW, 2261
Phone: (02) 4332 3719**

**Operations Manager: Michelle Florimo
Phone: 0418 432 196
Email: opmanager@hagroup.com.au**

WELCOME:

Welcome to Holistic Approach Family Day Care Scheme. The role of Holistic Approach FDC Scheme is not limited to but includes licensing requirements are met, processing of CCS payments, suitability of Educators and Education and Care environments.

The role of Holistic Approach Family Day Care Scheme is to offer support and to ensure our educators, children and families are mentored to provide an excellent Education and Care service for all educators, children and families.

We are committed to providing high quality customer service and welcome all feedback questions and suggestions for continuing improvement.

CONTACT US:

You can contact Holistic Approach Family Day Care Scheme in the following ways:

HOLISTIC APPROACH FAMILY DAY CARE SCHEME (HEAD OFFICE)

Suite 4 / 120 Wyong Road
Killarney Vale, NSW, 2261
Head Office 02 4332 3719
www.holisticapproachfdc.com

OUR TEAM CONTACTS

Operations Manager	Michelle Florimo	0418 432 196	opmanager@haroup.com
Administration		02 4332 3719	nsw.hafdc@outlook.com gld2.hafdc@outlook.com vic.hafdc@Outlook.com tas.hafdc@outlook.com
CEO	Alina Dan	0405 112 797	alinadanconsultancy@live.com
NSW State Manager	Vicki Carmichael	0428 575 943	vicki.hafdc@outlook.com
QLD State Manager	Deb Tuckey	0428 931 919	gldmanager.hafdc@outlook.com
VIC State Manager	Sarah Westworth	0439224712	sarahw.hafdc@outlook.com

For other local contacts please contact our Head Office and they would be more than happy to give you our local consultants contact details.

HOLISTIC APPROACH FAMILY DAY CARE PHILOSOPHY.

Holistic Approach FDC believes that the most important parts of any family day care educator setting are 'children's and families voices', educator' philosophy and the learning environment!

Supporting a Strong sense of identity is our educators' primary role; to acknowledge and empower children and their families in a nurturing and educational home setting. We believe both children and educators are capable, competent and active learners, and important contributors to their community. Through secure, respectful and reciprocal relationships, children develop a strong sense of *belonging* which is central to *being* and *becoming*, allowing them to be full and active members of society (Department of Education, Employment and Workplace Relations, 2009).

We believe in the importance of looking at the child from a holistic and inclusive perspective. Holistic Approach FDC believes only in co-programming (co-curriculum) which holistically involves children, families and the community in both, the planning and reflection, processes. It is not the volume of our documentation but its variety, holistic approach, meaningful displays and most importantly it's continuous evolvement that matters the most.

Connection to the land is a critical factor for each individual educator and children cared within their homes as it is different and unique depending on the location throughout Australia! Children have the right and need to feel connected and secure within their family day care environments! It is our responsibility to support children by acknowledging our past, be in the moment and set achievable goals for the future!

Becoming confident involved learners: We believe in the holistic child and the importance of scaffolding as educators. We believe learning environments should be reflective of children's interest, welcoming spaces that support learning and at the same time are flexible (DEEWR, 2009). The indoor and outdoor environments are integrated and the physical space invites children to explore and make choices independently or with others.

We believe that the role of the management team is to empower, respect, guide and practically support educators in maintaining, evolving or changing their practices. It is important for all our educators to have a clear understanding and expectation of The Holistic Approach FDC management team to create simple systems, provide immediate support, adopt innovative approaches and celebrate achievements (via critical reflection).

Holistic Approach FDC strongly believes in the power of magical moments family day care educators create via simple 'being in the moment' approach as well as learning journeys and extensive project-based learning.

Holistic Approach FDC believes it is important to deliver interesting, motivating and flexible training opportunities. (Multimedia to be actively used in training deliveries by using 1on1, group, Skype and webinar, teleconferences, etc.)

WHAT IS FAMILY DAY CARE?

Family Day Care is a network of educators providing Education and Care in their own homes (residence) or venue for children aged 6 weeks to 12 years of age. With the assistance of Holistic Approach Family Day Care educators will be supported in setting up their own business and individual plan and registering with the Family Day Care Scheme.

Holistic Approach Family Day Care Scheme is licensed under the Education and Care Services National Regulations (2011). We are required to comply with the National Quality Framework.

Funding is also available to families through Family Assistance Office in the terms of Child Care Subsidy. For further information follow this link

<https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy>

Family Day Care is a friendly, inviting environment where we aim for you and your child can feel comfortable in an Educational and Care setting.

Communication with families is essential to Holistic Approach Family Day Care. We encourage all families to maintain an open communication with your child's educator and Holistic Family Day Care Scheme. All families have access to the Holistic Approach Family Day Care Consultants and phone numbers and contact details are within this information handbook.

WHAT TYPE OF EDUCATION AND CARE CAN WE PROVIDE?

Permanent Booking:	For the children to use the same hours & days each week.
Minimum Bookings:	Some educators may ask for a minimum booking each day.
Casual / Occasional Care:	On occasions casual bookings may arise and families can access these bookings with no permanent commitment.
Relief Care:	Holistic Approach FDC can arrange for an approved relief educator to offer alternative care for your child/ren in special circumstances.
Weekend/ Evening / Overnight Care:	Some educators may offer this service. Please talk to your educator and Holistic Approach FDC for more information.
Before / After School / Vacation Care:	For children who are in care before school & after school hrs. Is for school age children who use care during school holidays and pupil free days. Children can only be classed as school age if their status has been changed with Family Assistance Office from "Non School Age" to "School Age"
24 hour care:	Can be available with educators. Please contact the office for further details as this requires approval by the scheme

OUR HOLISTIC APPROACH FDC EDUCATORS:

Holistic Approach Family Day Care believe in having Educators that are motivated, inspiring and have skills and knowledge in Early Education and Care to support children's development. All our educators have been carefully selected to provide a Holistic Approach to Education and Care for your child. Children's overall holistic development will be carefully planned, documented.

Educators are mentored by Holistic Approach Family Day Care National Field Consultants who will encourage and support your child's Educator in providing a safe and secure environment.

FAMILY SUPPORT

Our Holistic Approach National Field Consultants are also available to support families and children.

If at any time you have a concern or wish to talk to us about your child, your child's educator or any other information you require please feel free to contact our experienced Consultants.

Newsletters are sent to families on a regular basis from Holistic Approach Family Day Care. In these newsletters you will find plenty of helpful tips, articles, events and information for families.

FEEDBACK AND COMPLAINTS:

All complaints are handled in a confidential manner and are in accordance with our scheme policy (Complaints handling Policy / Procedures). Feedback is encouraged and welcomed and can be done through the office by contacting our Scheme Manager or Consultants. Please see contact details in this booklet.

FREQUENTLY ASKED QUESTIONS:

WHAT IS PROVIDED? / WHAT DO I NEED TO PROVIDE?

Holistic Approach Family Day Care Scheme will provide you with an individual fee schedule that is based on their fees and charges. Each individual educator will provide varying things for your child. Please see your child's educator for what they provide and what families need to provide.

WHAT HAPPENS IF I GO ON HOLIDAYS OR MY CHILD IS SICK?

If your child is absent due to them being sick or your family is going on holidays you will still be required to pay fees as per your normal rate. Please ensure that you contact your child's educator as soon as possible to ensure they are notified of the absence. Attendance records will need to be signed for absences as well.

If your educator is unavailable to care for your child and a replacement / relief educator is not available fees will not be charged for that day. Parents / families have the right not to utilize a relief educator and there will be no charge for this care.

Alternate educator and relief care can be made available.

WHAT HAPPENS ON A PUBLIC HOLIDAY?

Normal fees are payable if care is not used on a Public Holiday including where an educator is not available. A higher fee may be charged if care is used - see educators personal fee Schedule

WHICH EDUCATOR SUITS MY CHILD / FAMILIES NEEDS BEST AND HOW DO I ENROL MY CHILD?

When you contact Holistic Approach FDC to enquire for a place for your child we will aim to provide you with a choice of several educators. Families will have the opportunity to meet several educators in their learning environment to determine which educator suits your child's and family's needs. When care has been confirmed with an educator you will be required to complete the enrolment forms & return with all the relevant documents to administration as well as to pay your enrolment. Part of the enrolment process is for you to contact the Family Assistance Office re eligibility for any child care subsidy (CCS)

WHAT IF MY CHILD IS SCHOOL AGE? DO YOU OFFER BEFORE AND AFTER SCHOOL CARE?

Many of our educators can offer before and after School Care and Vacation Care. Please check with your child's educator if they can provide this service for you. If this is not the case, please contact our office and we will assist you to find an educator who can help you.

HOW WILL MY CHILD'S DEVELOPMENT BE SUPPORTED?

All our Family Day Care educators are either actively working towards or have obtained their Certificate 111. Each educator in our scheme is mentored and supported by our experienced Consultants who are also there to support the children in each educator's residence.

Each educator will document learning and development of the children in their Education and Care. Please ensure that you talk to your child's educator who will be happy to show your child's individual developmental records and documentation.

Holistic Approach Family Day Care Educators documents children development and links this learning and development to "**Being, Belonging and Becoming: The Early Years Learning Framework Australia**".

Each child's learning and development supports the following learning outcomes for children.

EYLF Learning Outcomes

- **EYLF Outcome 1: Children have a strong sense of identity**
- **EYLF Outcome 2: Children are connected with and contribute to their world**
- **EYLF Outcome 3: Children have a strong sense of wellbeing**
- **EYLF Outcome 4: Children are confident and involved learners**
- **EYLF Outcome 5: Children are effective communicators**

HOW MUCH DOES FAMILY DAY CARE COST AND HOW DO I PAY FEES?

Child Care Subsidy (CCS) is money paid by the Australian Government to help families with the cost of child care. Families need to contact Department of Social Services on 136150 to claim CCS, prior to the commencement of care.

Holistic Approach FDC will claim each families CCS each week in arrears.

Families must qualify for CCS even if they are only entitled to zero rate because of their income.

Holistic Approach Family Day Care has the following fee schedule for parents.

Parent Levy:	\$1.25 per hour per child. (on top of the Scheme fee schedule)
Sibling Cap:	Where there are siblings enrolled Holistic Approach FDC and both children attend 40 hours per week or more the second child will receive half price on the parent levy for the second child.

These fees are in addition to your child care fee.

Families will be given a fee schedule during the orientation process.

Please refer to "Fees and Charges Policy" as to when your fees will be due. Receipts for payment of fees will be issued by the educator on behalf of Holistic Approach FDC.

We ask that families ensure that they pay fees and charges as per Holistic Approach FDC scheme policy and procedures and Holistic Approach Family Day Care Scheme fee schedule.

Fees are collected by Holistic Approach FDC educators on behalf of Holistic Approach Family Day Care Scheme. If you are having difficulty paying your child care fees, please ensure that you discuss this with your educator as soon as possible and also contact Holistic Approach Family Day Care to discuss your individual circumstances and for options that may be available to you.

ATTENDANCE RECORD TIME SHEETS:

You will be required to sign and/or initial your name on the attendance record sheet at the Educator's home each day that your child attends care. You must initial and/or sign the actual time your child arrives in care and the actual time your child is collected from care each day. It is against the law for educators to submit timesheets that haven't been filled in correctly.

Educators are responsible to record deliver and pick up times from school or preschool as applicable.

TERMINATION OF CARE

All families must give 14 days' notice to your Educator in writing and Holistic Approach Family Day Care if you are going to withdraw your child from care. If notice is not given in writing you will have to pay two week's full fees in lieu of notice. If absent on the last day of care your fees are not covered by CCS, full fees will be charged.

All outstanding fees must be paid before we can refer families to another Educator.

SMOKE FREE POLICY:

You are required to abide by our Smoke Free Policy when in a registered Family Day Care premises and at scheme or Educator/s organised activities and outings.

CHILD PROTECTION STATEMENT:

Holistic Approach FDC educators have a duty of care to protect children & young persons from risk of harm. The service has policies and procedures in place to ensure legislation is followed and children are protected. The Children and Young Persons Care & Protection Act 2000 requires that all Educators and National Field Consultants have a Duty of Care to report any child protection issues.

PRIVACY AND CONFIDENTIALITY

Educators and Holistic Approach Family Day Care are required to keep records of all the children in Education and Care. We treat all information in a confidential manner. All these records are filed at Holistic Approach Family Day Care Head Office or appropriate premise.

Records will include information on the child's development, progress, attendance and other matters relating to the day to day Education and Care of each child and their families.

Regulatory Authority can also access records as required and requested.

You are encouraged in the first instance to discuss any concerns/queries you may have concerning your child's care directly with your educator, area consultant or scheme manager.

Your input is highly regarded so it is important that all of your needs are met, if we aren't aware of the issue then we are unable to affectively offer you a solution.

GRIEVANCE PROCEDURE

In the event that you wish to make a formal complaint regarding your child's educator please contact the following contacts depending on the state that you are in:

All educators have a local consultant and educators can provide you with their contact details or you can contact Head Office on (02) 43 323719 for their number.

For NSW please contact our State Manager Vicki Carmichael (vicki.hafdc@outlook.com).

For QLD please contact our State Manager Deb Tuckey (QLDmanager.hafdc@outlook.com).

For VIC please contact our State Manager Sarah Westworth (sarahw.hafdc@outlook.com).

For all other enquiries / contacts for other states please contact our Operations Manager Michelle Florimo on opmanager@hagroup.com.au. All replies to your emails will be returned at our earliest convenience. Please respect the need for professionalism & confidentiality by addressing such concerns in the appropriate way to avoid any third-party interpretation or misunderstanding.

***WE WELCOME YOUR CHILD AND YOUR FAMILY TO
HOLISTIC APPROACH FAMILY DAY CARE.***

PLEASE FEEL FREE TO CONTACT US IF YOU HAVE ANY FURTHER QUESTIONS.

THE HOLISTIC APPROACH FAMILY DAY CARE TEAM.





COMPLETING A CHILD ENROLMENT

Holistic Approach, as well as many of our Educators are passionate about the environment and how we can reduce our footprint. Making the decision to transition to a paperless office is one of the ways in which we can become more sustainable.

To complete an enrolment, click on the link for what state you are in.

TAS: <https://hafdctas.hubworks.com.au/>

VIC: <https://hafdcvic.hubworks.com.au/>

NSW: <https://hafdcnsw.hubworks.com.au/>

QLD: <https://hafdcqld.hubworks.com.au/>

You will be directed to a Hubworks Page where you click on the **enrol** button

- Enter Child Enrolment Information
- Upload their Medicare Online Immunisation Statement
- Upload any Medical Management plans
- Upload any court orders
- Click submit

Your Educator will ask you to complete and sign a CWA & Permission Forms (in the following pages) to be forwarded to admin to complete the enrolment.



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ENROLMENT PERMISSION FORM:

Version 2 (Feb, 2015)

CHILD'S NAME: _____

MEDICAL CONDITIONS FOR DISPLAY:

If my child is recognised to have an action plan for a life threatening medical condition I give permission for my child's plan to be displayed for educators and visitors to view.

Signed Parent/ Guardian 1: _____

Signed Parent / Guardian 2: _____

SUNCREAM PERMISSION:

I agree, for the Educator to use sunscreen on my child when he/she plays outdoors. I also understand that by choosing to deny the use of sunscreen, my child will not be allowed to play outside or go on excursions with the Educator that are outside. Parents may provide the sunscreen to be used on their child. Sunscreen must be SPF 30+ or higher.

Yes No (please circle)

INSECT REPELLENT PERMISSION:

I agree, for the Educator to use insect repellent on my child when insects, such as mosquitos, are present. Parents may provide the Insect Repellent they would like used on their child/ren. Insect repellent is not required to participate in outdoor activities or excursions, but is recommended.

Yes No (please circle)

PHOTOGRAPH / VIDEO PERMISSION/ PROGRAMMING DOCUMENTATION:

I agree that photographs, videos, artwork and programming documentation of my child taken and recorded by the Educator at Holistic Approach Family Day Care Scheme may be displayed or viewed at the Service or incorporated into other children's programming related documentation.

Yes No (please circle)

I agree that photographs and videos of my child taken in the venue / residence that are taken or recorded by the Educators may be used in its publications, on its websites, social media for educational displays and in presentations for professional development and conferences.

Yes No (please circle)

PLEASE NOTE: No documentation may be copied, reused or retransmitted without the permission of the service.

ADMINISTRATION OF PARACETAMOL:

I hereby authorise the educator to administer one dose only (only when parents are contacted) at an age / weight appropriate dose of a paracetamol mixture (Panadol / Neurofen) to my child. This can only be administered (for emergencies only) eg: a temperature more than 38C or if a child is visible discomfort and/or pain. If Panadol is administered the child will be required to be collected from care.

Yes

No

(please circle)

PERMISSION TO TRANSPORT TO HOSPITAL:

I give permission for my child's Educator or Scheme Consultant/ Manager, in the case of an emergency and medical treatment is required, to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance.

I also give permission for the Educator or Scheme Consultant / Manager to arrange transport of my child via ambulance service if required.

Signed Parent/ Guardian 1: _____

Signed Parent / Guardian 2: _____

PARENT / GUARDIANS DECLARATION AND AGREEMENT:

I understand by completing this form I am agreeing to Holistic Approach Family Day Care Scheme's policies and procedures, fees and charges. I am aware I need to give two weeks notice in writing to cancel or change my care arrangements bookings.

Signed Parent/ Guardian 1: _____

Signed Parent / Guardian 2: _____

HOLISTIC APPROACH FAMILY DAY CARE

COMPLYING WRITTEN ARRANGEMENT (CWA)

The Service Provider and Enrolling Parent hereby agree to this CWA. By entering into this arrangement, the Enrolling Parent agrees to pay the Service Provider for the sessions of care to be provided as stated in this CWA.

EDUCATOR NAME: (On behalf of service Provider)	
SERVICE PROVIDER:	Holistic Approach Family Day Care (ABN 54 608 629 607) Phone: 02 4332 3719

ENROLLING PARENT:

Name:	
Address:	
Phone Number:	
Email:	

CHILD DETAILS:

Given Name:			
Surname:			
Sex:	Males / Female	Date of Birth:	

FLEXIBLE CARE:

This is a flexible care arrangement under the new Child Care Subsidy package. Care under this arrangement does allow for the flexibility to pick up additional casual days subject to availability with the educator.

FEES:

A current fee schedule can be obtained from your educator outlining the cost of fees for the childcare requirements you have under this contract. Fees charged under this arrangement are subject to vary – however 2 weeks' notice will be given to families before any changes are made.

AGREEMENT:

- All parents who are Australian residents are eligible to apply for Child Care Subsidy (CCS). A child and customer CRN number must be provided to enable Holistic Approach FDC to process these benefits. If this information is not provided FULL FEES will be charged and payable.
- Fees are payable whenever a child is absent from care for any reason, including sickness and annual leave.
- Parent Levy is an additional charge on top of the Holistic Approach fee schedule. This is collected by the educator on behalf of Holistic Approach Family Day Care Scheme.
- Parent / Families will be charged in accordance with the schemes fee schedule.
- CCS is paid for up to 42 absences per financial year. A record of these absences is kept by Holistic Approach FDC Scheme- Documentation is required for absences over the 42 days.
- Any changes required to this contract is to be provided to Holistic Approach Family Day Care Scheme before the new contract starts.
- If fees are in arrears with current educator, alternate care will not be offered until all arrears are paid in full.
- Any breach of this contract may result in termination of care arrangements.

- All parties will be provided with a copy of the current scheme fee schedule.
- Any changes to family's individual circumstances can only be dealt with by families through the Family Assistance Office personally. Privacy laws will not allow Holistic Approach Family Day Care Scheme to obtain information about individual circumstances.
- Information on the timesheet must be true and correct and the times must reflect the actual time of drop off and pick up.
- Providing misleading information is considered fraud.

CONTRACT ARRANGEMENT:

DATE CONTRACT COMMENCES:							
PROVISION OF CARE: (Please tick relevant option)		<input type="checkbox"/> Permanent / Routine Booking <input type="checkbox"/> Commencement of Care <input type="checkbox"/> Change in Booking hours <input type="checkbox"/> Casual or flexible hours <input type="checkbox"/> Roster Care			<input type="checkbox"/> Change of Educator <input type="checkbox"/> Change of Fee Schedule <input type="checkbox"/> Vacation Care <input type="checkbox"/> School Term Only		
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
IN							
OUT							
IN							
OUT							
TOTAL HOURS							

SIGNATURES:

	SIGNATURE	DATE
ENROLLING PARENT SIGNATURE:		
EDUCATOR SIGNATURE:		
HAFDC REPRESENTATIVE SIGNATURE:		