



# Holistic

A P P R O A C H F D C

# CHILD ENROLMENT HANDBOOK

**'A SUPPORTIVE NATIONAL SCHEME THAT WORKS FOR ITS EDUCATORS'**

**Holistic Approach Family Day Care Scheme**

Head Office: 61 BLOSSOM PARK DRIVE,  
MILL PARK, VIC, 3082

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# 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)

61 Blossom Park Drive,

Mill Park, VIC, 3082

[www.holisticapproachfdc.com](http://www.holisticapproachfdc.com)



### OUR TEAM CONTACTS:

Sarah Dawson	CEO/Approved Provider	<a href="mailto:sarahw.hafdc@outlook.com">sarahw.hafdc@outlook.com</a>	0439 224 712
Mandy Fichera	General Manager	<a href="mailto:mandy.hafdc@outlook.com">mandy.hafdc@outlook.com</a>	0477 778 912
Rachel Fraser	Educational Leader	<a href="mailto:hafdc.ed.leader@outlook.com">hafdc.ed.leader@outlook.com</a>	0448 484 031
Administration	Andrea Atkins(M-F) 8-4.30pm	<a href="mailto:hafdcteam@outlook.com">hafdcteam@outlook.com</a>	0437 237 760
Accounts/Admin	Kathy Spencer (M- F) 9-3pm	<a href="mailto:business.hafdc@outlook.com">business.hafdc@outlook.com</a>	0499 166 824

For other local contacts please contact our Head Office and they will be more than happy to give you our local Co-Ordinator's contact details



## HOLISTIC APPROACH FAMILY DAY CARE PHILOSOPHY

Holistic Approach encompasses the ethos that all members play an intricate role, as contributors to the Holistic Approach FDC team.

It is important that Management, Educators, Families and Communities have a strong sense of belonging, being and becoming at Holistic Approach FDC.

Holistic Approach Management is committed to developing strong, inclusive relationships with our educators. Every Educator's background, education and families are unique, and Management acknowledges, respects and values each educator's journey in family day care.

It is with this knowledge that Holistic Approach Management is able to offer support and guidance that is tailored to each educator's individual needs.

Holistic Approach FDC believes that educator's Philosophy and learning environment is very important to each child's Early Education and care experience.

We believe that the strong foundation set by our FDC Educators, sets up the individual child on a pathway to success, intellectually, emotionally, physically, and socially, with the understanding that a strong sense of belonging can ease the pathway from early years to adolescence and into adulthood. It is important to look at each child from a holistic and inclusive perspective. This is achieved with the underlying commitment that a strong sense of identity, connection and wellbeing is nurtured and promoted with children, the children's families and the community through respectful, reciprocal communication and education.

Holistic Approach FDC believes 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 it's variety, our holistic approach, meaningful displays and most importantly, it's continuous evolution that matters the most.

Connection to the land is a critical factor for each individual educator and child within their service, as it is unique depending on the location throughout Australia. Therefore, children should have opportunities to be in natural spaces and to have access to natural resources to foster an understanding, connection and respect for our land and country.

It is our responsibility to support children by acknowledging our past, be in the moment and set achievable goals for the future.

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 one on one, 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.

<b>Permanent Booking:</b>	For the children to use the same hours & days each week.
<b>Minimum Bookings:</b>	Some educators may ask for a minimum booking each day.
<b>Casual/Occasional Bookings:</b>	On occasions casual bookings may arise and families can access these bookings with no permanent commitment.
<b>Relief Care:</b>	Holistic Approach FDC can arrange for an approved relief educator to offer alternative care for your child/ren in special circumstances.
<b>Weekend/Evening/Overnight Care:</b>	Some educators may offer this service. Please talk to your educator and Holistic Approach FDC for more information.
<b>Before/After School/ Vacation Care:</b>	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"
<b>24 Hour Care</b>	Can be available with educators. Please contact the office for further details as this requires approval by the scheme
<b>Bond</b>	A bond must be paid one week prior to care starting. Care will not commence if bond is not paid in full.

## 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 and documented.

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



## FAMILY SUPPORT

Our Holistic Approach National Field Co Ordinator's 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 Coordinators.

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.

## PAYMENTS

Direct debit is our only payment option and these will be processed weekly on Friday's. This can take up to 2 -3 business days to process. Invoices will be sent via email every Wednesday. Please ensure you have sufficient funds to cover both the invoiced amount plus processing fees in your account to avoid rejection fees. Please refer to Educator Fee Schedule.

If you require fortnightly or monthly payments, please email your request to Kathy in our Accounts Department – [business.hafdc@outlook.com](mailto:business.hafdc@outlook.com)

***Where direct debits fail, and no contact can be made with families an additional \$80.00 fee will be charged to the account. Where the following weeks payments cannot be made and contact also cannot be made, care will cease. This decision will be made in conjunction with the Educator. No care will be offered at any other Educator registered with Holistic Approach Family Day Care scheme.***

***Any rejected Direct Debits will incur a \$35.00 fee added to the next week's invoice.***

***Any unpaid accounts will be forwarded to our Debt Collection Agency which will incur fees.***

## 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.





The bond payable will be added to your account when you give notice, and the balance will be refunded to you once the final day of care has been attended.

## 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.

## 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 contacting your local Co Ordinator, General Manager, or our CEO. Please see contact details in this booklet.

## 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:

For VIC/TAS/QLD please contact **General Manager** Mandy Fichera: [mandy.hafdc@outlook.com](mailto:mandy.hafdc@outlook.com)

For all other enquiries/contacts for other states please contact our CEO Sarah Dawson at [sarahw.hafdc@outlook.com](mailto:sarahw.hafdc@outlook.com). 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.

## **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.

## **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 utilise 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?**

Families are encouraged to check Holistic Approach FDC Scheme fee schedule in relation to fees payable on public holidays. Some services may operate on a public holiday, but others may not.



### **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 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 or visit the website below to claim CCS, prior to the commencement of care.

[Child Care Subsidy - Services Australia](https://www.servicesaustralia.gov.au/child-care-subsidy)

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 FDC will collect the gap fees from all parents, this payment is processed weekly and direct debited from the nominated back account or credit card. Gap fees are debited for the week of care your child is attending, therefore a week ahead of CCS payments as above.

*From March 7<sup>th</sup> 2022, Families with two children or more under school age are eligible to receive up to 30% more CCS % for the second child in care, up to 95%.*

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



<b>Parent Levy</b>	<b>\$1.80 per hour per child</b>
<b>Bond</b>	<b>\$200 per child Must be paid 1 week prior to care starting.</b>
<b>Direct Debit Fees – Bank Account</b> <b>Direct Debit Fees – Credit Card</b> <b>(HAFDC use iPay to direct Debit, this is a fee associated to this service)</b>	75 cents per transaction 1.59% plus 75 Cents per transaction
<b>Late Payment fee:</b>	<b>\$80</b> – added if payments are missed and contact with family cannot be made.
<b>Rejected Direct Debits:</b>	<b>\$35</b> – added if direct debit rejects

These fees are in addition to your childcare fee.

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

Upon enrolment, families will be requested to provide their bank details (or credit card information) in order to process the weekly direct debit payments. Each family will receive an invoice prior to the amount being debited. For fortnightly or monthly payment options, please contact [ceo.hafdc@outlook.com](mailto:ceo.hafdc@outlook.com)

*It is our preference to support our families experiencing financial hardship, please get in touch if you require some short-term support.*

## ATTENDANCE RECORD TIME SHEETS

You will be required to sign in and out electronically using your individually allocated PIN at the Educator's home each day that your child attends care. Educator's have a QR Code for this. It is against the law for educators to submit timesheets that haven't been filled in correctly.

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

## HOW WILL MY CHILD'S DEVELOPMENT BE SUPPORTED?

All our Family Day Care educators are either actively working towards or have obtained their Certificate III.

Each educator in our scheme is mentored and supported by our experienced Coordinators 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 develop 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.

#### **Early Years Learning Framework 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**



## **Enrolment Procedure**

Please click on the correct state for which you are requiring care to access the online enrolment form.

**For QLD enrolments:-**

<https://hafdc-qld.hubworks.com.au/>

**For Victorian enrolments:-**

<https://holisticapproachfdc-vic.hubworks.com.au/>

**For Tasmanian enrolments:-**

<https://hafdc-tas.hubworks.com.au/>

You will be directed to a Hubworks Page where you click on the enrol button for your state.

- Enter Child Enrolment Information
- Upload their Medicare Online Immunisation Statement
  - Upload their Birth Certificate
- Upload any Medical Management plans – Medical Management & Communication plans can be found on our website under 'Family Forms & Procedures'
- Upload any court orders
  - Add Bank Account Details
- Click submit

You will be required to fill out the CWA (Comply Written Agreement), Parent permission forms and a Bond payment form with your child's Educator. They will then send these details to admin to be processed.

- **Note: This process can take up to one week**

You must pay your Bond amount 1 week prior to care commencing.

You will be notified to log on to your MyGov account, where you will need to accept the enrolment.

***If there are any details which are incorrect, please get in touch with admin BEFORE 'disputing' the enrolment. Admin can fix any errors this way.***

