



Holistic
APPROACH FDC

Family Communication Samples

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Insert
Business Name and Logo

**We have limited vacancies
[OPENING HOURS], [OPENING
DAYS], in [SUBURB].**

We offer a quality, flexible, home based setting for your children to learn and grow.

Our program is based on learning through play and building strong relationships.

[ADD MORE ABOUT BUSINESS EG QUALIFICATIONS, EXPERIENCES OFFERED].

Child Care Subsidy available.

Insert
Photo

Insert
Photo

**For more details,
contact:**

**[Educator Details
Phone Number
Facebook
Email]**

or

**(HAFDC
Consultant) –
[Phone Number]**

**Proudly
supported by**



Holistic
APPROACH FDC

www.holisticapproachfdc.com

Insert Business Name and Logo

**[SERVICE NAME] in
[SUBURB] have vacancies on
[DAYS AND HOURS]**

I am a Diploma Qualified Educator offering a warm and friendly home-based environment.

Small groups of children enjoy spending their days doing a combination of activities, excursions and learning through play.

I cater for working and studying families, and respite care.

Child Care Subsidy is available!

For more information,

Contact [YOUR NAME] on [YOUR NUMBER]

Or Holistic Approach FDC on [CONSULTANT NUMBER]



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Registered with
www.holisticapproachfdc.com

NEW FAMILY ORIENTATION PROCEDURE

INITIAL CONTACT (PHONE CALL, FACEBOOK, EMAIL INQUIRY)

Explain about your service and what's offered. Know your niche and sell yourself.

Tell them about yourself. Explain your qualifications and experience. Tell them about your own family.

Tell them about your vacancies. Find out about the child and the family's needs. Write down as many notes as you can.

If the care sounds like it will suit, offer to send profile booklet. Direct them to your website and Facebook page.

If you do not have vacancies at the time. Add the family's details to your waiting list. (Follow the waiting list procedure).

ARRANGE MEETING AND TOUR OF ENVIRONMENT

Either during your initial contact or within a few days, organise a meeting. Offer a time that works around the new family and suits the children already in care.

If it's arranged some time in advance, send a text to confirm the appointment the day before.

Use the child's name when saying you are looking forward to meeting them.

Keep a note book of parent and child's name and any other details they have provided over the phone so that you have these on hand when you greet them.

At the time of the meeting have enrolled children engaging in quiet activities.

Give a warm and friendly welcome, introduce yourself and get down to the child's level, introduce them to the other children.

Tour all areas of environment explaining what you do in each area, show photos of activities and displays.

Explain about your:

Food policy (including lunch box suggestions)

Medication Policy

Sleep and Rest information

What the parents need to pack

House rules

Family and pets

Minimum hours

Fees, accounts, payments

Excursions if relevant.

Discuss the parent's needs. Find out required hours, days, medical needs, cultural needs and behaviour strategies. Be flexible but honest with what you can offer.

Give them another copy of your profile booklet if they need it, and a copy of HAFDC parent booklet. Also give them an overview of your fee schedule.

Advise the parent to think further and contact you within 24 hours to secure the spot. Remind the parent that they need to contact Centrelink to be eligible for benefits.

Remember that this interview doesn't mean that care has to go ahead. If you feel that the care will not suit, tell the parents that you think your service might not be the service for them and recommend other options.

ORGANISE ENROLMENT

Once care is confirmed, give the parent an enrolment pack with:

The link to Hubworks enrolment for your state

Permission form

Fee schedule

Relevant medication forms

Relevant excursion forms

Present forms and a welcoming letter to the parents in a folder, include 'Sign here' stickers. It is best to get the parents to sign in the forms in front of you. You can also have an enrolment pack folder on your tablet for digital signing.

Complete a CWA and explain to the parent how bookings and absences work. Explain the attendance record procedure to the parents.

Also collect birth certificate, immunisation record from Medicare, and CCS approval letter. Let the parent know that all paperwork must be submitted to HAFDC one week before care can commence. (See enrolment procedure below)

Give the parents a communication book and ask that they write some information about the child's routines and likes. Ask the parent to send a photo of the child to use for their bag tag/hat sign etc ready for their first day. Ask the family to also contribute to the family tree if you have one.

INTRODUCE THE CHILD INTO CARE

Offer the parents a gradual orientation process but commit to a timeframe for the permanent hours to commence. Suggest a short play for the first session, then a play and a sleep for the second session. Gradually add time ensuring both the parents and children are feeling comfortable. Suggest to the parent that they make their drop off goodbyes short and sweet and explain to the parent that the children will pick up on their emotions so recommend that they act confidently. Encourage them to text you throughout the day if they wish. Send lots of photos of the child's first day and record as much information as possible in their communication book.

Introduce the new family to existing family's at drop off/pick up and through Facebook if you use it.

Encourage the parents to give feedback about the child's care.

Spend time close to the child, allowing them to feel secure but welcome to go play.

Include some of the children's interests in the program. Stick to routines and consistent room set up to help build the child's sense of security.

CHILD ENROLMENT PROCESS

INFORMATION

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.

Children do not have a physical file at head office. Their entire file is uploaded onto HubWorks and is available for viewing by all Educators who have HubWorks.

Administration will upload every document into the notes section of each child.

To find these notes:

- Logon to HubWorks
- Click on *Children*
- Click on the *Child* you want to view
- Click on *Notes* across the middle of the children's section.

ONLINE ENROLMENTS

Step 1: Parents

- Parents click on the link (Links for each state are on the next page). They will be directed to a Hubworks Page where they 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

Step 2: Educators

When your parent has advised you they have completed the online enrolment you must:

- Email your admin contact with

(*Note: Each item must be a separate PDF attachment within the one email*)

- Signed Permission Forms
- Complying Written Agreement
- Birth Certificate
- Medicare Online Immunisation Statement *if not uploaded at the time of entering the enrolment.*
- Any Medical Certificates / Management Plans – eg, Anaphylaxis, Asthma etc *if not uploaded at the time of entering the enrolment.*

With all enrolment information received admin can accept the enrolment and allocate the child to you. Educators who do not have Hubworks can request a PDF copy of the child's enrolment details.

IMPORTANT ENROLMENT DETAILS

- 1) If your parents do not have access to the internet or a computer to enrol online you can:
 - a. Ask the parents to complete the paper enrolment and once received you can enter the enrolment by clicking on the link then the enrol button, not logging in, and following the enrolment process mentioned above.
 - b. Ask the parents to complete the enrolment form online while they are at your FDC premises signing the other documentation.
- 2) Attendance of children is not to occur prior to an enrolment being completed and confirmation of enrolment details received by administration. (See Enrolment Timeframes Policy)
- 3) 1 week's notice must be given before a child starts. That means that the online enrolment must be completed and all details need to be emailed through to administration 1 week prior to the child starting care. This allows administration to have adequate time to process the enrolment, ensure linking with Centrelink to resolve any issues and to avoid delays in processing that child's timesheet.
- 4) It is also important to ensure that ALL information is sent through at one time within one email as separate attachments as mentioned on the previous page.
- 5) All forms are available on website to download. If you do not have access to the website, email your consultant or administration contact to request access.

Thank you for getting onboard with our move to a more sustainable environment

Enrolment Links - Click on the links below for your state, then click the enrol button.

Holistic Approach FDC - TAS (New) <https://hafdctas.hubworks.com.au/>

Holistic Approach FDC - VIC (New) <https://hafdcvic.hubworks.com.au/>

Holistic Approach FDC - QLD (New) <https://hafdcqld.hubworks.com.au/>

WHAT TO INCLUDE IN YOUR PROFILE BOOKLET:

About you

Philosophy

Daily Routine

Activities

Parent responsibilities:

Meal

Nappies, wipes (*Consider supplying your own*), lotions

Clothing

Hats and Sunscreen (*Consider supplying your own*)

Bedding

Toys

Safety Policies:

Hygiene

Registered Areas

Mandatory Reporting

Fire Safety

Animals

Illness

Medication

First Aid

Excursions

Fees

Availability

Pick up/Drop off

Communication

Forms

Account/Payment Details

Tip: Add clip art or photos and make your profile inviting. Print in booklet form or save as a pdf for emailing.

INSERT
BUSINESS
LOGO

ALL ABOUT ME

Please share information about your child to help me settle them into care.

Name:

Date of Birth:

People in my family:

Pets in my family:

I like to play:

I like to sing:

I like to read:

At sleep/rest time I need:

During the day, I eat:

I drink:

My routine is:

To help me settle I need:

INSERT BUSINESS
LOGO

OUTLINE OF CHARGES EXAMPLE

As of [DATE]

Care Hours	Conditions	Hourly Rate
Monday to Friday Regular Booked Care	Minimum _ hours	\$
Emergency Weekend Care	Emergency Only To be approved by HAFDC	\$
Public Holiday Care	When children are in care Work related care only	\$
Public Holiday Care	When children are not in care	\$
Casual Care		\$
Emergency Overnight Care	Emergency Only To be approved by HAFDC	\$

Other information:

Admin Levy: \$1.25 per hour per child is charged in addition to the above fees. I collect this on behalf of Holistic Approach FDC.

Travel Fee: \$ _ will be charged per trip per family, for pick up/drop off.

Absences: Full fees will be charged for all absences including public holidays, excluding Educator being unable to care.

School Holidays: Regular care will be provided during school holidays for non-school aged children.

Educator Holidays/Personal Leave: As much notice as possible will be given for Educator leave and an alternate Educator will be provided if available.

Changes to contracted hours/Termination of care: _ Weeks notice will be required unless otherwise agreed on by all parties.

Payment of Fees: Accounts will be emailed each week. I will send you the direct debit information with your first account.

Late Payment Fees: Late fees of \$ _ per day will apply as of the date stated on each individual account.

Early drop off fees: \$ _ for every 5 minutes before regular booked hours will be charged for early drop off without one hour notification.

Late pick up fees: \$ _ for every 5 minutes after regular booked hours will be charged for late collection without one hour notification.

FEE INCREASE LETTER SAMPLE

INSERT BUSINESS
LOGO

Date

Dear Parents,

I wish to thank you for being part of our family day care family. I appreciate the trust you have in me that allows me to care for your wonderful children and to create exciting learning programs for them.

After much consideration and research, I have decided that there will be a slight change in my fee structure in line with the new financial year.

As of [DATE] my fee per child will rise [amount] to [amount] per hour. Holistic Approach Family Day Care also have a slight fee increase with their admin levy being [AMOUNT].

I will be providing you with a new fee schedule and complying written agreement over the next week.

Again, I would like to thank you for your continued support and please feel free to contact me if you have any questions.

Kind Regards

[NAME]

[SERVICE NAME]

Invoice

For week ending



INSERT
BUSINESS
LOGO

Family Name:

ADDRESS
ADDRESS

ABN:

Week Ending	Hours used	Total Fee	Admin Levy	CCS	Amount Due

Total Owing: \$

This account is due on

Please ensure this amount is cleared in our account by 12pm on this date.

Late fees of \$ per day will apply from

Care will be refused if payments are not made by

Thank you

Receipt

For week ending



INSERT
BUSINESS
LOGO

Family Name:

ADDRESS
ADDRESS

ABN:

<i>Week ending</i>	<i>Amount Due</i>	<i>Paid in full on</i>

INSERT DIGITAL
SIGNATURE

Name

Thank you for your payment

REMINDER NOTICE - INFORMAL

Dear [PARENT NAME]

The payment for week ending [DATE], totalling [AMOUNT] is not appearing in my account. Can you please let me know if it has been paid. If not, this is a friendly reminder that it is now due.

Thanks so much

[YOUR NAME]

OVERDUE NOTICE – FORMAL

Overdue Notice

For week ending



Family Name:

ADDRESS

ADDRESS

ABN:

<i>Week ending</i>	<i>Amount Due</i>	<i>Due on</i>

Please note this account is now overdue and in accordance with our parent/educator contract, late fees of [AMOUNT PER DAY] are now applied.

For care to continue, please pay this account in full by [DATE].

Thank you

CEASE OF CARE LETTER SAMPLE

INSERT BUSINESS
LOGO

Date

Dear [First Name/s]

It is with sadness that I write to inform you that I will be ceasing your care for [CHILD'S NAME] at [SERVICE NAME].

As discussed, the reason behind this decision is [REASON].

I wish to thank you for being part of our family day care family. I have enjoyed caring for [CHILD'S NAME] and wish you all the best for the future.

Your last day of care will be [DATE]. I hope that this will give you enough time to obtain alternative care. I hope to work with you in this transition.

We will complete a termination of care form to cease our contract together. I would like to remind you that Child Care Subsidy does not apply if [CHILD'S NAME] is absent on their last day of care.

Again, I would like to thank you for using [SERVICE NAME] and please feel free to contact me if you have any questions.

Kind Regards

[NAME]

[SERVICE NAME]

PARENT EXIT SURVEY SAMPLE

INSERT BUSINESS
LOGO

Thank you for completing this survey. We appreciate the time you have taken to give us feedback. We will use this information to reflect on our practices and to make improvements for our future plans continuing [SERVICE].

PARENT NAME

CHILD NAME

DATE

1. Please outline the reasons for leaving [SERVICE]?
2. What positive experiences can you tell us about since you started at [SERVICE]?
3. Do you have any suggestions for improvements to our service?
4. Do you feel you were given opportunities to participate in decisions made about your child's learning?
5. Were you happy with the level of communication from me?
6. Do you feel the curriculum was challenging and supportive for your child's learning needs?
7. What activities/experiences has your child most enjoyed while at [SERVICE]?
8. In what ways do you feel your child was supported socially and emotionally?
9. Do you have any feedback we can pass on to Holistic Approach Family Day Care regarding their policies, procedures, communication, and services they offer?
10. Do you have any other feedback?

Thank you 😊

Newsletter Sample – [DATE]

INSERT
BUSINESS
LOGO

How are we in May already! This year is flying by!

We are fully booked now, with only limited spaces for school aged children available later in the week. Everyone is very settled and enjoying each other's company. We have been working on some projects that are stemming from the children's interest. They are enjoying the themed imaginative play area and are learning so much from their research and our activities. In addition to sharing info on Facebook, we are currently trialing a new programming program which we hope to share with you soon. Please feel free to share your children's interests at home as we would love to plan around them.

Winter chill

Although by lunch time, the sun has been coming out for a beautiful day, it is still freezing in the morning and the days are sometimes turning quickly. Just a reminder to please have jumpers, coats, beanies, boots for your child. They love being outside to play but we have a duty of care to them to make sure they are warm so we can not go out unless they have appropriate clothing. Please also ensure you have a full change of clothes (including socks) packed in their bags.

INSERT PHOTO

Booking times/Absences

Please let us know if you will be arriving at a time different to your booking time. We do not mind if you arrive early or late, but it would be great to know so we can plan accordingly.

Please remember to sign the exact time on your timesheets, even if you are early/late. This is very important for insurance purposes.

INSERT PHOTO

INSERT PHOTO

Please also let us know as early as possible if your child will be absent.

Toys from home

Just a reminder that we can not take responsibility for toys that are brought into day care. When packing for the day, please remind your children about our sharing rule, and that we have lots of toys to play with at day care, this doesn't include their bedtime comfort toys.

Lunch Boxes

We are loving all the great things that you are packing in lunch boxes this term! We really appreciate everyone following the healthy eating guidelines.

Thank you once again for being fantastic families to care for. If you have any questions, concerns or suggestions, please feel free to get in touch!

[NAME] [SERVICE NAME] ☺



Care for [YEAR]

I understand that you may not have set plans for the new year, but I am hoping to get an idea of your care requests as soon as possible.

Please return **THIS** form [DATE] with your child's name on the preferred days of care. If this form is not returned, I may not be able to accommodate your care requests.

Monday	Tuesday	Wednesday	Thursday	Friday

Please state if you are flexible with your days or if you need them to be set days, and when you will need care to start.

Please also indicate if you are considering changing to a preschool program mid-year.

I hope to fulfil as many requests as possible, and I thank you for your understanding and patience when it comes to flexible care.

Thank you
 [YOUR NAME]
 [SERVICE NAME]