**FAMILY DAY CARE CONTACT DETAILS**

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| NAME | ROLE - DETAILS | WORKING DAYS | CONTACT |
| Katrina Naismith | Manager ECECS | Mon - Fri | 0414 384 512 |
| Andrea Carmody | Team Leader | Week 1:  Mon, Tues, Thurs, Fri  Week 2  Mon, Tues, Wed, Thurs | 0499 500 532 |
| Leanne Nicholls | Senior Coordinator | Mon – Thurs | 0417 245 365 |
| Swati Pandit | Educational Leader / Educational Program Co-ordinator \* | Mon - Fri | 0475 110 542 |
| Jayne Simmons | Educational Program Co-ordinator \* | Week 1: Mon - Fri  Week 2 Tues - Fri | 0437 484 125 |
| Dada Jovanovic | Educational Program Co-ordinator \* | Mon, Tues, Thurs, Fri | 0407 181 525 |
| Rebecca Brown | Educational Program Co-ordinator \* | Mon, Thurs, Fri | 0419 542 119 |
| Vivienne Patterson | Educational Program Co-ordinator \* | Tues-Fri | 0408 075 566 |
| Dona Collurage | Educational Program Co-ordinator \* | Mon, Wed, Thurs | 0448 722 269 |
| Sharyn Brown | Consumer Support Officer: *Liaises with educators regarding Hubworks, attendance records, income, tax statements, educator leave, family bookings. Liaises with families and educators regarding enrolments and vacancies.* | Mon, Tue, Wed | 03 8793 4296 |
| Vicki Stanic | Consumer Support Officer: *Liaises with educators regarding Hubworks, attendance records, income, tax statements, educator leave, family bookings. Liaises with families and educators regarding enrolments and vacancies.* | Mon - Fri | 03 8781 9954 |
| Kristy Keays | Consumer Support Officer: *Liaises with educators regarding Hubworks, attendance records, income, tax statements, educator leave, family bookings. Liaises with families and educators regarding enrolments and vacancies.* | Mon, Tues, Thurs, Fri | 03 8781 9983 |
| **FDC Queue** | **Options**  **1 Enrolments, vacancies, new families**  **2 Existing family**  **3 New educator enquiry**  **4 Family payments – invoice queries** | **Options**  **1**  **2**  **3**  **4** | **03 8793 4225** |
| Jacqueline Hernandez | Accounts Receivable Officer:  *FDC family payments enquiries (including IPay)* | Mon – Fri | 03 8793 4231 |
| Educator Resource Centre | <https://www.windermere.org.au/childcare/educator-resource-centre> Individual logins |  |  |
| Hubworks | <https://hubhello.com/>  support@hubworks.com.au |  | 03 9068 5544 |
| ESI login | <https://signin.hubhello.com/> |  |  |
| If an educator or family needs to contact the office for **urgent assistance** outside of business hours, Mon-Fri (9am-5pm) please call our **on call phone on** **0408 591 457 - if you have not had a call back within 10mins please call 0408 755 116**.  All general educator queries should be directed to: [educatorsupport@windermere.org.au](mailto:educatorsupport@windermere.org.au)  Please remember if you are not working to email the above address by 9am  Enquiries regarding enrolments via email should be directed to [enrolmentsECECS@windermere.org.au](mailto:enrolmentsECECS@windermere.org.au) | | | |

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| **Family Day Care office location:**  Toomah Community Centre  18 Golden Green Street Pakenham, VIC 3810 | \*Educational Program Coordinator – Educators’ primary contact. Conducts home visits, training sessions and regularly monitors the education and care environment of educators |