**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, FriWeek 2Mon, 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 - FriWeek 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.auPlease remember if you are not working to email the above address by 9amEnquiries regarding enrolments via email should be directed to enrolmentsECECS@windermere.org.au  |

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| **Family Day Care office location:** Toomah Community Centre18 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 |