

## FAMILY DAY CARE CONTACT DETAILS

NAME	ROLE - DETAILS	WORKING DAYS	CONTACT
Suzie Mansell	Manager	Mon - Fri	0427 222 943
Andrea Carmody	Team Leader	Week 1 Mon, Tues, Thurs, Fri Week 2 Mon, Tues, Wed, Thurs	0499 500 532
Bec Brown	Educational Program Co-ordinator	Mon, Thurs, Fri	0419 542 119
Jayne Simmons	Educational Program Co-ordinator	Mon - Fri	0437 484 125
Vivienne Patterson	Educational Program Co-ordinator	Tues- Fri	0408 075 566
Sharyn Brown	Consumer Support Officer: <i>Liaises with educators regarding Hubworks, attendance records, educator leave, family bookings</i>	Mon, Wed, Fri 9.00 am – 2.30 pm	5943 7865
Tegan Donaldson	Family Participation & Engagement Officer: <i>Liaises with families and educators regarding enrolments and vacancies.</i>	Mon, Wed, Thurs 9.30 am – 2.30 pm	5943 7815
Jo Verschaeren	Consumer Support Officer: <i>Liaises with educators regarding Hubworks, attendance records, income, tax statements, educator leave, family bookings &amp; electronic communications On boarding new educators</i>	Mon, Tues, Thurs, Fri	5943 7814
Kim Gillam	Accounts Receivable Officer: <i>FDC family payments enquiries (including IPay and Direct debits)</i>	Mon - Fri	9705 3200
Educator Resource	<a href="https://www.windermere.org.au/childcare/educator-resource-centre">https://www.windermere.org.au/childcare/educator-resource-centre</a> Login educator Password 2020educator		
Hubworks Support	<a href="https://hubhello.com/support@hubworks.com.au">https://hubhello.com/support@hubworks.com.au</a>		9068 5544
ESI Login	<a href="https://signin.hubhello.com/">https://signin.hubhello.com/</a>		

If an educator or family needs to contact the office for **urgent assistance** outside of business hours (9am-5pm) Mon-Fri 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)

### Family Day Care office locations:

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.