

FAMILY DAY CARE CONTACT DETAILS

NAME	ROLE - DETAILS	WORKING DAYS	CONTACT
Selma Ramic	Manger ECECS	Mon, Tues, Wed, Thurs	0419 542 113
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 8.30am – 3.39pm	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: <i>Liaises with educators regarding Hubworks, attendance records, educator leave, family bookings, Hubworks vacancies</i>	Mon, Tue, Fri 9.00am – 2.30pm	03 8793 4296
Tegan Donaldson	Consumer Response Officer: <i>Liaises with families and educators regarding enrolments and vacancies.</i>	Mon, Wed, Fri 9.30am - 2.30pm	03 8793 4293
Vicki Stanic	Consumer Support Officer: <i>Liaises with educators regarding Hubworks, attendance records, income, tax statements, educator leave, family bookings. Liaises with families and educators regarding enrolments and vacancies.</i>	Mon - Fri	03 8781 9954
Kristy Keays	Consumer Support Officer: <i>Liaises with educators regarding Hubworks, attendance records, income, tax statements, educator leave, family bookings. Liaises with families and educators regarding enrolments and vacancies.</i>	Week 1: Mon, Wed, Fri Week 2 Mon, 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: <i>FDC family payments enquiries (including IPay)</i>	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

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

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