

Thank you for choosing TheirCare

We are excited about our new partnership at Nicholson Primary School and the opportunity to be part of your community. This note provides an overview of what to expect from our transition process and to introduce you to the key people you may interact with. In fact, we have already started the work to be ready for our first day! We can't wait to provide your families with exceptional care.



Mike Abela

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A welcome from our CEO

Our goal is to create a service '**where kids love to be**'. We do not take for granted that change is not always easy and the choice that you have made for *TheirCare* to provide your Outside School Hours Care program is something we appreciate. Our goal is to deliver on the commitments that we have made so that everyone that comes into contact with us becomes an advocate.

Partnership and communication is something that we pride ourselves on. Our goal is to have an organisation that listens to build understanding. We want to continuously improve our service and we love feedback...particularly if there is ever an instance where we have not lived up to our high standards. So please hold us to our promises, now and into the future. Your school will have an area manager that has a small group of schools they are accountable for so that we can deliver great outcomes.

If there are ever challenges, they are dealt with quickly and with respect. If we do not live up to this commitment, you can contact me or any of our management team!

Thank you again for choosing *TheirCare* and we look forward to the start of our journey together.



TheirCare delivery steps

Notification
from school

Commencement

**We are
open**

Introduction of
Area Manager

First day of school



Logistics

- Resources delivered
- Bump in – cleaning
 - room set up
 - compliance
- Educator training



Communication

- Parent information sessions
- Newsletter introduction/social media
- Bookings open
- Service collateral available



Planning

- Due diligence meetings
- Agreements executed
- Insurance coverage
- Accounts established for food provision
- Educator interviews



Kick off activities

- Resource orders placed
- Uniforms ordered
- Draft agreements prepared
- Recruitment briefing and ads
- Educator

Your TheirCare team

Communication is critical to the success of our partnership. Our team is here to ensure that we make the transition process a positive start to our relationship. The transition process is overseen by our transition team. Around the time of commencement we will introduce you to your Area Manager. Your Area Manager reports to Lisa, our awesome Operations Manager.

Of course, Steve (as your partnership manager) and Mike are always available to support your community.

Steve Baldock

National Partnership Manager

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Steve is our chief sausage cooker! Seriously, Steve manages the partnerships for all our Victorian schools and will remain a presence through the transition and well into the relationship.

Lisa Jarvenic

Operations Manager

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Lisa is the heartbeat of TheirCare. Her focus is making sure that the care provided exceeds your expectations.

Ash McKinnon

Transition Manager

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Ash is our planning expert! He will be overseeing the planning and establishment of your OSHC service.

Lauren Hiskins

Partnership Coordinator

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Lauren has plenty of experience and knowledge working in the field, she is now putting it to use in the Partnerships Team at TheirCare.