

**Sent:** Tuesday, 8 March 2016 5:49 PM  
**To:** CCS Admin <[ccs.admin@aohtas.org.au](mailto:ccs.admin@aohtas.org.au)>  
**Subject:** feedback

Hello,

I wasn't sure who to send this to, so please pass this on to who it needs to go to?

Thanks 😊

When a parent makes the decision to place their child/ren in care, it's not a decision that is made lightly.

You're entrusting that care provider with a great big piece of your heart and soul. It's gotta be right. Your child needs to feel cared for, safe with and protected by someone they've met only once or twice.

It's a big ask.

The facilities at CatholicCare are top notch. It's a newly refurbished area, and the older kids can access their own little toilets on their own. The toys and activities in all three rooms are of a great variety and there's always something for the kids to do. There's plenty of room for imaginative play and learning. And there's always different activities being arranged for them (cooking, digging for 'treasure', dinosaurs in mud). The kids are encouraged, but never forced to participate.

The children from all three rooms socialise daily, which means if you've got 2 kids in 2 different rooms, they're still able to see each other, even if they're not playing with each other directly.

It also helps the older kids learn how to play with younger kids, and the younger kids learn how to do things the older kids are.

Lunch and snacks are provided daily and it's a variety of fresh foods suited to the kids. The favorite so far has been the cottage pie, as Fletch raved on about that for days!

But what really makes CatholicCare amazing is the staff. From the ladies at reception, the care providers and the director. They've always got a smile on their faces, and take the time to get to know you, your child/ren, & your circumstances.

They're not bothered if you call to check on your kid/s (they encourage it!), they're flexible and run as close to the home routine as possible, they update you on what the kids/groups have been doing, and they are attentive to each child's needs.

The carers clearly love their jobs, & the children they look after.

Fletch comes home every day talking about Sharon and Sam and "that other lady" (which refers to everyone else, except "that dude"). Kimbra eases my anxiety and reassures me that Spencer is fine and playing happily.

My boys are clearly well cared for and Fletch very much looks forward to going to child care every day. For a kid who's never been in care, he's taken to it much better than I ever imagined, & that's to the credit of the staff.

CatholicCare is a hidden gem, given that it's not at capacity yet, but I'd happily recommend it to anyone who was considering care for their child/ren.

Thank you for taking such good care of my boys, & for making the transition back to work for me a smooth one for all of us.

Regards,

Lisa Austin