

Podium 2
Tooronga Shopping Village
766 Toorak Road
Glen Iris VIC 3146

T. 1300 072 410
info@theircare.com.au
www.theircare.com.au

March 26, 2024

Dear Principals and School Leaders,

A warm welcome to our new schools for Term 1, those commencing in Term 2, and a special welcome back to our existing schools. I'm sure you'll agree the start of the year has flown by, and it's almost hard to fathom that we are now approaching the school holidays!

Did you know TheirCare has just celebrated our 7th year of operating? Our very first school, Aspendale Gardens PS, continues to be a strong advocate of TheirCare which is testament to the results we get for our communities. It's incredible to think how far we've come in the last 7 years, whilst always remaining true to our 'reason for getting out of bed' which is to enrich communities. We do this by providing care focused on children with staff that are caring, open and engaged.

Coincidentally, and keeping within the theme of the number 7, we are coming up to our 7 millionth care attendance! Stay tuned for celebrations around this special milestone.

Exceptional Programming:

Our Autumn Holiday Program... Art Attack! is now open for bookings. We continue to be the only provider that creates themed programs for each holiday period which guide our fantastic programming team to create unique, engaging, and exciting experiences for the children.

Our end of term party across all services this term is Picnic Party for the Planet! This has been happening in the final weeks of the school term to recognise Earth Hour. The party also celebrates the children's efforts throughout the term with their WeCare program. WeCare continues to grow strong and offer children an opportunity to make a difference in their world. We are now working with 9 set charities, with an option for services to still 'choose their own' charity. By selecting set charities, we can partner with them and develop resources and activities to create an even more meaningful experience for the children.

Specialist Schools:

Recently we have made significant investments to further extend our number of services operating in Specialist Schools. These schools have unique and complex needs. We are very proud to provide care for their families. Our experience as the only OSHC provider in Specialist Schools also



Exceptional Before & After School Care.
Amazing School Holiday Programs.

1300 072 410
theircare.com.au

strengthens our position in mainstream schools, as we leverage the unique experience and insight garnered. Particularly around managing behaviours and additional needs in mainstream settings.

Leading the way with Exceeding ratings:

It's time for us to have a humble brag, but with good reason. We are so proud to announce that recently Surrey Hills PS TheirCare was rated as exceeding in all 7 Quality Areas of the Assessment and Rating. This incredible achievement the highest rating available and we are proud of everyone involved. TheirCare continues to rate higher than any other OSHC provider with 18% of our services having exceeding rating. This is 3 times the industry standard.

TC Talks:

After the success of our inaugural 2023 TC Talks principal events in Victoria & Western Australia, we are now eagerly anticipating our first one in New South Wales in May. We are delighted to have keynote Speaker Dr Adam Fraser of the [Flourish Movement](#). The Flourish Movement helps school leaders to flourish through sustainable and effective leadership practices.

TC Talks has been specifically designed to support, professional development, and an opportunity to connect with other principals. We are currently developing our 2024 TC Talks programs for Victoria and Western Australia. Once finalised, you will be invited and we encourage you to come along, connect with other principals and walk away feeling inspired and invigorated. The invitation is open to all principals, not just those who have TheirCare, so feel free to bring a friend! Learn more about TC Talks with our video [here](#).

Our Purpose:

At TheirCare we identify our purpose as, *we exist to enrich communities*. We deliver on this purpose in several ways. One great example is that we will never cap services or refuse care for children. Unfortunately, this has become the norm for other providers in the sector and we know how disappointing this can be for families. From an operational perspective and in a slim labour market, this not an easy endeavour. We have strong recruitment and engagement teams, but we are still exposed to the same challenges as every sector – particularly the education and care sectors. We continue to strive for stability and when that doesn't happen – it isn't through lack of investment or effort. We do still meet demand – and that is because our team review bookings three times a day across all our services to maximise outcomes for parents. We understand the importance for families to have consistent and reliable OSHC.

Recently there have been well publicized major reviews of Childcare by the ACCC and Productivity Commission – with reports due middle of this year that will advise government on policies to shape the sector and family benefits moving forward. We have been a strong voice in these reviews both through our industry body OSHCA and directly. We recently presented to the Productivity Commission public hearings where we advocated for more support for care at Specialist Schools, managing complex needs and support for rural and remote school services.

An update on fees:

As a company we always delay any fee increases until the middle of the year, so that government increases in the childcare subsidy can reduce any burden to families and so that families can settle into the year. We are waiting on Fair Work to provide guidance on wage increases, which also occur midyear. Assuming that increases will be in line with inflation, this is also our intention. Our goal is to provide details of prices increase in the first fortnight of term two as we await advice from various government departments on issues like award rate increases for our employees. Please note that careful consideration is always applied to this process. Unlike some other providers, we limit the number of increases to only once a year.

As always, if you have any concerns or questions, please don't hesitate to contact your Area Manager, or escalate to myself or Daniel Stone, our COO. In addition, your Partnerships Manager Steve Baldock and Sonia Zakhour, our Relationships and Key Accounts Manager are always happy to take your call.

Best Regards,



Mike Abela
Managing Director
