



Before & After School Care Testimonials

Wanniassa After School Care Program

Extract of a letter from parent, Megan O'Hehir to Tracy Wiggins, Director School Age Care:

Hi Tracy

I wanted to pass on my feedback regarding Laurencia Bindley, Coordinator of **Wanniassa After School Care Program**.

She has been an amazing carer for my son, James and has constantly gone above and beyond the call of duty for him. She really has a fantastic relationship with him and, as parents, we are thrilled and adore her for all that she does for James. She has developed a very special relationship with James and my daughter, Caitlin who will be in school care next year.

As an example of her outstanding commitment to the children and our son, yesterday afternoon my husband and I were both caught in traffic and James was the last to be collected. Laurencia called my husband to assure us that he was OK and my husband explained to her that he was on his way. James went into a panic and began meltdown mode as he thought we had forgotten him. When my husband arrived to collect James he was very distressed but she handled it and kept him calm and reassured him that Michael was on his way. James commented to me when I got home that Laurencia really does love him and she looked after him until Daddy arrived. I told him we would never forget him and that he is lucky to have someone who loves him so much. He told me that he loves her too and he knew he was safe. He said "Laurencia is just like Grandma". To me, that was a big statement for James to make. He was very close to Grandma, who we lost in May to cancer. Again Laurencia was there for us as a family during that very difficult period and continues to assist James when he talks about Grandma - something she does not have to do, but she does.

As parents of a son with special needs, it is such a relief to know that he is with someone who does understand his needs, attends to them and really does care for the children. She has an amazing way with all the children but I know her relationship with James is something that to him is very special. He really gets great joy from being with her and feels totally safe. For him, this has meant being in care is extremely positive and he has adjusted to it and the other children very well.

You may be aware of an incident that took place earlier this year. I was invited to visit the children and explain to them why James is the person he is and help them to understand the differences.

I was more than happy to do this. It was a very successful visit with the children and the feedback I received from some parents was extremely positive – and for James, it made his life a little easier. I have told Laurencia that I am happy to visit any school or program, at any time, to explain what life is like for children like James.

It was this level of understanding and support from Laurencia that assisted my decision in talking with the children and I am very glad I did.

We, as a family, have developed a very close relationship with her during the time she has had James and I know she is dealing with many family issues, but never has it affected the level of care she provides for James and the other children in her care. She is an asset to the organisation. I can only hope she remains with the program for some time.

If you could pass on my feedback when appropriate I would appreciate it. I believe it is important that the staff know when they are doing a wonderful job.

Kind regards

Megan O'Hehir
19 November 2009

It's
about
you.
Always!