



Bondi Beach Cottage Incorporated

ANNUAL REPORT 2022



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INTRODUCTION

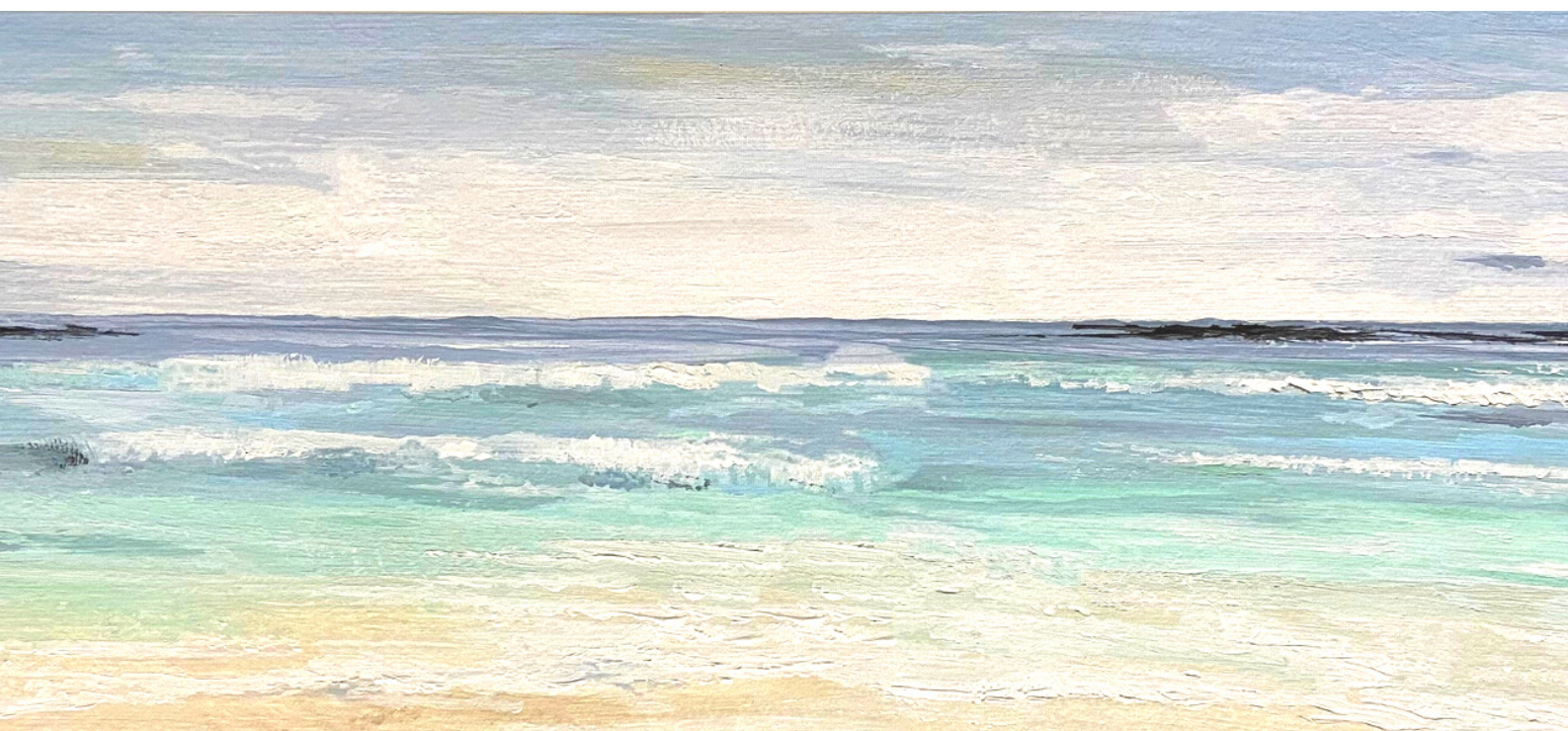
Bondi Beach Cottage Incorporated (BBC) has been serving the local community for over 40 years. Following its establishment as a tenancy service in 1979, BBC began operating as a family support service, including an occasional childcare centre, in 1982. BBC is a registered charity with the Australian Charities and Not-for-Profits Commission managed by a volunteer Board.

Our Family Support Service (FSS) supports women to increase their social and economic participation and enhance their well-being. We provide free, specialist domestic and family violence counselling and some generalist counselling to empower women to make positive decisions about their safety, security and well-being. Our Occasional Childcare Centre (OCC) also provides affordable childcare in a safe and nurturing environment.

We are always immensely grateful for the regular funding received from both the NSW Department of Communities and Justice and the NSW Department of Education for FSS and OCC respectively. Additional funding has once again been received from the Australian Government Department of Social Services through grants for both FSS and OCC.

BBC continued its longstanding relationship with Waverley Council which assists us to support our local community in various ways, including providing rental subsidy for our premises and small grants.

BBC is also appreciative of the kindness and generosity of all our donors who contribute to our resources and increase our capacity to support our local community members.



OUR VISION :

To be a unique community organisation that empowers the social and personal welfare of individuals and families, particularly vulnerable members of our community.

OUR MISSION :

- To provide quality occasional childcare and evidence-based family support services with a focus on domestic and family violence support.
- To contribute to individuals and families within our community, particularly vulnerable community members, feeling empowered to make positive changes in their lives.
- To deliver improved outcomes for families with our holistic service offerings.

OUR VALUES :

Integrity

Collaboration

Care and Respect

Inclusiveness

Commitment to Social Justice

OUR BOARD DIRECTORS



Susan Price
Chairperson

Susan Price has been on the Board of the Cottage since March 2017 and Chair since October 2018. She has 30 years' experience as a lawyer, with a focus on employment law. Susan teaches contemporary leadership and change management at the University of Sydney; advises organisations locally and globally on issues relating to diversity and inclusion. She is a member of Australian Institute of Company Directors and an Honorary Associate of the University of Sydney Business School.

Susan has a wide range of experience in community organisations, both in governance roles and advising on employment issues. She is currently Chair of Epilepsy Action Australia and a board member on Jessie Street National Women's Library. She has previous experience as a board member of Rape and Domestic Violence Services Australia and as a sub-committee member of Women Lawyers Association of NSW, Workplace Practices and Policy Sub-Committee.

Susan has lived in Bondi for over 25 years and has three children.

Sarah Camilleri joined the Board of the Cottage in April 2018 as Deputy Chair. She brings with her over 14 years' experience in marketing, brand strategy and communications in both not-for-profit and corporate sectors. Sarah is passionate about supporting vulnerable women and children and continues to work closely with both Board and staff members to implement and optimise marketing strategies to ensure that the legacy of Bondi Beach Cottage continues well into the future.



Sarah Camilleri
Deputy Chair

Jennifer Quincey was Treasurer of the Cottage from 2013, resigning in April 2022. She is passionate about quality childcare and supporting families. In her professional life, Jennifer is a chartered public finance accountant and has dedicated her career to date to working in government to improve outcomes for people. She currently holds the position of Director, Enterprise Strategy and Governance at the NSW Department of Communities and Justice.

Jennifer is the mother to two young boys.



Jennifer Quincey
Treasurer

OUR BOARD DIRECTORS

Geraldine Campbell was welcomed onto our Board in November 2021 and has recently taken the position of Treasurer.

Geraldine is currently the CEO of Waratah Education Foundation, whose mission is to support programs that pursue, promote and improve education outcomes for all children in Australia. In a past role Geraldine managed a group of large Child Care Centres and therefore brings child care expertise in her role as Board member.

Geraldine lives with her husband and 5 year old daughter who has just started kindy!



Geraldine Campbell

Treasurer



Gaby Munro

Secretary

Gaby Munro was on the Board of the Cottage from 2013 as the Secretary, resigning in November 2021. Gaby has worked in childcare and parenting education for over 35 years. Gaby believes strongly in every woman's and child's right to feel safe and respected.

Gaby is the mother of two adult sons and lives in Bondi.

Jono Spragg was a Board member of the Cottage from 2015 until November 2021, bringing operational experience from his time owning his own small chain of restaurants as well as launching an international food franchise in Australia.

More recently, Jono started a Hospitality Management company specialising in coliving, retirement homes, pubs and restaurants.

Jono is the proud father of two young boys.



Jono Spragg

Board Member

OUR BOARD DIRECTORS



Whitney Brennan joined the Board of the Cottage in February 2019. Whitney brings extensive experience in community engagement, government funding process and government relations, including experience working for the Former Prime Minister, The Hon Malcolm Turnbull.

Whitney is completing a Masters in International Security with a focus on Human Security.

Whitney is the mother of a baby boy.

Whitney Brennan

Board Member

Fiona Crockett has been on the Board since November 2021. With over thirty years of experience across government, corporate and the not-for-profit sectors in social impact, Fiona is known for her deep understanding of the social impact agenda.

Over the past 20 years, Fiona has been at the forefront of corporate social responsibility and social impact programs in some of Australia's top performing socially responsible brands, including Westpac and Kimberly-Clark Australia & New Zealand. Fiona has also held a number of senior executive roles within the not-for-profit sector, and currently also sits on the Fundraising & Marketing Committee for Mary Ward International Australia.



Fiona Crockett

Public Officer



YEAR IN REVIEW

158



Women affected by domestic, family and sexual violence supported through counselling services.



984

Occasions of counselling services for women.

62



Women and their supporters offered specialist consultations (including allied and non-allied professionals, families, friends and community members on how best to respond to violence and abuse.



43%

Women referred to the BBC through 1800 RESPECT, word of mouth, DV Line, professional advice or an internet search.

35%



Women referred to BBC from Women's Domestic Violence Court Advocacy Service



15%

Re-referrals: Women who moved to safety but re-engaged with our service after experiencing post separation economic control and abuse.



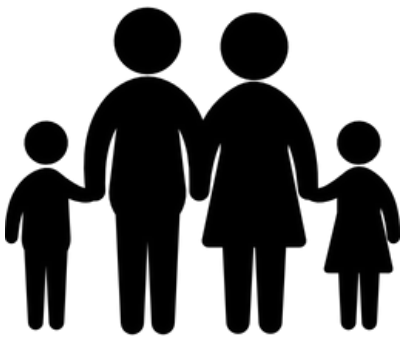
Children assisted by inclusion support and additional childcare subsidy.



Free half day childcare sessions accessed by women during counselling.



Children attended childcare at Bondi Beach Cottage.



Families accessed childcare at Bondi Beach Cottage.

CHAIR'S REPORT

It was another challenging year for everyone, but it gives me great pleasure to say that Bondi Beach Cottage has come through 2021/2022 stronger than ever, and is well placed to keep serving our local community.

Despite the ongoing COVID related challenges, we kept our Occasional Childcare service open the entire time, recognising that it provided a much-needed community service to the families that use it. Under the leadership of Andrea, supported by her staff, we were able to navigate the ever-changing COVID rules, as well as continue working towards our assessment and rating which will take place shortly. A big thankyou to the staff who stayed with us during this time, and to Andrea and her team, particularly Ania, who stepped up when needed.

We had big changes in the Family Support Services team, with the recruitment of Eleanor Campbell to lead the counselling service. The Board engaged Jackie Burke Consulting to undertake a full review of our clinical model, and Eleanor and her team are now working on embedding that model. We also welcomed new counsellors in Natasha, Jo-Roxy and Dasha. We said farewell to Karen and Theresa who had been with us through some very challenging times at the peak of COVID, and we wished them all the best for the support they had given to women in our community. We have seen an increase in the demand for our counselling service, as well as increased complexity of issues for the women who present, but Eleanor and the team have worked hard to strengthen our sector and stakeholder relationships, and the Cottage is recognised for the quality service it is providing.

The Cottage could not have continued without our indefatigable Sandra von der Heyden, who has been the glue that held us together at times, and on behalf of the Board, I extend my deepest thanks to her for the work she puts in to make sure everything runs smoothly. She was assisted during the year by the fantastic Anna Kim from John Ferguson Accounting. Big thanks to all of those who keep us on track so efficiently.

We said goodbye to three long standing board members, Gaby Munro, Jono Spragg, and Jennifer Quincey and I would like to thank them all for the contributions they made to the Cottage, particularly in the last few turbulent years. Jenn's pragmatic approach as Treasurer served us very well, and Gaby's insights and wisdom deepened our Board's thinking on many issues. We also appreciated her work as Secretary, a critical but often thankless task. Jono helped us move more into the digital age with our fundraising and IT support, and brought his connections with the local business community. You are all missed.

After an external recruitment process, we were fortunate to find Geraldine Campbell, who agreed to be our new Treasurer, and Fiona Crockett, who brings a wealth of experience, and both joined the Board. Thanks also to continuing board members Whitney Brennan and Sarah Camilleri. We finally mastered the hybrid board meeting with the help of some new hardware funded by DCJ!

The Cottage is in a strong financial position, and looking for new opportunities. We can only operate thanks to many supporters, our main funders being Waverley Council, who provides our subsidised premises; DCJ and Department of Education who partially fund counselling and the childcare service respectively; and the Federal Government and its Family Safety grant programme. We are fortunate to have many other supporters like the Rose Bay Rotary Club, and other donors, including the Finger Family Foundation. We thank all of our supporters, and are proud that we have stuck it out as a true community based organisation that supports families in our local area.

We look forward to meeting newly elected MP for Wentworth Allegra Spender in the coming year, to discuss the opportunities to better meet the needs of our local area, with a focus on women experiencing family and domestic violence, and capacity building in families. A key challenge is bringing together local, State and Federal support to meet the actual needs of our local area, but early signs are promising under Allegra Spender's leadership.

I am excited to say that we are going into our next strategic planning phase off a strong base, and looking for ways we can better serve our community. Stay tuned!

SUSAN PRICE
Chairperson



TREASURER'S REPORT

I am pleased to report another solid financial year for Bondi Beach Cottage. Despite a small deficit, we are satisfied with this result and the direction Bondi Beach Cottage is heading in.

Income for the 2022 financial year was \$1,003,522, a slight decrease on the prior year (\$1,133,467). Expenditure for the same period this financial year was \$1,010,402, also down on the prior year (\$1,024,652) leaving a deficit of \$6,880.

Grants and childcare fees make up 96% (\$967,772) of our income. I wish to acknowledge the support of our funding bodies, NSW Department of Education, NSW Department of Communities and Justice, Australian Government Department of Social Services and Waverley Council.

I would like to thank all our donors, including The Finger Family Foundation, The Myer Community Fund, Bunnings Rose Bay, The Rotary Club of Rose Bay, The Sebastian Foundation, Brown Sugar Restaurant Bondi, and the Verity Family Trust. Donations to Bondi Beach Cottage are invaluable as they provide us with the opportunity to upgrade our facilities and expand our service offering in areas such as parenting groups and client brokerage.

Staffing expenses account for 80% of our overall expenditure, an investment which is reflected in the quality services our clients receive. The remainder of our expenditure is on operational costs such as utilities, rent, supplies and equipment.

My thanks to the Board and all staff members for their dedication and hard work. I would also like to thank outgoing Treasurer Jennifer Quincey for all her hard work over the years. Special thanks to our bookkeepers John Ferguson and Anna Kim who have overseen our finances for the year.

Meagher Howard & Wright are the BBC auditors.

GERALDINE CAMPBELL

Treasurer



OPERATIONS REPORT

The past year has once again shown us that change is constant and the success of the Cottage relies on our resilience and our ability to adapt to changes. While the COVID pandemic continued to impact the way we live our lives, the Cottage prioritised the need to keep both our essential services operating while ensuring the safety and wellbeing of our staff as well as our clients, our children and their families. It is a credit to all involved that we did so successfully during such uncertain times.

We were fortunate to receive additional funding this year from both the State and Federal Government. This gave us the ability to conduct a service evaluation, enhance our cybersecurity and IT facilities, and complete some infrastructure projects and much needed refurbishment of our counselling rooms and office space. Most importantly, it allowed us to increase and support the delivery of our counselling service.

A huge thank you to our volunteer Board members, under the leadership of Susan Price, for their guidance and the trust they show in us every day. Their diverse skills, expertise and professional experience provide a balance of strategic and operational management, ensuring the financial viability and community focus of the Cottage.

Three of our long-term Board members – Gaby Munro, Jono Spragg and Jennifer Quincey – resigned during the year. Their impact on the Cottage has been enormous over the years and I'd like to thank them for their commitment and their amazing support of all the staff and the work we do.

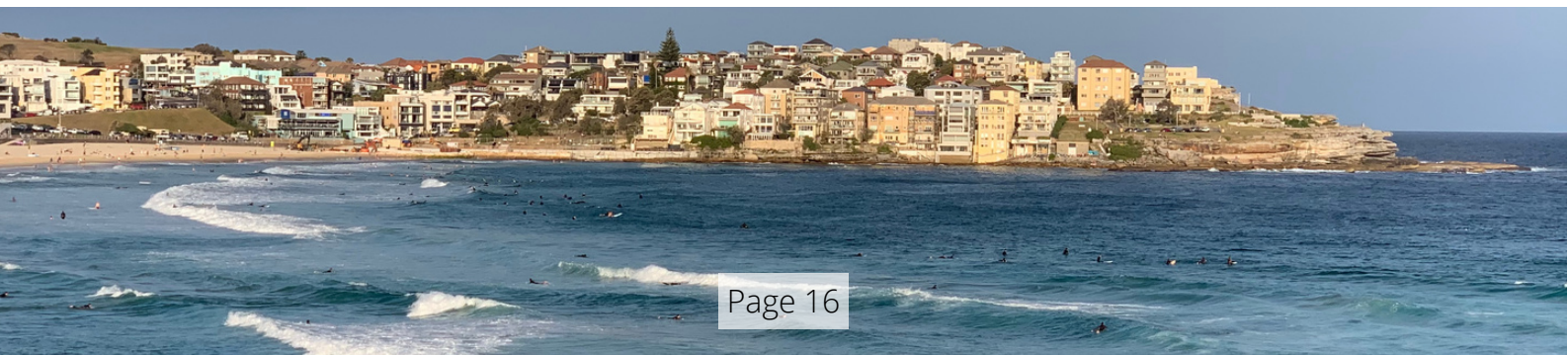
Sadly, we also farewelled Marie Moury, our Childcare Coordinator, who returned to France in December. While she was always going to be a hard act to follow, Andrea Pena Rojas once again stepped in as she had done previously during Marie's maternity leave. Andrea capably took over the reins of OCC, now on a permanent basis. While COVID, staffing issues and the lead up to the Assessment & Ratings posed significant challenges, Andrea admirably continued to remain calm and focussed and achieved a seamless transition. Special thanks also to all the OCC educators who worked tirelessly throughout the continuing challenges of COVID.

Eleanor Campbell joined us in August as our new Family Support Services Coordinator. She successfully formalised our counselling model, along with consultant Jackie Burke, and increased the exposure of our service through the network and the broader community. I'd like to thank our counselling team - Natasha, Dasha & Jo-Roxy - for their professionalism and their camaraderie which helps to lighten the load when needed. The invaluable support they provide their clients is remarkable often under such difficult circumstances.

Finally, an enormous thank you to our bookkeeper Anna Kim for her diligence and dedication. She is always super dependable and helps absorb many stressful situations. Anna has helped make the task of managing many complex grants this year much less arduous.

While there were many challenges, we can proudly reflect on our many achievements this year. Changes will no doubt continue over the next 12 months. I look forward to preparing for and embracing the changing future of the Cottage while continuing to assist in making a positive impact in our community.

SANDRA VON DER HEYDEN
Operations Manager



ACKNOWLEDGEMENTS

We would like to acknowledge and thank our major funding bodies:

NSW Department of Education

NSW Department of Communities and Justice

Australian Government Department of Social Services

We would also like to thank the following donors for their generous support:

Waverley Council

Woollahra Council

Myer Bondi Junction

Myer Eastgardens

Bunnings Rose Bay

The Sebastian Foundation

The Finger Family Foundation

Verity Kelly (Kelly Family Trust)

The Rotary Club of Rose Bay

Brown Sugar Restaurant Bondi



FSS REPORT

For those who have not met me before, my name is Eleanor Campbell and I am a feminist and critical social worker and until very recently, a Bondi Beach local. I was very excited to be appointed to the role of Family Support Services Coordinator in June 2021. As well as coordinating the team, I practice two days per week as a counsellor.

"It feels so good not to be alone,...,that other people have been through what I have been and that services like you exist"

There have been significant changes in the family support services this year. We find ourselves rejuvenated and refreshed although sadly, the extent of violence and control experienced by women has not changed. Indeed, lack of social change in attitudes towards women and pressures of Covid-19 as well as efforts to raise awareness about DFV has resulted in continued increase in women seeking support for DFV. We also know that Covid-19 has had a huge impact on women's mental health with differential caring demands for women struggling with roles as carers and employees.

Over the year we said goodbye and sent our best wishes to our counsellors Teresa and Karen who have both gone into private practice. These counsellors coped admirably under the pressures and complexities of working from home while delivering services to an increasingly vulnerable group of women.

I was very happy to welcome new counsellor, Natasha, in November 2021 and she and I had a very busy time handling a high caseload until Jo and Dasha came on board in February 2022 to form our new clinical counselling team. We now have four specialist DFV counsellors in the team with incredible diversity of personal and professional knowledge and experience. Since February, we have managed to maintain a consistent level of service to meet the demand.

With the help of trauma specialist and psychologist Jackie Burke, we have completed a review of the clinical practice model and introduced a new Clinical Manual. This manual has important implications for ensuring our clients receive a high quality of therapeutic support and that our counsellors have appropriate management of the vicarious trauma that is inherent in the work that we do.

"The information you gave helped me to separate relationship issues from abusive behaviours."

The service provides free, short to medium term counselling for adult women who have been subjected to domestic and family violence. Trauma specialist counselling is feminist, strength-based and client centred with intention to provide internal and external safety and coping skills using a Stages of Trauma and Recovery model. We have expanded our offering to provide expert clinical advice and support to allied and non-allied professionals and other supporters who are responding to violence against women in our local areas and we have continued to provide education sessions, including Responding to DF&SV, and working as a trauma informed organisation to groups by request. This year we ran sessions for Mum for Mum, Kingsford Legal Centre and for non-specialist staff at BBC.

"I honestly don't know how I would have made it through that dark period without your support and guidance. I will forever be grateful to you and Bondi Beach Cottage."

With the support of Waverley Council, we continue to provide generalist counselling services to women in the local area who are otherwise unable to access counselling. With the support of the Department of Social Services we have continued to provide counselling and support to women preparing to return to the workforce, including subsidising child care for job seekers who cannot otherwise access childcare subsidies and access to one to one employment coaching with Psychologist Sally Felton from 'and Executive Coaching'.

Our provision of group activities has been limited during this period of change. We provided two terms of trauma informed yoga with specialist Sonia Scali which assisted clients to manage somatic impacts of trauma. Participants reported benefits but overall, women found it difficult to attend regular sessions. We have continued to work with Hope and Heal to provide women with access to peer support groups and it is likely that we will work towards finding more opportunities to provide women with access to peer support.

Other significant achievements of the year have been developing relationships within the sector and the Eastern Beaches and Suburbs area including: continuing to work with Waverley Council on improved integration of services working with women and their children, working with Woollahra Council to better understand prevention and response challenges for their LGA, participation in Eastern Suburbs Domestic Violence Network including my position on the Executive, participation in the Sector Development Reference Group for DVNSW, attendance at ANROW 2022 conference and DVNSW Annual Conference, meet and greets with Lokahi Foundation, Hope and Heal, Banksia Women, Wayside Chapel (Bondi), City of Sydney DFV network and many others. It is important for clients and for our self care that we work collegially and collectively and contribute to the sector.

Thank you to DCJ, DSS and Waverley and the BBC Board for your financial support. And special thanks to the caseworkers and specialists who provide both us and clients with support including: fabulous women at WDVCS, Lokahi, JNC, Staying Home Leaving Violence, The Deli, our local DVLOs, Keely at Banksia Women, Jackie Burke, Mel at Randwick Council, indefatigable Nicole at Waverley, and Vicki at Woollahra and to 1800FULLSTOP for providing excellent crisis support to our counsellors and our clients. And special thanks to Andrea and team for providing our clients with child care support and to Sandra for providing us with the operation support allowing us to do what we do best.



"My last session helped me to see myself from my own lens, not his."

The Bondi Beach Cottage Board has continued to provide in kind support to staff, listened fairly and wisely to our ideas and challenges and ultimately, allowed us to provide best practice service provision to our clients. And special thanks to the counsellors who are kind, wise, compassionate and so brave.

ELEANOR CAMPBELL
Counselling Coordinator

FSS CLIENT FEEDBACK

"No one has got through to me like you have. And the best thing is, I now feel like I can keep educating myself to understand myself and what's happened to me."

"I've been reaching out for help for 10 years. I feel like it's the first time I am getting that help and this is the right place. I thought I was going mad. When I finally found BBC I got help within 24 hrs and I realised what DFV is and how it has impacted me."

"She (the counsellor) was comforting and provided me with a great amount on knowledge and support to help me move forward. Would highly recommend - incredible woman. Thank you."

"I feel privileged to have accessed this wonderful service. The counsellor has treated me with kindness, care, compassion and respect. I am deeply grateful to her and the service for guiding me during a challenging time and for championing my right to safety."

"(The counsellor) has not only helped me with many different coping techniques & recognising behaviour patterns etc, but has also educated me with invaluable lessons that I will utilise for probably the rest of my life."

"Thank you, I feel 100x more able to cope with what has happened and appreciate the space & care Bondi Cottage have held for me as well as everything I have been taught."

OCC REPORT

After a year of unprecedented turmoil on a global scale, the new financial year was ushered in by a new wave of pandemic inspired uncertainty which brought with it new challenges, not only for Bondi Beach Cottage but for the entire Early Childhood Industry. It has been a great challenge.

Although the learnings of previous waves of the pandemic smoothed the road somewhat, the mandatory vaccinations, the variable and inconsistent isolation rules, the staff shortages, and more ongoing challenges made it incredibly difficult.

It is increasingly evident that our sector has become particularly adept in navigating uncharted waters, and despite the stress and strain, maintains an unwavering commitment to the children and families we support.



This is my first annual report as a Child Care Coordinator, my first experience in this role, and I want to thank Marie who resigned from the Child Care Coordinator position in December 2021, she trusted me, taught me everything I know, supported me through the transition, and left me with the responsibility of leading the amazing OCC team. Many thanks to Sandra who has always been a great support to me, always being available when I need her. Thanks to all FSS staff for their continuous hard work with the women they supported and making sure we continued to provide their client with childcare and support them with additional subsidies when needed. Thanks to Anna for her endless work and help and commitment to OCC running.

Bondi Beach Cottage currently employs 12 OCC staff members including permanent and casual Educators.

The Centre can only be as great as the staff that it employs. I would like to thank the staff for their incredible

dedication to their work, through the good times and the tough times. I would like to thank Lina for her continued role of educator. She has dedicated over 18 years to this Centre, a real achievement for someone working in this sector. Also, many thanks to Ania who stepped up in the Educational Leader and 2IC position from January 2022 and Sally our Room Leader who have been the glue that keeps the team together.

Thanks to the whole team, who has been incredible, doing a fantastic job of taking care of the kids and amazing support to me.



As part of our budget over the past year, staff have continued to receive professional development training in many areas e.g. First Aid and CPR, NQF, programming, children's behaviour, child protection, Safe Sleeping etc. The Centre continued to have students from different schools this year. This not only prepares the next group of workers for the industry but helps our educators to be able to teach others, thus honing their skills.

Utilisation during the year was just great, lots of families used the Centre and lots more are on the waitlist to enrol. We have had full capacity almost every day with very stable families, even those using the Centre on a casual basis.



We continue to work with an officer of the Department of Education to transition to the Assessment and Rating System for the service to be “in-scope”, we have been working on the self-assessment tool and had 3 visits of the officer where she was able to check policies, procedures, practices, programming, planning cycle and staff qualifications/training. We did well, with only a couple of minor things coming up. We as a team are continually working on ways to improve the quality of our service. We have been informed that the A&R visit will take place from October to December 2022.

Despite the challenges and uncertainty of 2021-22, we remain committed to, and confident in the way forward for our sector. I am extremely proud of what has been achieved throughout the period.



As a non-for-profit organisation we keep investing in the children's learning with many resources; we renovated our indoor area with new furniture and purchased new equipment for the outdoor area. We look forward to new planning and improving our physical environment and our educational program in the coming year.

Lastly, I am sincerely grateful to our Board members for their invaluable support, for their confidence and trust and to all families. Without their continued support, cooperation, trust and valued input we would not be where we are as a Centre today.

ANDREA PEÑA ROJAS
Child Care Coordinator

OCC FAMILY FEEDBACK



"You are his second family away from home. You were there for him, through the thick and thin from day 1. You were there for me too. I will never forget it. I can't describe how lucky we all feel to have found you. The three of us learned so much from all and each one of you. I would like to truly thank you for the patience, guidance and good care."

"To all the lovely staff at Bondi Beach Cottage, I wanted to send through a big THANK YOU to you all for your ongoing care and efforts looking after our little ones during these extremely challenging times. I want to thank you so much for continuously being there for us. It means so much to me and I know how hard it is. That's why I wanted you all to know how thankful my husband and I are. You are brave and we love you all."



"To all the amazing staff at BBC, please keep your spirits high as we are right behind you at this difficult point in time. We value your hard work and devotion to our children more than you may ever know... Our children's endless happiness at BBC means the world to us and we are fully aware that all of you make that happen. Without you we would be lost. Please know that your efforts are not going unnoticed, and we have a huge amount of appreciation for everything you do for all our families at BBC. "

OCC FAMILY FEEDBACK




"So great to see F's confidence blooming, you are helping her so much. Love this! Thank you so much for the lovely pictures and updates and all the great communication between parents and the Cottage!!"

"We just wanted to send a note to say a HUGE thank you for continuing to do such a fantastic job during these difficult times. The dedication and care that you provide for the children is so wonderful and admirable. It has been such a comfort to have your stability during this time and so important for L. to maintain a consistent routine. It is lovely to leave L. in such loving and capable hands. L.'s social confidence has definitely benefited from the safe and nurturing environment that offer at BBC. We are so very grateful. Thank you so much."



"S and I are eternally grateful for everything the BBC team have done for both A and us over the past 2 years. It has been such a joy watching A. flourish in the amazing environment that you all create day in day out. We are constantly moved by the genuine care each team member has for our cherished little girl and other kids and it has been such a pleasure and support to have had this experience with you. We hope it is not our last. Thank you from the bottom of our hearts."



"We don't know where we would be without you! You have been such a big help to our family and we appreciate all the love and care you have given to F. and J.

Looking after young kids is not an easy job! Your warm smiles in the morning and always taking time at the end of the day to chat means the world. Thank you for everything."

"Thank you so much for creating such caring and memorable learning experiences for our daughters... We really appreciate all that you do, educating and caring for children of all ages is incredibly challenging but you all always have a smile on your faces and are ready to accommodate all the needs of the children at the parents' request."