

Over the past 10 years I have been lucky enough for all 3 of my children (Charlie now age 10 and my twin girls Ruby and Olivia age 4 who are in their final pre-school year) to attend Tots to Teens Community Childcare Centre.

From day one, as a very overly protective and anxious first time mum, Vivienne and her amazing team have provided an incredible amount of support to myself and my family, allowing me to return to work confident in the knowledge that my children were so well cared for, which was and still is everything to me.

The genuine affection and concern that the staff show my children is what truly makes Tots to Teens my children's "home away from home". They have thrived in this environment and I can not stress enough what a wonderful, caring and nurturing learning environment this and I know it is rare to find a child care facility with all these outstanding qualities.

When I arrive to collect the children, the staff always make time to tell me little details about my child's day, who they have played with, new skills learnt and simply just what kind of day they have had. This, together with the written reports on their progress and skills is an example of the amazing communication they provide to all parents. Each day I hear stories from my girls about the fun they have had which is always reinforced with photos and stories their teachers share with us. Their structured learning program and activities address their education needs as well as their emotional and social wellbeing which in my opinion is equally important.

My twin girls are confident, individual, social, happy, little 4 years olds and I feel that all the teachers and caregivers of Tots to Teens have contributed massively to this and prepared them for their transition to "big school"! I couldn't speak more highly of all the staff at Tots to Teens and will always be grateful to them for what they have given to my children. Their professionalism, dedication and care is what makes this place truly outstanding.

I really do believe that caring for children is the most important job in the world and they really should be acknowledged for being the very best at what they do.

Signed.....



**Joleen Cowan**