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ABN: 99 144 839 172 Telephone: 1300 366 807

1/6, Simcock Street

Somerville, Vic 3912 Mobile: 0418 389 170

[www.teacherrelief.com.au](http://www.teacherrelief.com.au) Email: info@teacherrelief.com.au

I would like to introduce myself. My name is Nicky Ostrom and I am an independently owned teaching agency – Teacher Relief Services. We supply casual relief teachers and Education Support Staff to the Mornington Peninsula, Casey and Gippsland region. I am an owner operator and my background includes 20 years of teaching before purchasing the agency in 2010. I have many teachers on my books who are all carefully selected through an interview process and I personally select every teacher for each position placed with emphasis on compatibility of the school, experience and knowledge of the position required. I am available to come out and introduce myself and expand on any questions you may have. I have attached our introduction letter and the only cost to your school is $3.00 per hour per teacher. We are responsible for the entire payroll, superannuation, work cover expenses and all ongoing registration of our teachers. We are designed to make it easy for schools to make one contact and have all their relief needs catered for. We have 50 schools which use our service and you are very welcome to reference check us with any of these schools.

Please see below I have attached a handful of names and schools if you would like to contact them regarding our service.

Woodlands                         Principal: Matt Gallagher                                    9788 8333

Lyndhurst Assistant Principal: Elaine Lesiuk 8768 6700

Chelsea Heights                 Assistant Principal: Pia Licciardo                9772 4139

Pearcedale                          Assistant Principal: Jeff Mead                     59 786 590

Courtenay Gardens         Acting Principal: Marg Sheppard                5995 7139

Ballam Park                         Principal: John Mace                                    9772 4139

Lynbrook                             Assistant Principal: Graeme Vance           8787 5390

Cranbourne West            CRT Organiser: Liz Hopkins                          5996 2878

Kananook Principal: Michael Block 9786 6066

Nar Nar Goon Principal: Fran Van Lambert 5942 5311

Crib Point Principal: Tina Coumbe 59839 282

Rye Principal: Lachie Featherstone 59852 363

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To whom it may concern,

We would like to introduce you to our agency and highlight the benefits we can offer you by working with Teacher Relief Services Pty Ltd (Teacher Relief). Our service is used in a variety of ways as required, with no exclusivity involved. We can be used as a backup facility after calling your regular replacement teachers or you may prefer to have Teacher Relief Services manage all your replacement needs through our comprehensive employment service.

The following points are provided for easy reference:

* Our 1300 366 807 phone number is available to you 24 hours a day for the cost of a local call.
* We have a bank of quality casual replacement teachers (CRTs) and a database system that ensures the best possible replacement is sent at all times. All our teachers are required to undertake an interview and are selected accordingly based on referee checks.
* We offer a complete payroll/administration service that removes hours of work from your office staff.
* We send invoices out on Fridays for teachers employed during the week and ask only that you clear your account within ten days.
* All casual replacement teachers are VIT registered with police checks.
* Each CRT has a lanyard that clearly states their VIT number and photo id. They are also required to carry their VIT card on them at all times.
* Vacant positions are carefully and discreetly filled, using database information provided by casual staff as they register with our service. Schools that regularly use the service are also welcome to approach any teacher for contract employment without obligation to Teacher Relief.

**Cost Structure**

Teacher Relief is a user pays service. Our charge rate is currently set at $481.60 per day (plus gst). This includes all CRT payments – gross wage, superannuation, tax, workcover plus an administration fee of $3 per hour, which equates to only $18.00 per day costing for the school per teacher.

Our charge rate for Education Support Staff is currently set at $255.16 (plus gst).

**How to Make Bookings**

We have an online booking system called Inet Allocations which provides all schools with opportunity to hand select the teacher of their choice plus the days and times required. At any time this can be viewed to check on current and future bookings.

You are also welcome to call 1300 366 807 any time; or you can email for bookings as well as feedback/communication.

At 8am every morning we provide a booking report which includes all details of your bookings for the day.

**Terms and Conditions of Service**

Teacher Relief does ask you to be aware of several conditions under which we prefer to operate:

* If Teacher Relief sends a CRT to your school that you haven’t employed before, there stands an obligation to re-employ that CRT through the agency on subsequent occasions.
* Your school is welcome to approach any CRT for subsequent work, however please advise the agency the same day.
* Your school is welcome to approach any CRT for contract positions, but noting that all contracts to the total of 30 days will still be conducted through the agency. Any contracts extending more than 30 days can be issued through the schools central payroll system. Please notify the agency as soon as possible if you need a teacher for any longer period of time.
* Cash flow is vital to our success. We ask that you adhere to our ten day payment system.

**General Notes**

Teacher Relief is a full employment service with all CRTs being employed by the agency. We pay superannuation, PAYG tax and hold policies for workcover, public liability and professional indemnity insurance.

Teacher Relief relies on feedback to help match the best possible CRT to your school. Please feel free to ring or email at any time to discuss any CRT issue you may have.

The earlier you get your bookings in the better, particularly if you have specific CRT requests. We rely upon our database to carefully select teachers you may prefer and wish to use regularly.

We have an answering service for busy times and sometimes during the day. We can return your call to let you know we have your booking listed if you wish.

We begin making calls out for bookings at 7.00am and up to 9.00pm in the evening. If we can’t help you with a booking we will let you know as soon as possible.

In 2019, 2016, 2014, 2011 and 2010 Teacher Relief won the **Australian Business Quality Awards** which was an award presented for Excellence in customer service. We received an overall score of above 95% which placed us in the highest possible bracket achievable. The highlighted categories were:

* Understanding of school needs and a personal approach
* Nothing is a hassle
* If there is a complaint it is fixed promptly according to the needs of the individual school
* Outstanding follow up, rapport and effort.

In **2019** we won the **National Australian Achiever Award** for Excellence in Customer Relations. This was achieved across seven different categories – Time Related Service, Client Needs, Care and Attention, Value, Attitude, Communication, Referral and Overall Perception. We scored an aggregate of **99.47%.**

We pride ourselves on the high level of service we provide to schools and we would love to be able to assist you with your relief requirements also.

***Nicole Ostrom***

***Teacher Relief Services Pty Ltd***

***1300 366 807***