

Professionalism

The Teacher's Connections is committed to delivering high-quality services and professionalism in every interaction. Families rely on us to provide dependable tutoring and care, and we strive to exceed expectations consistently.

Our Expectations

We Are Punctual and Reliable

- We arrive on time for all scheduled sessions and notify families or tutors promptly of any unavoidable delays

We Communicate Clearly

- We maintain open, honest and respectful communication with families
- We respond to messages and queries in a timely manner

We Respect Privacy and Confidentiality

- We protect personal information of children, families and tutors
- We share information only with authorised individuals and when necessary for care or education

We Pursue Continuous Improvement

- We pursue ongoing professional development to enhance our skills and knowledge
- We adopt best practices in teaching, tutoring and caregiving
- We seek feedback and implement improvements proactively

We Are Accountable

- We take action, including temporary suspension or removal, if standards are not met, to protect families' trust and safety
- We are committed to inspiring confidence, respect and trust in every interaction.

Booking Policies

Tutoring: We note that if a session is cancelled within 24 hours of the scheduled time or if there is a no show, the full session fee will still be charged, as this time has been reserved for you.

Babysitting: We note that if plans change after a booking has been confirmed, the booking fee will still be payable. If a babysitting session is cancelled within 24 hours of the scheduled time or there is a no show, a \$50 payment will also be required to cover the babysitter's reserved time.

