



Sample Franchise Owner - Rebecca Shaw

Owns a "Hubba Bubba" Childcare Centre

Profile

- Location: Toowoomba, QLD
- Employees: 9 educators, admin, and casual staff
- Years in business: 4
- Background: Former primary teacher turned business owner. Passionate about early childhood development and building strong, supportive teams

Business Goals

- Maintain National Quality Standards and receive positive ratings from parents
- Build a stable, happy team of educators
- Improve staff retention and reduce absenteeism
- Foster strong relationships with families and the community

© Challenges

- Emotional toll of managing burnout and distress among her educators
- Increasing pressure from regulations and audits
- Staff bringing personal issues to work without clear boundaries
- Lacks HR support from her franchisor to help her handle complex wellbeing concerns

Mindset

- Wants to be a good leader, not just a compliance manager
- Empathises with the needs of her staff but feels overstretched
- Feels isolated as a business owner and unsure how to "fix" people issues

Why Responder Care?

"I can tell when someone's struggling, but I don't always know what to do about it."

Workplace Wellbeing Quiz



Take this quick quiz to learn how your business is tracking