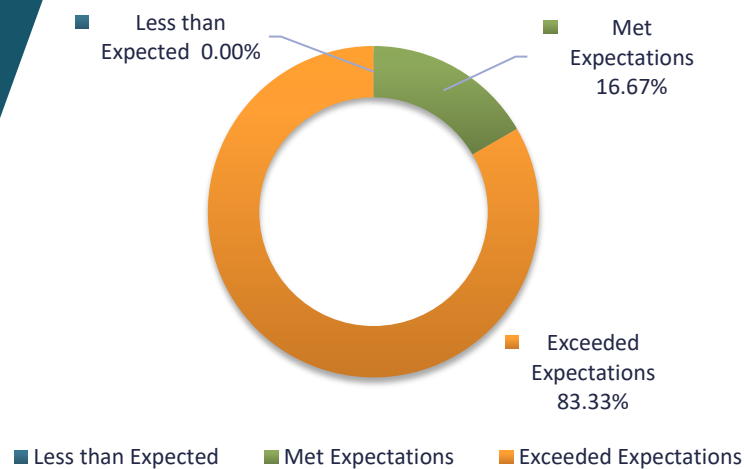


Family Day Care Survey Summary of Results

OVERALL VIEW

83%

83% of respondents indicated that the FDC service **exceeded** their expectations.



92% of respondents indicated they were **satisfied** with interactions that occurred between the FDC educator and their child.

92%

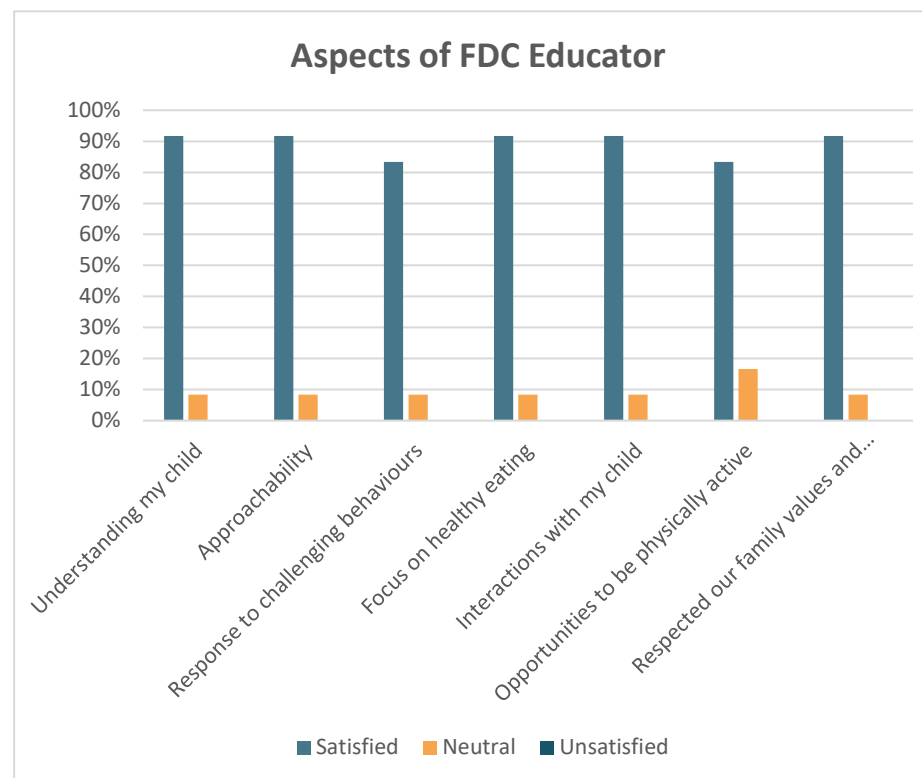
92% of respondents agreed their educator was **interested** in developing positive relationships with their families.

87% of respondents who raised concerns with their educator felt that it was dealt with **effectively**.

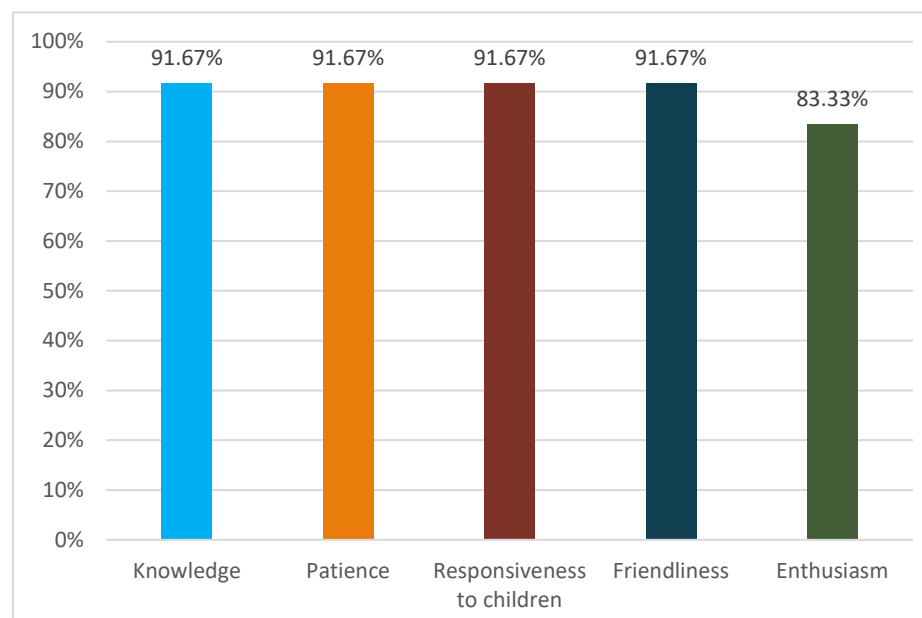
87%

OUR FDC TEAM

How you rated your experience with your FDC Educator



Demonstrated attributes as determined by you!



WHAT YOU TOLD US

The data received depicted strong user satisfaction however, respondents also told us that some had a less than satisfactory experience. **Our aim is for all users of Council operated Family Day Care services to have a high-quality education and care experience** and we have taken your feedback seriously.

We heard:



Families with children enrolled in this service value educators who prioritize relationships with both children and their families.

Family Day Care is a valued option for families living in the Golden Plains Shire.

We will:

Provide training opportunities for educators to assist in responding to challenging behaviours.

Ensure FDC Educators provide all children with opportunities to share their ideas, thoughts, and opinions in a respectful way.

Increase consistency around communication with families.



Thank you to all those 2022 users who participated in this survey. Your feedback will help us improve our Family Day Care services and to continue delivering quality early education to children across Golden Plains Shire. Survey results revealed strong satisfaction levels across key areas, and we look forward to working with the results to improve FDC quality and experience.