

A summary of results from the 2016 Early Years Satisfaction Survey

A MESSAGE FROM COUNCIL

Thank you to all those who participated in the 2016 Early Years Survey!

Your feedback will help us improve our service.

Council is very pleased that the survey has revealed strong satisfaction levels across all key areas, and looks forward to working with the results to create an even better community service.

ABOUT THE SURVEY

The Early Years Survey was conducted between June and August 2016 to gauge service satisfaction levels with current and past users of Golden Plains Shire Council's Early Years services. These services span:

- Bannockburn Children's Service
- Family Day Care/In-venue care
- Inverleigh Kindergarten
- Inverleigh Occasional Care
- Meredith Kindergarten
- Rokewood Kindergarten
- Teesdale Kindergarten.

SURVEY PARTICIPANTS

78 users participated in the Survey – 97% of these are current users. 17% of participants have been using the service for five years or more, and 7% for under six months. The remaining 73% is comprised of users who have been with the service between six months and four years.





60% of surveys returned were from users of the Bannockburn Children's Service.

85% of the surveyed families indicated their children are between two and five years old.

RESULTS – SUMMARY

WHAT WE'RE DOING WELL...

Results indicate strong customer satisfaction in:

-  Service delivery
-  Facilities
-  Programs
-  Educators
-  Family involvement
-  Orientation process
-  Nutrition
-  Fee schedule

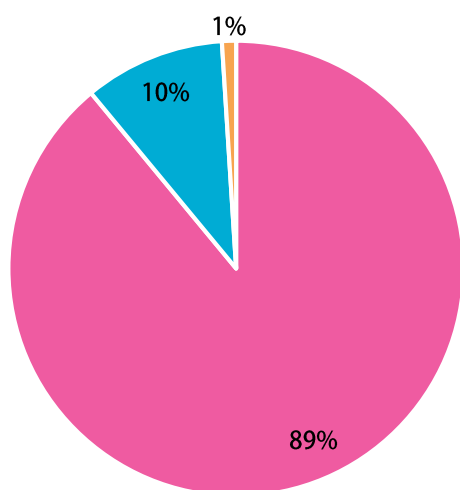
WHERE WE CAN IMPROVE...

The survey identified opportunities to strengthen current services – some of these included:

- Creating more opportunities for parents and carers to obtain clearer information about their child's day at pick-up
- Improving processes and communication related to responsiveness and children's behaviour
- Exploring opportunities for increased family involvement in services, programs and events
- Streamlining orientation and enrolment procedures across the services
- Providing more clarity on payments and booking procedure.

Please turn overleaf for a snapshot of some of the survey data.

SERVICE DELIVERY



■ Very good or good ■ Fair ■ Poor

89%
RATED THE OVERALL
DELIVERY OF THE SERVICE AS
'VERY GOOD'
OR
'GOOD'.

97%
'STRONGLY AGREED' OR 'AGREED'
WITH THE STATEMENT:
*"I feel that my child is safe
at the service".*

82%
'STRONGLY AGREED' OR 'AGREED'
WITH THE STATEMENT:
*"If I have a question or complaint, I feel
comfortable about approaching
the service".*

FACILITIES

99%
RATED THE FACILITIES AS
'VERY GOOD' OR 'GOOD'.

95%
'STRONGLY AGREED' OR 'AGREED'
WITH THE STATEMENT:
*"The environment is inviting
and stimulating".*

95%
'STRONGLY AGREED' OR 'AGREED'
WITH THE STATEMENT:
*"Children are provided with a safe and
well-maintained indoor space".*

95%
'STRONGLY AGREED' OR 'AGREED'
WITH THE STATEMENT:
*"Children are provided with a safe and
well-maintained outdoor space".*

EARLY LEARNING AND CARE PROGRAMS

92%

RATED THE OVERALL PROGRAMS AND ACTIVITIES AS
'VERY GOOD' OR 'GOOD'.

76%

'STRONGLY AGREED' OR
'AGREED'

WITH THE STATEMENT:

*"I am regularly updated
about my
child's program".*

87%

'STRONGLY AGREED' OR
'AGREED'

WITH THE STATEMENT:

*"The service demonstrates
high quality early learning
and care".*

88%

'STRONGLY AGREED' OR
'AGREED'

WITH THE STATEMENT:

*"I feel that my child's
development needs are
being met".*

EDUCATORS

89%

RATED THE OVERALL
DELIVERY OF SERVICE AND CARE
PROVIDED BY THE EDUCATORS AS
'VERY GOOD' OR
'GOOD'.

86%

'STRONGLY AGREED' OR 'AGREED'
WITH THE STATEMENT:

*"I am made to feel welcome and the
service at all times".*

NUTRITION

78%

'STRONGLY AGREED' OR 'AGREED'
WITH THE STATEMENT:

*"The menu offers a good selection of
nutritious food".*

20% RESPONDED NEUTRALLY, AND DID NOT GIVE
POSITIVE OR NEGATIVE OPINION
FOR THESE STATEMENTS.

48%

'STRONGLY AGREED' OR 'AGREED'
WITH THE STATEMENT:

*"When a child is identified with food
allergies or dietary requirements, the
service accommodates for this
appropriately".*

52% RESPONDED NEUTRALLY, AND DID NOT GIVE A
POSITIVE OR NEGATIVE OPINION
FOR THESE STATEMENTS.

Note:

This data is representational of survey participants to whom the 'nutrition' component of the survey was applicable.

FAMILY INVOLVEMENT

76%

'STRONGLY AGREED' OR 'AGREED'

WITH THE STATEMENT:

"Opportunities are available for me to be involved in the service and/or its programs".

36%

'STRONGLY AGREED' OR 'AGREED'

WITH THE STATEMENT:

"I would like to be more involved in the service and its programs".

21% INDICATED THEY DISAGREED.

INTRODUCTION TO THE SERVICE

92%

RATED THE OVERALL ORIENTATION PROCESS AS
'VERY GOOD' OR 'GOOD'.

86%

'STRONGLY AGREED' OR 'AGREED'

WITH THE STATEMENT:

"I was happy with the levels of communication between myself and the service providers during orientation".

89%

'STRONGLY AGREED' OR 'AGREED'

WITH THE STATEMENT:

"The documentation I received as part of orientation provided me with the information I needed".

FEES

82%

'STRONGLY AGREED' OR 'AGREED'

WITH THE STATEMENT:

"The service payment policy meets my needs".

THE NEXT STEPS

The 2016 Early Years Survey is part of Council's annual Child and Family Services review. Findings will be used to improve service delivery and plan for 2017 and beyond.

FIND OUT MORE

If you have an enquiry about this report or would like to discuss the results, contact us on
P. 5220 7230 or E. enquiries@gplains.vic.gov.au