

Why do we ask families to complete Survey?

The National Quality Framework (NQF) was introduced in 2012 to improve education and care across long day care, family day care, preschool/kindergarten, and outside school hours care services.

The NQF includes:

- National Law and National Regulations
- National Quality Standard
- Assessment and quality rating process
- National learning frameworks.

Quality Area 6 – Collaborative partnerships with families and communities

- Standard 6.1 – Supportive relationships with families
- Standard 6.2 - Collaborative partnerships
 - Element 6.2.3 – Community Engagement - The service builds relationships and engages with its community

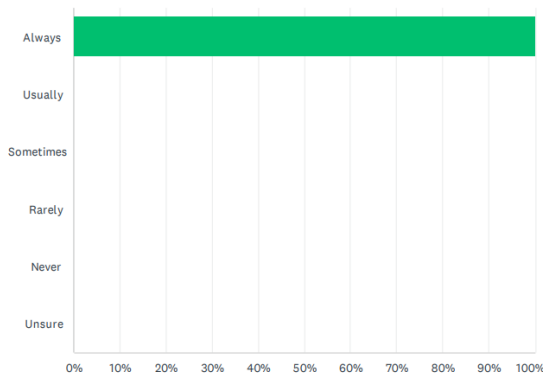
Positive Results – Family Day Care

POSITIVES

- ❖ *Paula has the utmost respect and care for the children and families. Health and safety and always a high priority and we have always felt confident in Paula's beautiful home environment.*
- ❖ *Melissa is AMAZING at her job and every child loves having her there! She has been the one educator in Lorne that has stayed around and kept routine in the childcare/occasional care department. This has helped our children feel comfortable and excited to go each week!*
- ❖ *We have been so happy and reassured sending XXXX to FDC with Laura, she is so loving, kind and creative. XXXX refers to her days at FDC as "my Laura days". We will miss Laura so much next year.*
- ❖ *The mud pit is always the highlight of the summer months. Paula let's the children take the lead and is always mindful of their interests and extending the opportunities to explore alternative possibilities.*

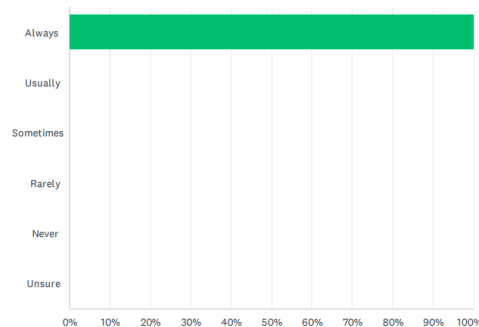
Q105 Does your child feel comfortable with the educator?

Answered: 29 Skipped: 366



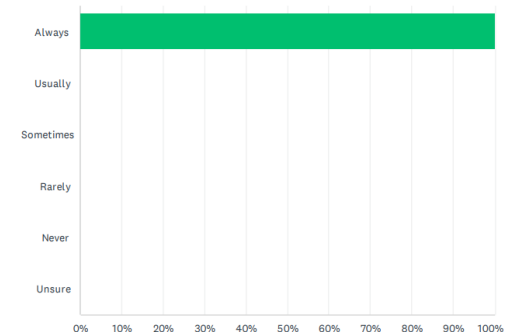
Q106 Does the educator make your child feel welcomed and included?

Answered: 29 Skipped: 366



Q108 Do you feel your child is treated respectfully?

Answered: 29 Skipped: 366



Improvements- Family Day Care

IMPROVEMENT 1

Use of Screen Time for children whilst at FDC

Q96: Are you satisfied with the balance of time spent in the educator's home, and time spent outside the home environment?

Hoping they will start to get out more now spring is around the corner. More excursions! I do find that the TV is on a lot, and I get it but I hope that changes in seasons and better weather!

Q97: Do you have any comments regarding your child's health and safety while attending Family Day Care?

I also feel like the TV is being used, and I don't know how long for, I don't pay for my child to sit in front of TV, I'd like them to be active instead

Steps to Improve :

Approval Form has been created and send out to educator on 5 October 2022 – this will be implemented by all educators prior to 19/10/2022.

Approval to incorporate TV, video, film, games and electronic devices into the education and care program.



Early Years Service—QA2.18 Use of Electronic Devices Policy

Surf Coast Shire Council is committed to ensure that Council maintains quality education and care programs that provides a safe environment when utilising electronic devices.

- TV, film, video and games will only be viewed that have a G rating from the Office of Film and Literature Classification or equivalent body.
- Educators will preview the film, DVD, music or video where possible.
- A film cannot be used in the program unless all families participating in the program agree to their child watching the film / TV show.
- Films and videos can be used as part of the program of activities.
- Educators will ensure all videos and films are suitable for the children's ages and that parent's permission has been given prior to viewing.
- Thoughtful consideration must be given to the content and message of the program, video or film before it is incorporated into a program.
- TV and videos will only be used as part of a balanced program of activities. They may be used to highlight a particular activity or interest in the program and documented accordingly.

I _____ (parent/guardian name), my child/ren _____

- ☐ Approve my child to have access to TV, video, film, games and electronic devices into the education and care program.
- ☐ Do not approve my child to have access to TV, video, film, games and electronic devices into the education and care program.

If approval has been given by parent/guardian, please tick the following TV, video, film, games you approve your child/ren to have access to:

◇ _____	◇ _____
◇ _____	◇ _____
◇ _____	◇ _____
◇ _____	◇ _____
◇ _____	◇ _____
◇ _____	◇ _____
◇ _____	◇ _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____ Date: _____

Improvements – Family Day Care

IMPROVEMENT 2

Shortage of FDC Educators, especially in Moriac, Bellbrae, Anglesea & Aireys Inlet.

'Please get more carers on-board. The Torquay community is desperate for more FDC availability'

Availability of days is very limited, makes it difficult. Our carer is only available Tues, Wed, Thurs.

'A great service which council should encourage especially in regional areas where there are not a lot of options. Hours should be extended'

'We just need more hours. Melissa needs more support. Its a lovely centre but the families of Lorne aren't accommodated with day care'

Not enough days and maybe a little short as well, however I understand how tricky it is for our beautiful teacher to extend her hours as she has her own family.

'I was very fortunate to get a position when I did and be able to add to my days when opportunity came up. I have many friends wanting to access the service so I hope more educators join the system'

Steps to Improve : Extensive recruitment drive at the start of 2023 – social media, Seek etc.....

Positive Results – Occasional Care

Q39: Do you have any comments regarding the Occasional Care service?

'Wonderful supportive service in which XXXX loves to attend'

'Wonderful Educators who are warm, friendly and amazing with the children. Facilities are great'

'The Occasional Care service has been excellent, it is just what I was after for my son to help build up his social confidence since being a lockdown baby'

'It's been an amazing year and I can't thank Mandy, Kate and Sharon enough! I'm sure you know how amazing they are but I just want to say they are spoken about in the community and we all treasure them'

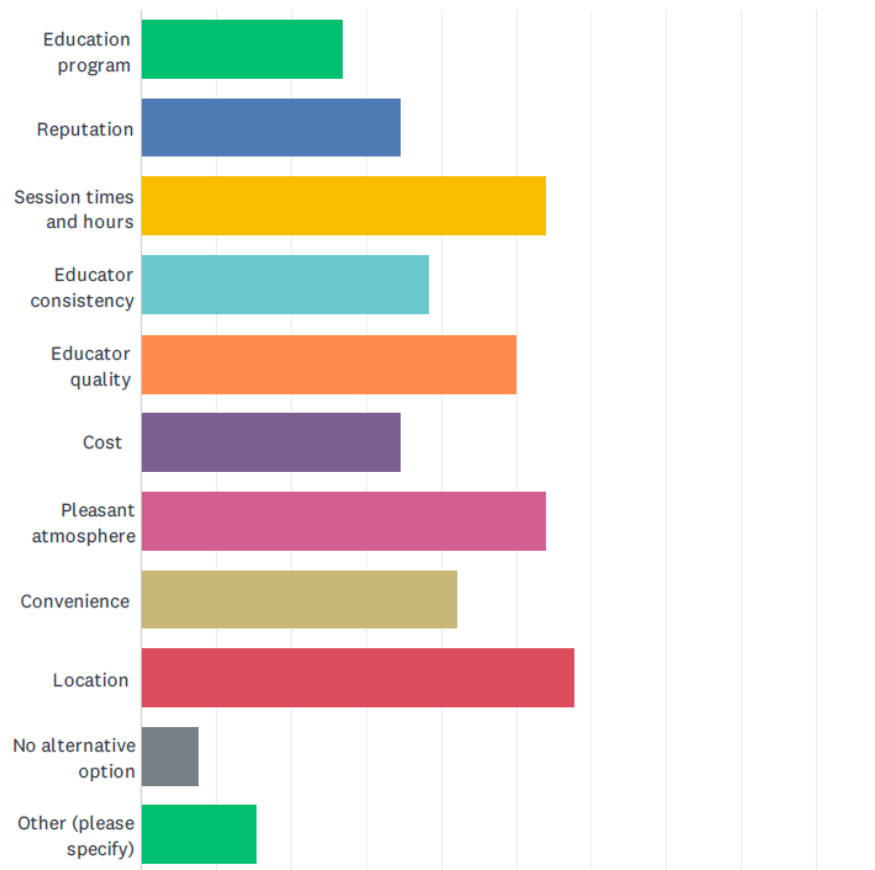
'It has been a phenomenal service for our family and we cannot thank you enough for the incredible care Sharon, Kate, and Amanda have provided our son. He absolutely loves it and has a very special bond with Sharon, we are very lucky to have such great educators. Thankyou!'

'Fantastic service!'

Positive Results – Occasional Care

Q29 Why did you choose to use Council's Occasional Care Service?

Answered: 26 Skipped: 369



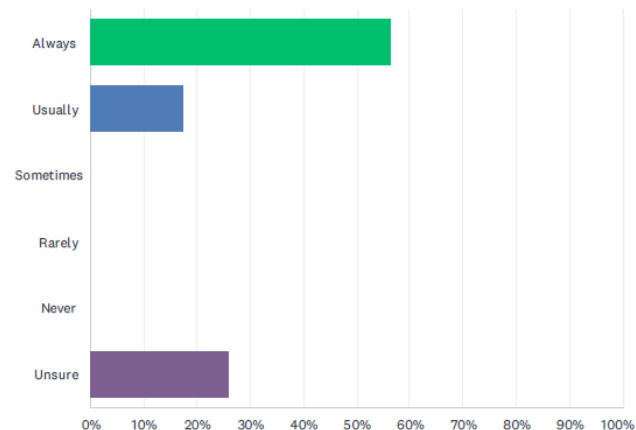
Improvements – Occasional Care

Improvement 1:

Make gender equity, cultural inclusion and disability awareness visible to families

Q35 Does the service promote gender equity, cultural inclusion and disability awareness within the program?

Answered: 23 Skipped: 372



STEPS TO IMPROVE:

- ❖ Training for educators
- ❖ Include into children's programs
- ❖ Promote this through communication to families
- ❖ Discuss at team meetings

Improvements – Occasional Care

Improvement 2:

Introducing and educating parents on using the Xplor App and debit success

The Xplor App was rolled out in early 2022 with positive feedback surrounding the photo updates from educators and read communication

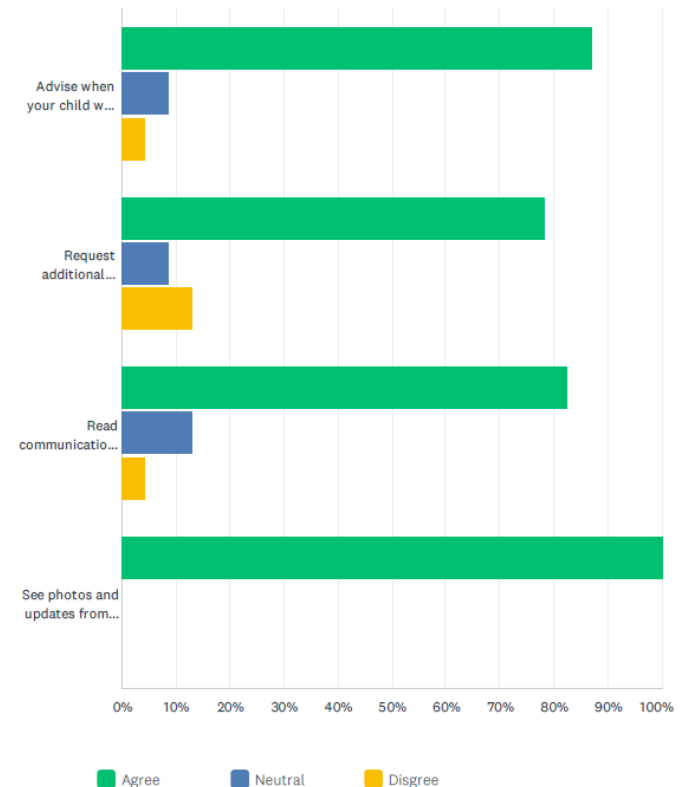
Next Steps –

Educating families on how to use the other functions, such as

- Requesting additional days
- Advise when children are sick
- Setting up direct debt to pay bills

Q38 Are you able to use the Xplor App to...

Answered: 23 Skipped: 372



Positive Results – Administration

Comments

'Brilliant'

'Customer
Service officers
have been
great to deal
with'

'Always so
helpful and
go above and
beyond'

'Excellent
service'

A staff member
remembered me
and my child's
name and our
special
circumstance.'

STEPS TO IMPROVE:

- ❖ Balancing out the administration tasks/roles across both Centre's to share the knowledge across the team, improve job satisfaction and staff efficiencies.

Parent Education Results

TOP 5 TOPICS OF INTEREST

1. Building resilient children
2. Behavioural strategies
3. School preparedness
4. Mental health for children
5. Children using technology

Top 5 things we are working on to improve parent education:

1. Re-engage with Regional Parenting Service (headed up by COGG) and advocate for more sessions to be run on the Surf Coast.
2. Continue our partnerships with BCYF to provide Tuning into Kids and Tuning into Teens sessions
3. Find more facilitators to run the above sessions
4. Seek feedback on what time of day was preferred and online v's zoom as this wasn't included in this survey
5. Continue to work alongside Child and Family Health team to align families interest and provide appropriate Parent Education

Positive Results – Kindergarten

Educational Program

Parents felt confident that our educational program was meeting the needs of children!

90% selecting Always/Usually!

93.3% of families feel the service promotes sustainability and repurposing!

Top 5 things most liked about the educational program:

1. Quality of teachers
2. Play based learning
3. Bush Kinder
4. Focus on Sustainability
5. Focus on diversity

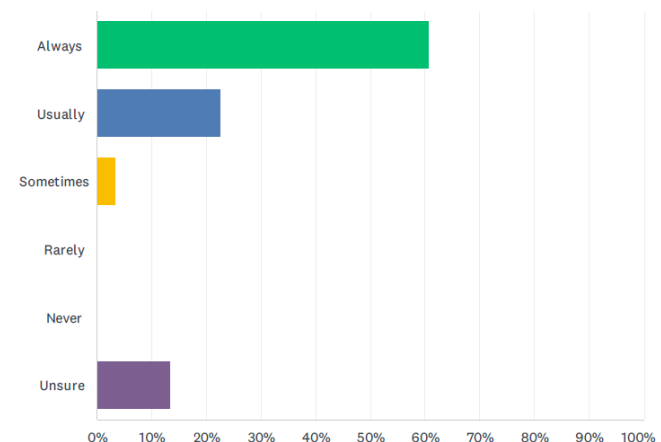
Q72 If your child attends Bush/Beach Kindergarten do you value this activity as part of the program?

Answered: 120 Skipped: 275



Q55 Does the service acknowledge and embed Aboriginal and Torres Strait Islander perspectives into the educational program?

Answered: 120 Skipped: 275



Families Comments– Kindergarten

The kinder program at Anglesea is an enormous asset to the community and we feel very fortunate that all of our children have benefited from it. They have been given the best possible foundations for their education and have started school as confident, adventurous and collaborative learners.

We are so grateful for our little one to have been a part of KMCC for her 4 year old kinder year. She has absolutely loved it! Everything has been fabulous!

My son has thrived since starting at Jan Juc kindergarten this year. There is not a day that goes by when he doesn't ask if it is a kindy day. His social confidence has gone from leaps and bounds - thanks to the amazing support of his educators. The mix of indoor and outdoor play keeps him motivated and he has learnt so much while having lots and lots of fun!

The educators are wonderful, they're highly engaged with the children and families and have created a nurturing and safe environment for my child to learn.

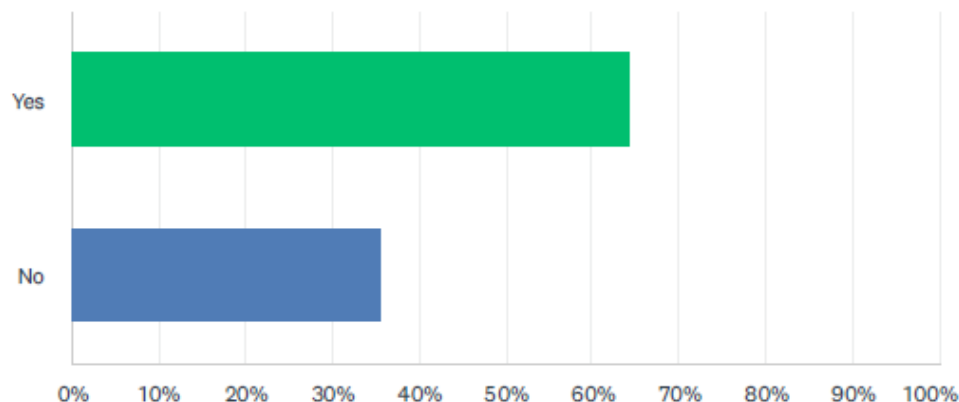
It's absolutely wonderful, children are at the centre of what they do, they are given a voice and lots of autonomy. The rights of the child are respected and valued.

Couldn't rate it any higher. It's fantastic!

Improvements – Kindergarten

Improvement 1:

Q47: Have you discussed your child's learning and development with an educator?



65% Yes

35% NO

While parents acknowledged the emails, newsletters and Educa posts sent to them (this was reflected in Q49) they still noted that 'discussing their child's learning and development' is seen as something that needed to be done face to face.

Next Steps –

- Implement a uniformed approach that is consistent with all services to actively discuss children's development using a face to face approach.
- Discussed at team meetings

Improvements – Kindergarten

Improvement 2:

Q76: Overall, do you have any comments on the kindergarten program?

Families believe that there should be more consistency between kinders/kinder teachers when its all under the Surf Coast Shire.

Next Steps:

- Improve consistency between the classes within the kindergarten programs so they are offering similar programs to children
- Improve understanding of programming information shared with families
- Provide a consistent approach to discussing children's development
- Presence of Team Leader at team meetings to open communication channels within the service