

Early Education and Care Services Family Opinion Survey

We have heard you! Term 1, 2020



STRENGTHS We had a great response rate of 1154 families across our 23 Kindergartens!

wyndhamcity

89%

of families are satisfied with the education program their child receives from their kindergarten service. (84% in 2019)



95%

feel that kindergarten educators and staff interact with your family in a positive and supportive manner (90% in 2019)



95% feel that the kindergarten educators and staff understand and respect your values and beliefs about how to raise your child (90% in 2019)



feel that educators provide opportunities for you and your child to learn about Australian Aboriginal and Torres Strait Islander people and their culture. (71% in 2019)

70%

96%

are satisfied when you leave your child at the kindergarten, they are in a safe, secure and well-maintained environment (93% in 2019)



91% are satisfied with the level of communication provided to you by your kindergarten (81% in 2019)

OPPORTUNITIES FOR IMPROVEMENT we have listened and will provide and support:



Further opportunities for you to be involved at your child's kindergarten and The Family and Friends Yarning Club



Connecting you with other community services and programs



Increased access to documentation (including observations, Storypark, planning folders, etc.) regarding your child's progress at kindergarten



More online interactive opportunities with your Kindergarten Educators

FAMILY TESTIMONALS

"Teachers are all friendly and assist parents with any enquiry. Really appreciate for providing remote learning pack for kids whose parents decided to keep them home during the pandemic"

"I love the way they are maintaining the level of education. Their home delivered kinder packs are excellent"

"The team have been doing outstanding job in providing Kindergarten sessions during the isolation. They have been making sure that the kids are not missing that part of their golden years. Kudos!"

"During this covid 19 pandemic, kindergarten educators have done an excellent job by providing the activity pack which has loads of information to keep our kids busy with craft, to keep them active etc. I absolutely appreciate all the effort that has been put in. Thank You"