



Customer Perception Survey 2016-17

Comments Only Report

The Yangebup Family Centre Inc -The Yangebup Family Centre

All comments received have been included below and are presented verbatim with personal identifiers removed.

Comments:

- Friendship
- A get together for our club
- Companionship
- Lovely, friendly & welcoming staff
- Children are more confident
- Helped prepare my child for kindy
- It has given my husband and I a much needed down time and support. Also given our daughter opportunities to make friends, build relationships and learn outside our home
- My daughter loves coming to Playclub. She loves [staff member] and the activities and being with other kids her age. I also really enjoy meeting other mums
- Very friendly staff. Nice affordable place which is safe, interactive & reliable
- Relaxation with other parents
- Great staff, activities, interacting with other people
- Made me feel part of the community. Provided opportunities for my son to play and socialise
- Being with other parents in the area as I'm from NSW and have no support
- Great for my son to socialise, and for me to meet other mums
- Great interaction with other babies - provided aid in separation anxiety with bub - she now plays at a distance rather than by my side all the time
- Socialising
- Company. Information on various discussions
- Allowed me to affordably socialise my child with other children of similar age
- Seeing my child interact with others & play outside in the water
- Community interaction
- Strategies / ideas for children at home to bring with them eg crafts food reading counting etc
- Interaction with other parents / meeting other parents
- Very informative & staff very friendly & always send / email class updates on

For further inquiries, please contact the Research and Evaluation Unit on 6551 8330 or research@dlgc.wa.gov.au.



Comments Only Report (Continued)

- kids activities in class
- Meeting people
- opportunity to meet local parents to create a parent network
- Better connection to the community
- Meeting new people. New friends
- The service gives us a very safe and caring space to play & meet friends as well as wonderful workshops
- A great, relaxed environment, socialise with other mums, skill learning
- Connecting without community
- Parent only pamper classes. Playclub
- Grandson very happy to come and has improved socially
- Meeting so many lovely people
- Confidence boost, growth of knowledge, meeting others and establishing strong relationships
- Introduced me to many beautiful families, meet new people, work closely to children
- Child enjoys coming, engaging with others & learning. Socialisation
- Socialisation for both mum and child. Ease toddler into kindy. Occasional care is fantastic
- Relationship with children & staff
- How to be more successful in my daily life and increase confidence
- Intractability and communication
- Given me confidence in my parenting ability
- More motivated, great ideas to connect with target customers & to strive for more
- Socialisation for child and meeting new people
- I can make others happy by sending them cards made by myself
- 1-1 time with my son
- Social friendly environment
- The fact I can craft, share conversation and know the ladies are wonderful at the crèche with my son
- Opportunity to meet new people and learn new skills
- Learning for my child
- An eye opener with the nutrition information
- Preparing healthy food for family. New ideas for meals
- Actual hands-on cooking
- My child was very shy, but he has come out of his shell and truly blossomed. He loves going to kindy and the teachers are great!
- opportunity for my daughter to explore a range of materials
- Social for child & myself
- First time I've ever had to deal with day care (I don't have children of my own - nephew attends here). Staff are great
- Helped with my kids' education. I've made new friends



Comments Only Report (Continued)

- Friendly staff
- More interaction with community, great child care
- Making new friends
- The crèche was excellent & staff, the admin staff is friendly. The women of world group is excellent
- Opportunity to meet other parents and for my son to meet new friends
- Went to a new mother's group. The DVD Safe Sleep Space was great, as was the presentation from a Library representative.
- Meeting new people in the community
- Loved the crèche alongside the play club facility. It was nice to have the 'community feel' at this centre too.
- My child is learning & making friends
- Location and service
- Convenience, utilities provided, location
- Introducing me to other local families
- Community interaction.
- How friendly and helpful the staff are.
- Providing a great community space to enable bringing health programs to the community.
- The staff were very helpful and accommodating. the use of the crèche and kitchen area meet our needs for providing food and a safe place for children
- Ease of planning and organising workshops knowing that the centre can provide good quality, affordable child care facilities and excellent facilities.
- Provides an opportunity to meet other families leading to further social opportunities and a sense of belonging in the local community.
- Helping my child develop socially, have confidence to make friends. Also an opportunity to meet other mums.
- increased my social network and assisted with child behaviour strategies
- A place to connect to others and do something for myself. The very cheap crèche facilities whilst I complete classes has been amazing
- Good days out
- Great location, friends, activities, everything
- We love Occasional Care at YFC and can't image what the past 2 years would have been like without it. Great staff, great programs and lots for the kids to do
- N/A
- We just love everything about the centre
- Thank you
- Great service, absolutely love it!
- The Yangebup Family Centre has a diverse range of services and is a great place to be involved in
- Has provided an excellent opportunity for my kid and I to cook and there has been a lot of preparations involved which is applaudable



Comments Only Report (Continued)

- I look forward every day to come to work to meet great staff, children and families, and be part of a great community and engage with many activities to support everyone
- Playgroup. Great service overall
- We love YFC and look forward to utilising their services over the coming years with our other children
- Great staff worth weight in gold
- Love this centre. My life is exceedingly better for having found this centre
- Thank you [staff member]!
- Please keep this service going!
- Great service. We need it to keep going
- Fantastic centre with lovely staff
- The materials provided in the sessions were valuable. I found the [service provider] to be below the standard I would expect. The mothers in the group weren't given a chance to bond until the third (out of 4) sessions because the [service provider] spent so much time talking about herself and her experiences (from 10 years ago and not in Australia). As a result the group has not bonded much beyond those sessions. I was fortunate in that the hospital I went to also provided Mother's Group sessions so I have managed to get some support from that group, but if I didn't I would feel very isolated in my experience. I do think the services here are valuable, and that as a new mum I will use them as my child gets older.
- The crèche was amazing with some lovely, caring staff and helpers. The play club possibly a little light on with teachers/help but otherwise a lovely centre and a great opportunity for the children to learn, develop and explore.
- Amazing centre with great staff and excellent programs, something for everyone.
- Staff make attending the centre a pleasure!
- The Year 3 Kindy program is fantastic. We also enjoy playgroup held sometimes on the weekends. The workshops have been interesting and helpful too and the staff and teachers are wonderful!