



## Customer Perception Survey 2015-16

### Comments Only Report

#### The Yangebup Family Centre

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

##### Comments:

- Networking with other mothers
- The staff and people that attend the centre
- It has helped improve my child's socialisation who hasn't been around lots of kids. But he is becoming more confident & has been helped with the warmth of staff
- Being able to have my children in care at short notice
- Happiness, making new friends
- Great service to introduce my children to more structured learning opportunity to interact with other children
- Help my children to interact with others and enjoy play time
- Meeting other mums & interaction with my children
- Got to communicate with kids my child's age
- Made my kids more social
- Meeting new mums
- Many opportunities for my child!
- Providing a hub for the community to come together
- Has given me the chance to have some me time whilst my child plays in the next room, at a cheap price
- My child is more sociable and looks forward to coming
- I feel connect as a part of the community
- Gave opportunity to discuss all types of topics
- The service has made the difference in that we now leave the house more than once a week, also making friends & learning
- YFC SAVED MY LIFE. I struggled with post-natal depression & was not aware I was suffering from it. I had a mental breakdown at beginning of & staff have been fantastic with suggestions & support & services such as crèche and craft
- Activities for young children
- Meeting new parents in area. Opportunity for child to play with different toys
- Mothers group & playgroup friends for mother & child
- Very supportive & friendly. Excellent services
- Feel a part of a group, have something to look forward to



## Comments Only Report (Continued)

- The staff are wonderful with my child
- Kids are more independent
- Gives me a break, very good and professional
- Eating health and meet you new people
- My child's confidence has grown a lot
- Social development of child
- Empowered me to take positive parenting strategies
- Meeting people I wouldn't have come in to contact otherwise
- Everybody is so friendly & caring
- My child being able to do indoor & outdoor play, interact with other children
- Provided confidence for my little boy
- Interaction with others for both myself & child
- Interaction with other children & following instructions
- Seeing my child's confidence grow
- Meet new mums and activities
- Peace of mind
- Confidence in my child
- Making my child comfortable around people
- Affordable childcare
- Friendly and staff always approachable
- Seeing my child so happy
- My child's confidence and skills she has learnt
- I had more time to do housework & shopping!
- Accessible, flexible, meeting needs
- My kids education in early years
- Introduced my child to a school environment
- My child was always so excited to attend 3yr old Kindy. The staff is the biggest resource. I was so grateful to be dropping of my child to an educational and interactive environment that he loved
- Happy to go to work, mentally and finically happier.
- meeting people, sharing ideas etc
- Being able to have time to myself
- My child loved everything about this centre.
- My child attends the pre Kindy program and he has learnt so much and really enjoys attending each week. The difference it has made to me is that I am more confident now about my child attending Kindy because he has had such a positive experience this year.
- How well they understand different kids and their needs and behaviours etc
- The service has offered a place for learning and fostering friendships for both myself and my child. The service offers a strong sense of community which was lacking before going there.
- Meeting other people with similar interests



## Comments Only Report (Continued)

- My child loves attending the kindy program he looks forward to Monday's! The teachers are great!
- helpers in the most needed time
- I needed occasional day care for my child. The staff were so welcoming and caring of him, making him feel right at home, calling me to let me know how he was doing. I was very pleased with how much he enjoyed attending, and how keen he was to return on future occasions.
- it helps prepare children for pre kindy etc whilst allowing freedom for them.
- An affordable day care service. A child who is extremely happy to attend 'school', love her carers and teachers and looks forward to her kindy and occ care days means I am confident that she is being engaged and has happy relationships with staff.
- The staff made the difference. The centre is nice a family orientated. The outdoors needs a bit more work but other than that the staff were just the most helpful women I have met and we just loved them and my kids loved them. Made the whole experience worth while.
- Staff are so helpful and consistent with their services
- Just very grateful for everyone's kindness & support. It has been lovely seeing my son learn & interact with other kids and also do a range of new activities
- Love this place!
- Staff was fantastic! We will miss her!
- We enjoy the centre & staff so very much!
- I really can't see that my life would be as great as it is without Yangebup Family Centre as a part of it
- More parenting courses please. Fee decrease with shortening of Playclub times next year
- Wonderful
- Creche staff fantastic
- I would like if the group leader was always well prepared for every session
- Staff are awesome, friendly & helpful
- Frustrating when there is not enough room for my child. Another room would be great
- Great service
- Thank you
- This centre would have to be one of the best I have seen.
- The programs that the centre runs are so varied and interesting that they really do appeal to all groups within the community.
- The staff is amazing and caring and take such great care of each and every one who enters it's doors.
- Great centre with amazing staff
- awesome, staff is brilliant.



## Comments Only Report (Continued)

- Would Love occasional care from 8.30am-3.30pm to give that bit of time to collect other children from school. Collecting my child before 3pm means I have to leave work much earlier that I ideally would.