



ANNUAL SURVEY REPORT 2018

Introduction

The Yangebup Family Centre is a community managed not-for-profit organisation that promotes connection and wellbeing in the local community. The centre is a cultural hub where children, families, individuals and seniors can embrace diversity and belonging. This survey was conducted online in August 2018.

The survey was distributed to centre users via email using the survey monkey tool. The survey was completed by respondents who use a wide range of activities and services at the centre. The most responses were received for **Children's Programs (57%), Programs for Young Children (44%) and Events (30%)**. There were 47 surveys completed. Respondents were primarily Australian (62%) and aged 30-39 years (67%).

The information from the survey has been collated and analysed, and a synopsis of the results is presented over the following pages.

Strengths

The majority of respondents have more social connections and are more comfortable in the community as a result of their involvement with the YFC. People receive information and have met people they can talk to. The staff and sense of community are strongly supported.

Agree or Strongly Agree	As a result of attending Activities and Services at the Yangebup Family Centre do you feel you:
92.5%	Have more social connections
95.0%	Are more connected to your community
95.0%	Have more information about services, events and resources in your community
92.5%	Have met people you can talk to
90.0%	Are more comfortable in the community

Our staff and the sense of belonging continue to be recognised as a strength. The highest average **rating of 4.5 or above out of 5** was received for educational leaders, staff being approachable to discuss issues, child's experience, quality of care and education provided and office staff. It is also important to note that all aspects of the centre rated received an average **higher than 3.7 out of 5**. The 2016 result was 3.5 out of 5 which is evident of our efforts for continuous improvement. The comments were very positive.

Example comments below;

- Crèche service to support mothers involvement in programs and services
- There is quite a good cross-section of different activities for people to participate and get involved in.
- Friendly approachable staff running great programs for families with young children
- They are great!!! I'm loving all the plastic free workshops like the boomerang bags and the bees wax wraps. The child health nurse is great there too.
- They are real community and family oriented.
- Involvement by community members, sharing their skills, talents and culture.

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- Variety and availability of services. The Kindy program is AMAZING!!! And the fact that we feel so welcome in the community.
- Strong community involvement. Always activities for all age groups.
- The times of classes/activities are convenient for my family and I am able to attend them. A great chance for me to meet others and make friends, the activities are also affordable and my children enjoy visiting the centre.
- The centre has such a great community feel and the staff are amazing.
- Everything. The centre is a hub of activity. The staff are amazing and the fun community events are a highlight.
- The amazing staff and the great community atmosphere.

Suggestions / Issues

The following suggestions or issues were provided;

Comment	Response
Eftpos facilities would be great if possible	We are hoping to introduce a new payment system for Occasional Care and Kindy which will assist with the majority of payments.
I've often thought about the centre having a Facebook group to make the centre feel more inclusive as a community and create awareness and momentum for activities	There is a Friends of YFC FB group – this may need to be promoted more.
I'm a primary teacher and i don't care about the early years framework. So I've marked it low because I haven't paid attention to it. They're babies/toddlers, they don't need a learning framework!	More promotion needed as the EYLF is about providing a play based, child led program.
The only thing that sometimes effects child's experience is when other children have meltdowns and tantrums. Understand this happens and will continue to do so, but out of respect for the other children to hear and focus would be nice if the parent could take them out of the room and return when able to	Jo and Mandy to discuss how to manage this in Playclub

Activities and Services

The types of activities/services that the respondents would you like to see on offer from the Yangebup Family Centre were **Parenting Courses (63%), Health and Wellbeing Courses (66%), Community Events (58%), Social Groups (50%) and Life Skills Programs (47%)**.

What happens next?

The survey report will be presented to the Yangebup Family Centre Management Committee in August 2018 and staff in September 2018.

The main priorities identified will be used to assist with planning for 2019.

If you would like to discuss any of the findings further then please don't hesitate to contact Samantha Williams info@yangebupfamilycentre.org or phone 08 9417 9995



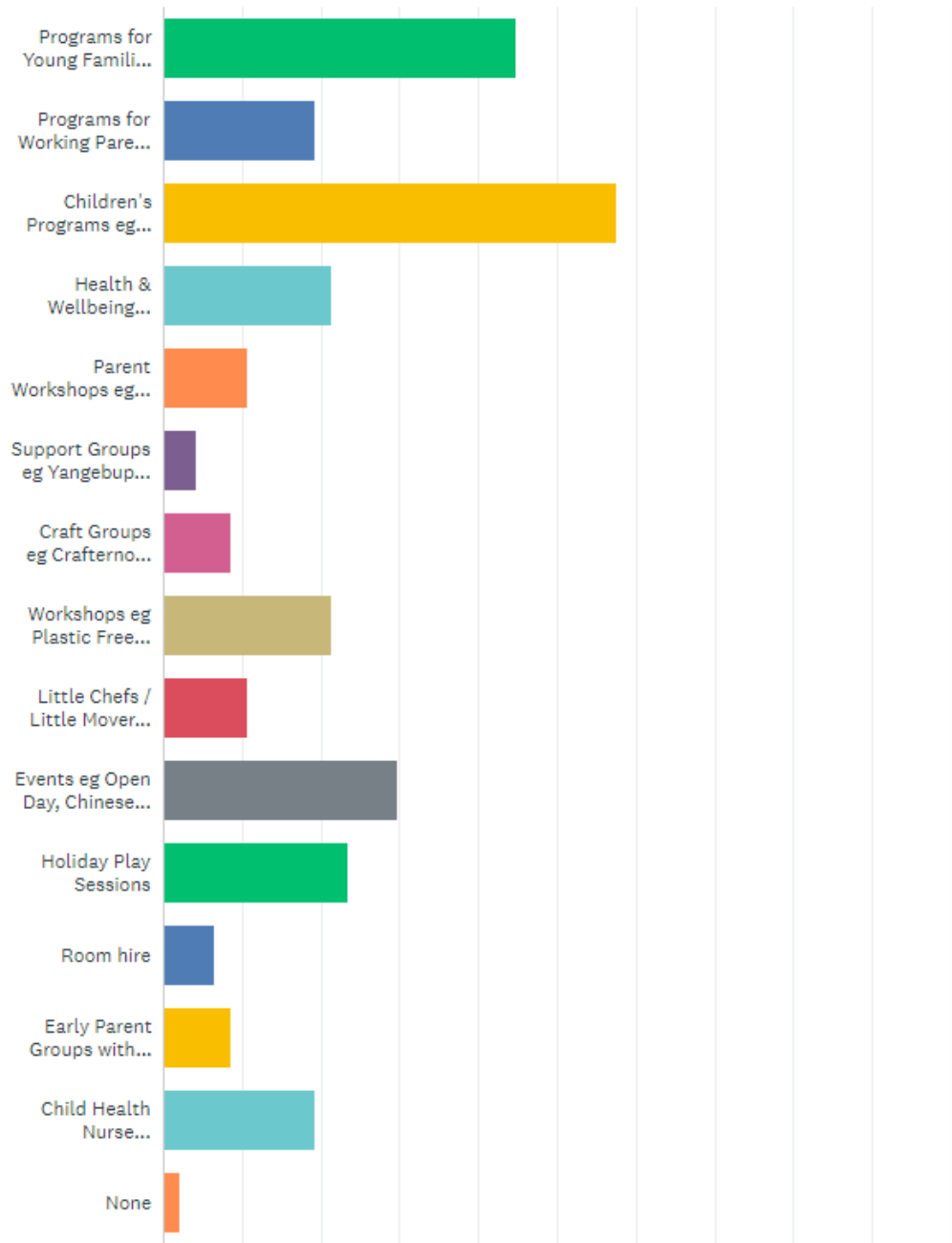
APPENDIX

Results

Q1 – Please provide information on what activities/services you have attended/utilised at the YFC

Please provide information on what activities/services you have attended/utilised at the Yangebup Family Centre:

Answered: 47 Skipped: 0



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Q2 – What do you like most about our current services/activities?

39 Responses

- Resources plus staff
- Crèche service to support mothers involvement in programs and services
- This place is perfect overall. Serviced staff
- There is quite a good cross-section of different activities for people to participate and get involved in.
- Very relaxed, welcoming and safe environment for the parents and children alike. 3yo kindy is outstanding, being the highlight of my 3yos week.
- Friendly approachable staff running great programs for families with young children
- Welcoming, informative, inspirational
- Great choice, price, times, presenters etc.
- They are great!!! I'm loving all the plastic free workshops like the boomerang bags and the bees wax wraps. The child health nurse is great there too.
- Friendly and caring staff. Flexibility of occasional care.
- They are aimed at a wide variety of people.
- They are real community and family oriented.
- Occasional Care
- I love it all. Fantastic centre and activities!
- Variety of activities and range of toys/play equipment for kids and the wonderful staff
- Staff is great, very friendly, experienced and good with children.
- Community involvement
- Involvement by community members, sharing their skills, talents and culture.
- Professional and friendly staff!
- The staff are so lovely and genuinely care about the kids.
- Friendly staff, ability to book as needed (2 weeks in advance) and not being locked into a contract.
- Beeswax bag
- Friendly staff
- Friendly, attentive to child needs
- Variety and availability of services. The Kindy program is AMAZING!!! And the fact that we feel so welcome in the community.
- The curriculum and the staff!
- The staff are so warm and welcoming.
- Close proximity to home for me. Sat playgroup Sense of community
- huge array of variety
- Strong community involvement. Always activities for all age groups.
- Fantastic teachers
- Love Mums & Bubs, the company and the Milos. Miss Jo is wonderful
- Useful services available
- It's great value for money Safe & stimulating environment Staff are amazing!!
- The times of classes/activities are convenient for my family and I am able to attend them. A great chance for me to meet others and make friends, the activities are also affordable and my children enjoy visiting the centre.
- The centre has such a great community feel and the staff are amazing.
- Everyone is kind
- Everything. The centre is a hub of activity. The staff are amazing and the fun community events are a highlight.
- The amazing staff and the great community atmosphere.

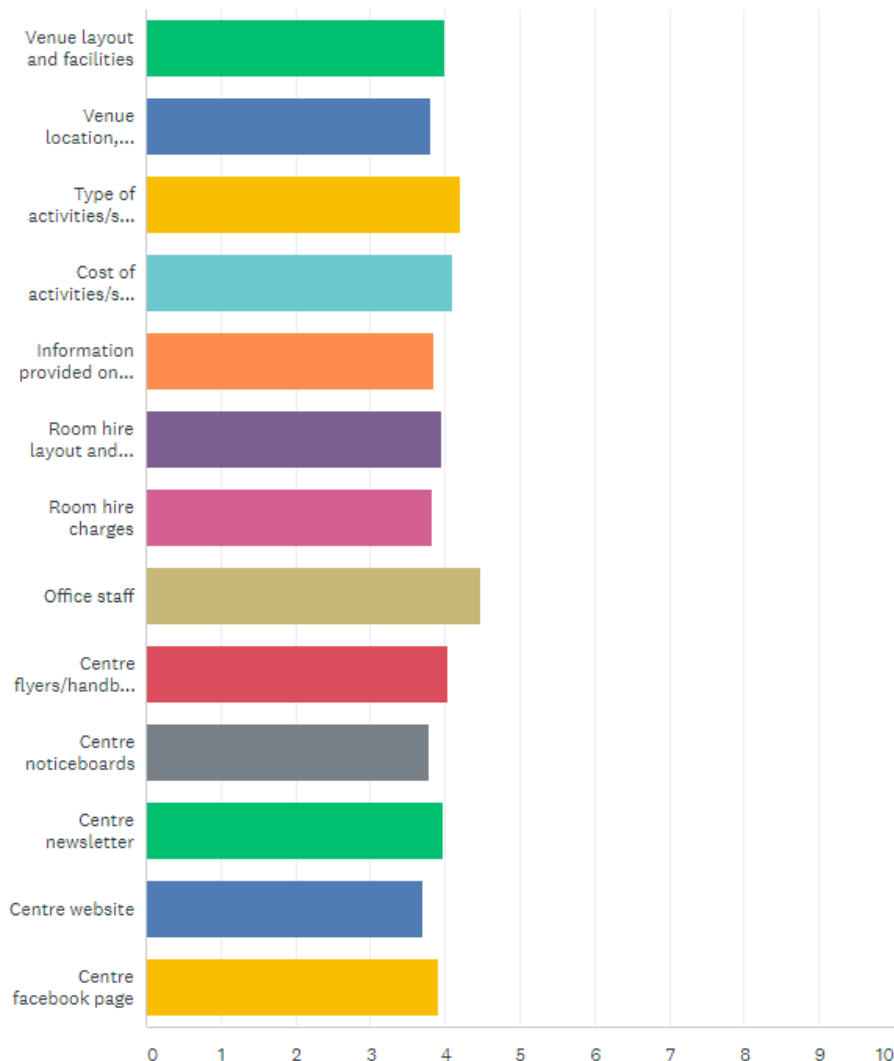
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Q3 – Please rate each of the following aspects of the YFC

Please rate each of the following aspects of the Yangebup Family Centre.

Answered: 47 Skipped: 0



8 comments

- Keep up the awesome work ladies! Miss the YFC!
- Eftpos facilities would be great if possible
- We love activities and wonderful staff very friendly warm environment to bring my granddaughter. Thank you to all the staff for making the place welcoming 😊
- I really love that my kids can be in the same room together in occasional care, the staff are very warm and friendly and I love that occasional care is a more casual affair than most daycare. I have a great appreciation for these things and don't pay attention to most other things.
- Love yangebup family centre
- I've often thought about the centre having a Facebook group to make the centre feel more inclusive as a community and create awareness and momentum for activities.
- I'm so glad I found the YFC. It really makes me feel part of the community
- Love this place

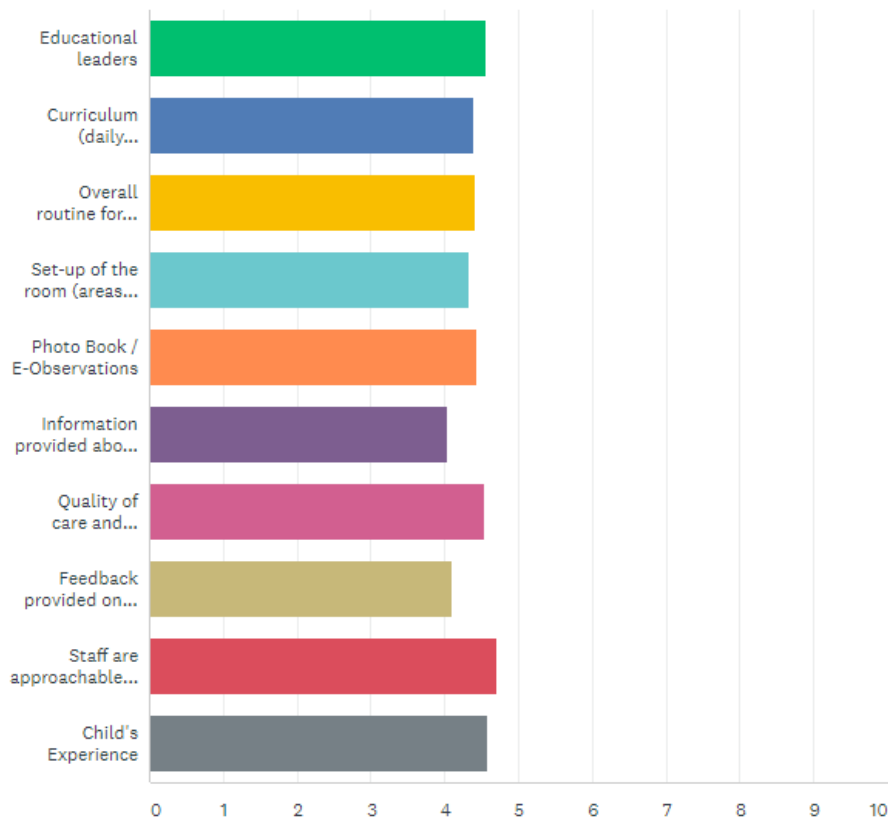
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Q4 – Please rate each of the following aspects of the Children's Services at the YFC

Please rate each of the following aspects of the Children's Services at the Yangebup Family Centre.

Answered: 38 Skipped: 9



5 comments

- All the staff in occasional care are so lovely and caring and make sure the kids have a wonderful day full of exciting things to do. The teaching standard in kindy has set the benchmark exceptionally high for my kids further schooling.
- I'm a primary teacher and i don't care about the early years framework. So I've marked it low because I haven't paid attention to it. They're babies/toddlers, they don't need a learning framework!
- Lucy loves Miss Hollie's kindy and is upset everyday that she can't come except Friday.
- Staff are amazing and very professional
- Really enjoyed the music and photography workshops

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Q5 – Overall, how satisfied are you with your child's program and the environment provided?

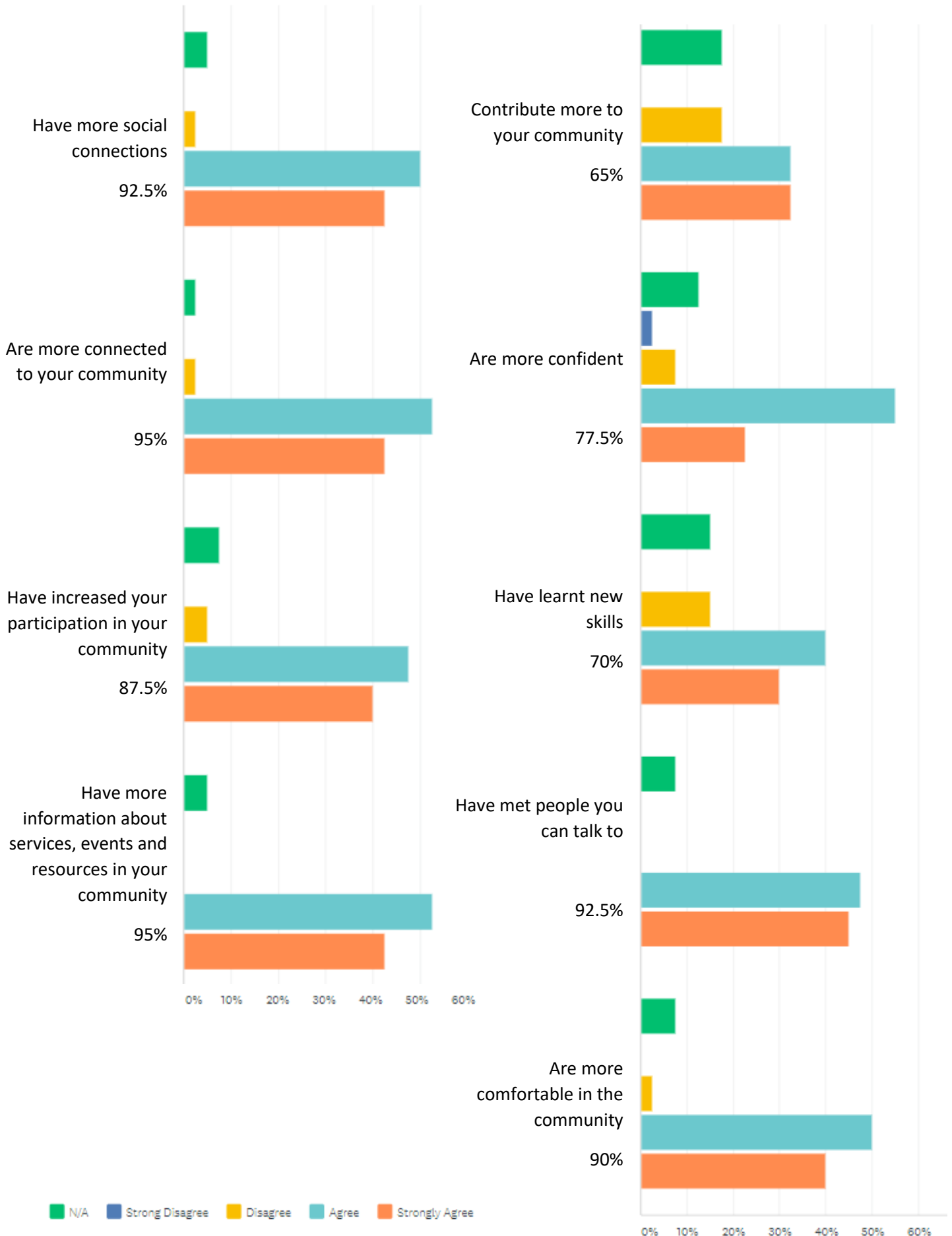
28 Comments

- Playclub is lovely. We are not keen on the Kindy program.
- Extremely. My children always have a fantastic time at the creche. The staff are just wonderful.
- Very satisfied
- Very satisfied. They nag me to go to creche these days.
- It is outstanding and I have recommended it to many people.
- Fabulous - our child loved every minute!
- Very satisfied
- Don't have children here but I know from observing groups when I've been in the staff/activities with children look fantastic.
- Really happy to leave my boys in your care
- Very Happy she looks forward to Tuesday. Play group. 😊
- Love it! I am so glad that my child is attending the centre
- Very satisfied. I'm always looking to see what else you are offering.
- Very!
- Tuesday playgroup is a highlight of my three year old (and my!) week.
- I am extremely happy with the centre!
- Very satisfied and so is my little girl.
- My son loves attending.. loves his educators
- Extremely satisfied. Miss Hollie and Miss Mandy are worth their weight in gold. And the occasional care staff are so welcoming and comforting.
- 100% satisfied... I don't want to leave at the end of the year :-)
- Went to a Sat play group last summer and my family really enjoyed it
- Very satisfied
- Very satisfied
- The only thing that sometimes effects child's experience is when other children have meltdowns and tantrums. Understand this happens and will continue to do so, but out of respect for the other children to hear and focus would be nice if the parent could take them out of the room and return when able to 😊
- Very happy
- Very satisfied
- My son loves it there
- very satisfied
- Very satisfied

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Q6 – As a result of attending Activities and Services at the Yangebup Family Centre do you feel you:



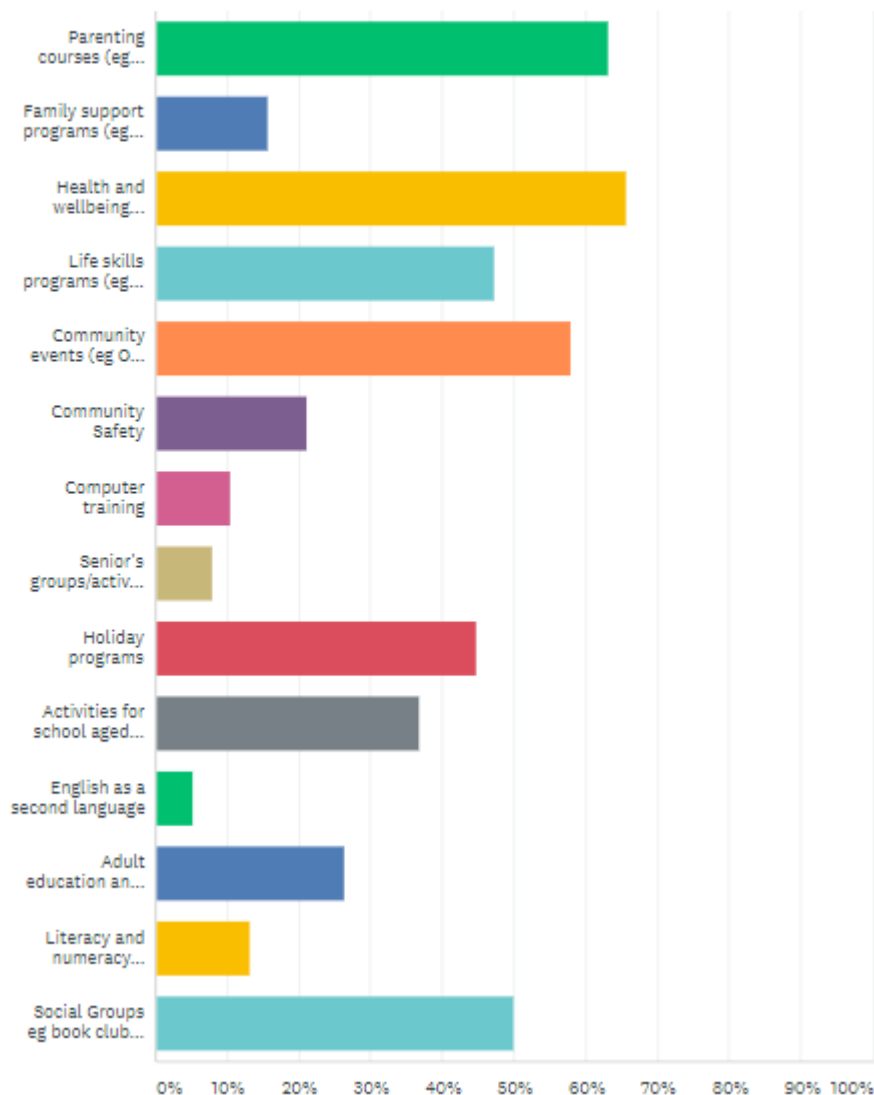
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Q7 – What types of activities/services would you like to see on offer from the Yangebup Family Centre:

What types of activities/services would you like to see on offer from the Yangebup Family Centre:

Answered: 38 Skipped: 9



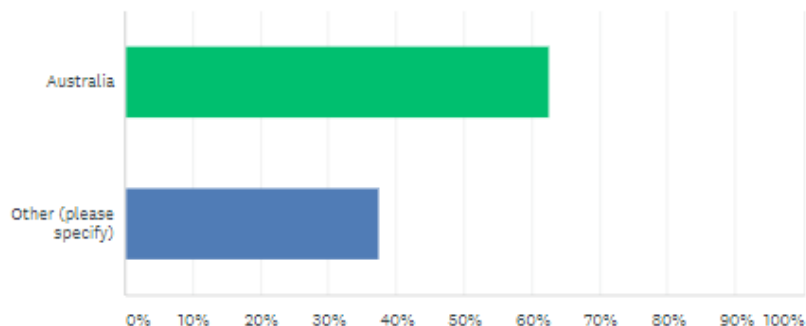
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Q8 – Where were you born?

Where were you born?

Answered: 40 Skipped: 7



15 Respondents

- China (1)
- England (1)
- Netherlands (1)
- New Zealand (1)
- South Africa (2)
- UK (3)
- Wales (1)
- Malaysia (2)
- Jordan (1)
- Croatia (1)
- Canada (1)

Q9 – Which of the following categories best describes your age?

Which of the following categories best describes your age?

Answered: 39 Skipped: 8

