

YANGEBUP FAMILY CENTRE INC.



ANNUAL SURVEY REPORT 2019

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 July 2019. This year we did not offer a 'chance to win' for completing the survey and this resulted in a drop of about 50% in respondents. This year there were 24 responses while in 2018 there were 47 surveys completed.

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 **Programs for Young Families (46%), Children's Programs (37%), and Craft Groups (29%)**. Respondents were 50% Australian and 50% from overseas and aged 30-39 years (36%).

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 have increased their participation in the community, receive information and have met people they can talk to.

| Agree or Strongly Agree | As a result of attending Activities and Services at the Yangebup Family Centre do you feel you: |
|-------------------------|---|
| 95.0% | Have more social connections |
| 95.2% | Are more connected to your community |
| 100% | Have increased your participation in the community |
| 90.5% | Have more information about services, events and resources in your community |
| 100% | Have met people you can talk to |
| 90.5% | 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. It is also important to note that all aspects of the centre rated received an average **higher than 3.5 out of 5**. The comments were very positive.

Example comments below;

- I love the Yangebup Family Centre and so does my daughter!
- Excellent cultural hub. Keep up the great work!
- Kids learning new concepts of engineering
- This activity is very encouraging for anyone to participate very sociable. Happy to come and join and get to know more about the community and make friends.
- Great Early Childhood educators and friendly staff. Fantastic programs for young families.

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- Good and interesting
- The range of activities to from for different age groups, sense of community, affordability / value for money
- The staff are amazing, especially Jo, and there is always so much for the kids to play with.
- Reasonably price and very friendly staff.
- Friendly welcoming centre where my children feel safe to take risks and engage in social and academic learning.
- Very friendly and professional staff. Very approachable and flexible. Listen, care and take interest in the individual. Never feel like a number. Very proactive centre and diverse range of services.
- Card making evenings with Ann Gerlach!!
- Very family friendly and well thought of for community.
- Very varied (catering for a wide selection of interests)
- They are fun and affordable
- Everyone is lovely, super welcoming. Love the playgroup activities
- Free events, excellent staff
- Diverse, affordable & accessible
- I love the crafternoon tea! It's such a relaxing afternoon in a creative environment.
- Definitely increased the confidence as a parent.

Suggestions / Issues

The following suggestions or issues were provided;

| Comment | Response |
|---|---|
| Only comments are that some of the toys especially at playgroup, crèche may be due for a cull | Staff have been asked to clean and remove toys that are no longer suitable |
| Social toy box is great but a lot of money granted but not evident in product. | Only some of the money was spent prior to the end of June. There are more toy boxes coming in September / October |

Activities and Services

The types of activities/services that the respondents would you like to see on offer from the Yangebup Family Centre were **Social Groups (74%), Health and Wellbeing Courses (58%), Community Events (53%), Holiday Programs (37%), Parenting Courses (32%) and Seniors activities (26%).**

What happens next?

The survey report will be presented to the Yangebup Family Centre Management Committee and staff in September 2019.

The main priorities identified will be used to assist with planning for 2020.

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

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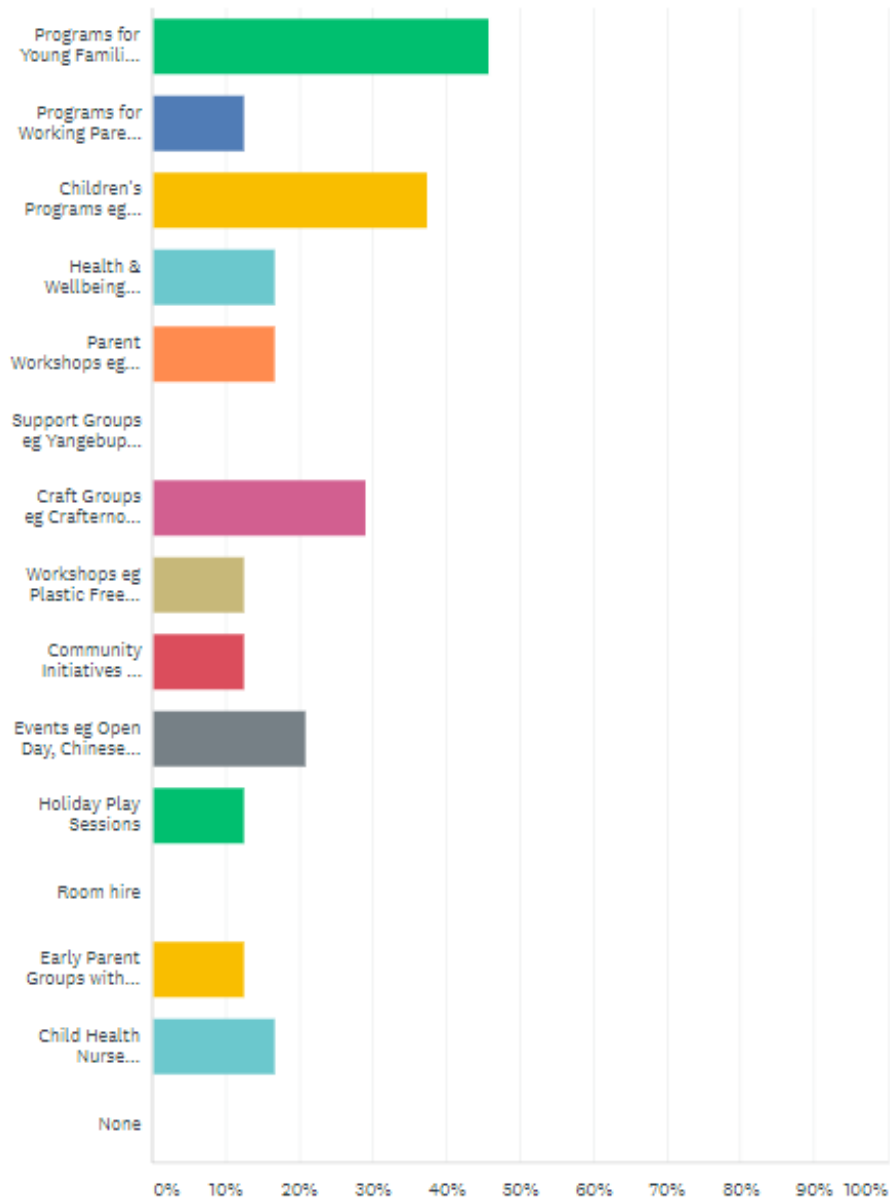


APPENDIX

Results

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

Answered: 24 Skipped: 0



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

17 Responses

- Kids learning new concepts of engineering
- This activity is very encouraging for anyone to participate very sociable. Happy to come and join and get to know more about the community and make friends.
- Great Early Childhood educators and friendly staff. Fantastic programs for young families.
- Good and interesting
- The range of activities to from for different age groups, sense of community, affordability / value for money

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- The staff are amazing, especially Jo, and there is always so much for the kids to play with.
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- Card making evenings with Ann Gerlach!!
- Very family friendly and well thought of for community.
- Very varied (catering for a a wide selection of interests)
- They are fun and affordable
- Everyone is lovely, super welcoming. Love the playgroup activities
- Mums group
- Free events Excellent staff
- Diverse, affordable & accessible

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

| | POOR | FAIR | GOOD | EXCELLENT | OUTSTANDING | N/A | TOTAL | WEIGHTED AVERAGE |
|---|------------|------------|-------------|--------------|--------------|--------------|-------|------------------|
| Venue layout and facilities | 0.00% 0 | 4.17% 1 | 25.00% 6 | 41.67% 10 | 29.17% 7 | 0.00% 0 | 24 | 3.96 |
| Venue location, transportation, parking | 0.00% 0 | 4.17% 1 | 29.17% 7 | 41.67% 10 | 25.00% 6 | 0.00% 0 | 24 | 3.88 |
| Type of activities/services available | 0.00% 0 | 0.00% 0 | 16.67% 4 | 50.00% 12 | 33.33% 8 | 0.00% 0 | 24 | 4.17 |
| Cost of activities/services | 0.00% 0 | 4.17% 1 | 20.83% 5 | 54.17% 13 | 16.67% 4 | 4.17% 1 | 24 | 3.87 |
| Information provided on what else is happening in the community | 0.00% 0 | 4.17% 1 | 20.83% 5 | 41.67% 10 | 25.00% 6 | 8.33% 2 | 24 | 3.95 |
| Room hire layout and facilities | 0.00% 0 | 4.55% 1 | 13.64% 3 | 27.27% 6 | 22.73% 5 | 31.82% 7 | 22 | 4.00 |
| Room hire charges | 0.00% 0 | 4.55% 1 | 4.55% 1 | 18.18% 4 | 4.55% 1 | 68.18% 16 | 22 | 3.71 |
| Office staff | 0.00% 0 | 0.00% 0 | 4.17% 1 | 37.50% 9 | 45.83% 11 | 12.50% 3 | 24 | 4.48 |
| Centre flyers/handbooks | 0.00% 0 | 0.00% 0 | 21.74% 5 | 43.48% 10 | 21.74% 5 | 13.04% 3 | 23 | 4.00 |
| Centre noticeboards | 0.00% 0 | 4.35% 1 | 39.13% 9 | 34.78% 8 | 17.39% 4 | 4.35% 1 | 23 | 3.68 |
| Centre enews | 0.00% 0 | 4.35% 1 | 17.39% 4 | 39.13% 9 | 26.09% 6 | 13.04% 3 | 23 | 4.00 |
| Centre website | 0.00% 0 | 9.09% 2 | 36.36% 8 | 27.27% 6 | 13.64% 3 | 13.64% 3 | 22 | 3.53 |
| Centre facebook page | 0.00% 0 | 4.35% 1 | 39.13% 9 | 26.09% 6 | 21.74% 5 | 8.70% 2 | 23 | 3.71 |

Comments (4)

4 comments

- Great place
- I love the Yangebup Family Centre and so does my daughter!
- Excellent cultural hub. Keep up the great work!
- Have not really looked at the noticeboards and did not know about flyers

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Q4 – Please rate each of the following aspect of the Children’s Services at the Yangebup Family Centre

| | POOR | FAIR | GOOD | EXCELLENT | OUTSTANDING | N/A | TOTAL | WEIGHTED AVERAGE |
|--|------------|------------|-------------|-------------|-------------|--------------|-------|------------------|
| ▼ Educational leaders | 0.00% 0 | 0.00% 0 | 5.00% 1 | 25.00% 5 | 40.00% 8 | 30.00% 6 | 20 | 4.50 |
| ▼ Curriculum (daily activities and experiences) | 0.00% 0 | 0.00% 0 | 5.00% 1 | 25.00% 5 | 30.00% 6 | 40.00% 8 | 20 | 4.42 |
| ▼ Overall routine for children | 0.00% 0 | 0.00% 0 | 5.00% 1 | 25.00% 5 | 30.00% 6 | 40.00% 8 | 20 | 4.42 |
| ▼ Set-up of the room (areas provided, resources, and toys/equipment) | 0.00% 0 | 0.00% 0 | 5.00% 1 | 35.00% 7 | 30.00% 6 | 30.00% 6 | 20 | 4.36 |
| ▼ Photo Book / Observations | 0.00% 0 | 0.00% 0 | 5.26% 1 | 21.05% 4 | 15.79% 3 | 57.89% 11 | 19 | 4.25 |
| ▼ Information provided about the Early Years Learning Framework (EYLF) | 0.00% 0 | 0.00% 0 | 10.53% 2 | 15.79% 3 | 21.05% 4 | 52.63% 10 | 19 | 4.22 |
| ▼ Quality of care and education provided | 0.00% 0 | 0.00% 0 | 5.26% 1 | 15.79% 3 | 42.11% 8 | 36.84% 7 | 19 | 4.58 |
| ▼ Feedback provided on your child's progress | 0.00% 0 | 0.00% 0 | 10.53% 2 | 21.05% 4 | 21.05% 4 | 47.37% 9 | 19 | 4.20 |
| ▼ Staff are approachable to discuss issues | 0.00% 0 | 0.00% 0 | 0.00% 0 | 26.32% 5 | 47.37% 9 | 26.32% 5 | 19 | 4.64 |
| ▼ Child's Experience | 0.00% 0 | 0.00% 0 | 0.00% 0 | 26.32% 5 | 42.11% 8 | 31.58% 6 | 19 | 4.62 |

Comments (2)

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

8 Comments

- I love the family centre. We have used occasional care, kindy, playgroup, mothers group and we have only had positive experiences. Staff are super helpful and caring.
- Very satisfied. Only comments are that some of the toys esp at playgroup, crèche may be due for a cull
- Very satisfied
- Very satisfied. I feel that my child is safe and happy in crèche here.
- Excellent, my confidence and my children's confidence has grown so much since being part of the casual care.
- Playclub is brilliant
- Only at the centre for crafting
- Love it Thank you so much Feels nice knowing your child is in a fun, safe and educational environment

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

| | N/A | STRONG DISAGREE | DISAGREE | AGREE | STRONGLY AGREE | TOTAL |
|---|-------------|-----------------|-------------|--------------|----------------|-------|
| Have more social connections? | 5.00% 1 | 0.00% 0 | 0.00% 0 | 85.00% 17 | 10.00% 2 | 20 |
| Are more connected to your community? | 0.00% 0 | 0.00% 0 | 4.76% 1 | 85.71% 18 | 9.52% 2 | 21 |
| Have increased your participation in your community? | 0.00% 0 | 0.00% 0 | 0.00% 0 | 90.48% 19 | 9.52% 2 | 21 |
| Have more information about services, events and resources in your community? | 0.00% 0 | 0.00% 0 | 9.52% 2 | 80.95% 17 | 9.52% 2 | 21 |
| Contribute more to your community? eg volunteering | 20.00% 4 | 0.00% 0 | 15.00% 3 | 55.00% 11 | 10.00% 2 | 20 |
| Are more confident? | 9.52% 2 | 0.00% 0 | 9.52% 2 | 76.19% 16 | 4.76% 1 | 21 |
| Have learnt new skills? | 14.29% 3 | 4.76% 1 | 9.52% 2 | 57.14% 12 | 14.29% 3 | 21 |
| Have met people you can talk to? | 0.00% 0 | 0.00% 0 | 0.00% 0 | 90.00% 18 | 10.00% 2 | 20 |
| Are more comfortable in the community? | 4.76% 1 | 4.76% 1 | 0.00% 0 | 80.95% 17 | 9.52% 2 | 21 |

[Comments \(4\)](#)

About healthy cooking Cultural cooking Celebrate culture, workshops crafts
I love the crafternoon tea! It's such a relaxing afternoon in a creative environment.
Definitely increased the confidence as a parent.
Social toy box is great but a lot of money granted but not evident in product.

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

| ANSWER CHOICES | RESPONSES |
|--|-----------|
| Parenting courses (eg Behaviour Management, Nutrition, Bullying) | 31.58% 6 |
| Family support programs (eg Disability, Single parent) | 21.05% 4 |
| Health and wellbeing courses (eg Cooking, Exercise, Relaxation) | 57.89% 11 |
| Life skills programs (eg Budgeting, Resume development) | 21.05% 4 |
| Community events (eg Open Day, Market Day, Multicultural Day) | 52.63% 10 |
| Community Safety | 21.05% 4 |
| Computer training | 15.79% 3 |
| Senior's groups/activities | 26.32% 5 |
| Holiday programs | 36.84% 7 |
| Activities for school aged children | 15.79% 3 |
| English as a second language | 21.05% 4 |
| Adult education and training | 10.53% 2 |
| Literacy and numeracy training | 5.26% 1 |
| Social Groups eg book club, card games, walking, sewing | 73.68% 14 |
| Total Respondents: 19 | |

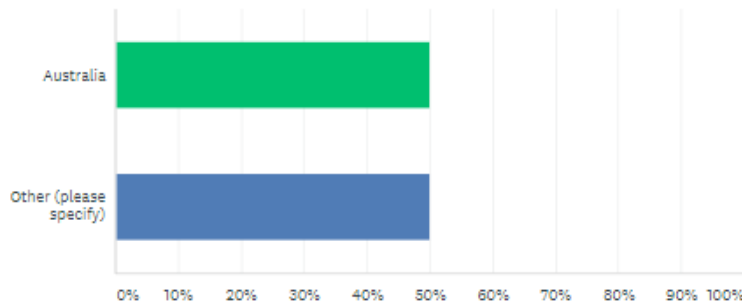
[Comments \(1\)](#)



Q8 – Where were you born?

Where were you born?

Answered: 22 Skipped: 2



| ANSWER CHOICES | RESPONSES |
|--|-----------|
| ▼ Australia | 50.00% 11 |
| ▼ Other (please specify) Responses | 50.00% 11 |

11 Respondents

- Croatia (2)
- New Zealand (2)
- UK (1)
- Malaysia (1)
- Jordan (1)
- Canada (1)
- Mozambique (1)
- Italy (1)

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

| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| ▼ Under 18 | 0.00% 0 |
| ▼ 18-29 | 0.00% 0 |
| ▼ 30-39 | 36.36% 8 |
| ▼ 40-49 | 31.82% 7 |
| ▼ 50-59 | 9.09% 2 |
| ▼ 60-69 | 18.18% 4 |
| ▼ 70 and over | 4.55% 1 |
| TOTAL | 22 |