

PARENT SURVEY 2020

WHAT FAMILIES LIKE MOST

#1 EDUCATORS



"The amazing team of educators is the centre's greatest asset + need to be a priority, exactly like the children."

#2 VARIETY OF ACTIVITIES

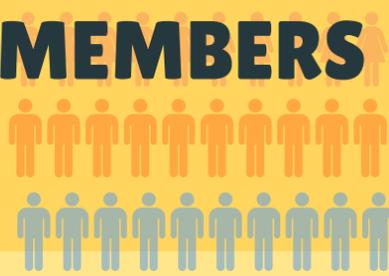
#3 VALUE

#4 COMMUNITY RUN

145 RESPONSES

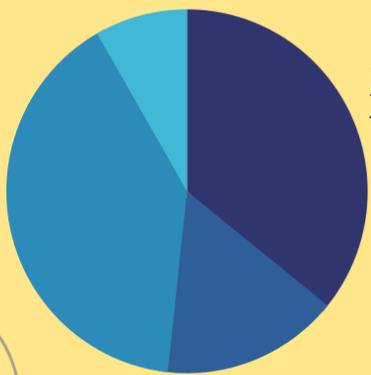
270 KIDS

35 TEAM MEMBERS



80% of you AGREE your kids enjoy attending the centre
83% of parents believe STAFF have KIDS best interest at heart
85%+ agreed the Pandemic was managed well

don't use the app
8.3%



XPLOR – GOING DIGITAL

"I am happy with the booking/payment process"

- Significant confusion
- Impersonal feel
- "easy to make + adjust bookings" vs "booking process more complicated + time consuming"

COMMUNICATION

"I find it easy to contact the Centre when I need to"

"I am satisfied with the communication"

39% DISAGREE

38% AGREE

40% DISAGREE

50% AGREE

AREAS FOR IMPROVEMENT

** Xplor App - help guides, fix accounts**

Communication - please respond to me! be available, be helpful, tell me what I need to know

Staff turnover - we want consistency for kids connections



YOU LET US KNOW WHAT WE'RE DOING WELL

The employees are FANTASTIC! Always very friendly and helpful.

It can seem a bit rustic what's available, kudos to the staff for making the most of what they have. They are truly creative with the kids.



As a working parent, I'm so grateful CCC exists

My child enjoys extra curricular activities like cooking club - more of this please!

My child enjoys attending the centre

COVID was difficult - but the communication from the Centre was timely and thorough. Thankyou Jenny for supporting staff, parents and children .

They tried really hard with their limited resources to handle COVID changes as quickly as possible. Happy it could stay open, even in the holidays!

Thank you for making the experience of taking care of my children, so pleasurable.

YOU'VE TOLD US WHERE WE CAN DO BETTER

Behavioural policies are unclear and confusing to parents and kids

I'm happy to pay a bit extra for a specialist activity to be available on site, similar to Code4Kids, it's hard to get my kids to extra activities.

In Vacation Care, it'd be great if there were more ball skill sessions - like basketball, netball, soccer etc

Station an educator outside of the toilets, for safety and support.

PLEASE go back to calling me if my child is absent, and I haven't notified you.

More instructions and better communication, on how to use Xplor App - how do I change the notification settings?

Emails are confusing - they go to everyone when they should be more targeted. I was confused if I needed to action something

You'd like regular communication - a known time similar to the Buzz. "Talk to me about staff changes, menus, activities, community aspects of the centre."

Please align the Xplor App and our CCC statement dates

Director to be more visible - we'd like to see you, come greet the parents or call us over the phone vs email, if this is our first contact.

Can I get a text or email confirmation when my bookings have been accepted - either for VC or re-enrollment.

I don't like the change from Byron St to Melody St for drop off and pick up. Parking and vehicle access on Melody is limited and dangerous.

It's difficult to get in contact with the Centre since having no admin person.

Thank you for all of your feedback. Stay tuned in 2021 as we continue to listen + support the needs of our community.

