



Quality Assurance System Parent Survey

Dear Parents,

As you know we are involved in the implementation of regulations and frameworks known as the "Education and Care Services National Regulations 2011" the "National Quality Framework- "My Time, Our Place" and the "National Quality Standards" which all govern the way we operate as a service.

We are continually reflecting upon our current practices and would like your input by completing the following survey:

Please rate each question and make any additional comments in the area provided, Thank you

Name (optional) _____ Date / /

Quality Area 1 : What do you think about the centre's program and do you think it meets the children's needs and interests?

(Basic) 1 2 3 4 5 (Outstanding)

Quality Area 2: How does the centre meet the health needs of the children? Eg: healthy food, caring for children with medical conditions, relaxation, administering medication.

(Basic) 1 2 3 4 5 (Outstanding)

Do you think the centre protects the children whilst in care? Eg: sun exposure, first aid resources, supervision, managing incidents

(Basic) 1 2 3 4 5 (Outstanding)

Quality Area 3: Do you think the environment including the indoor space, outdoor space, furniture and equipment is suitable for the age of the children?

(Basic) 1 2 3 4 5 (Outstanding)

Do the staff plan activities well for these areas?

(Basic) 1 2 3 4 5 (Outstanding)

Quality Area 4: Do you feel the centre rosters enough staff for the number of children?

(Basic) 1 2 3 4 5 (Outstanding)

Do you feel the staff have enough training and experience?

(Basic) 1 2 3 4 5 (Outstanding)

Do you feel the staff work well as a team?

(Basic) 1 2 3 4 5 (Outstanding)

Quality Area 5: Do you feel the staff interact with the children in a warm, friendly and caring way?

(Basic) 1 2 3 4 5 (Outstanding)

Do you feel the staff support the children and help to build their confidence?

(Basic) 1 2 3 4 5 (Outstanding)

Do you feel the staff and children work together to plan the program?

(Basic) 1 2 3 4 5 (Outstanding)

Quality Area 6: Do you feel the service is thorough in its enrolment and orientation process, were you well informed when you started at the centre?

(Basic) 1 2 3 4 5 (Outstanding)

Do you feel the centre values your suggestions, ideas and encourages your involvement?

(Basic) 1 2 3 4 5 (Outstanding)

Do you feel the centre offers information to families about events and services in the area?

(Basic) 1 2 3 4 5 (Outstanding)

Quality Area 7: Do you feel the centre is managed professionally?

(Basic) 1 2 3 4 5 (Outstanding)

Do you think the centre considers the qualifications and experience of staff before employing them?

(Basic) 1 2 3 4 5 (Outstanding)

Do you think the centre's Philosophy is reflected in the program and the activities planned for the children?

(Basic) 1 2 3 4 5 (Outstanding)

Thank you for the time you have spent completing this survey, we appreciate your continued support.

Kids Club Team
4/6/19