

Early Childhood Education Parent Satisfaction Survey

“Having previously struggled to gain valuable analysis of our data and effective participation rates when surveying in house, Insync’s survey and subsequent analysis gave insight and meaningful data to improve our kindergartens.

The service was professional and relevant to our needs. All actions were followed up and our participation rate doubled from the previous year. The saving of time and effort was well worth it as we now have a professional point of comparison for the future.”

Elana Trevaks
Executive Manager
Glen Eira Kindergarten
Association

Insync recognises that quality education and care in a child’s formative years is attracting greater interest and focus in the community, particularly with the recent introduction of the National Quality Framework (NQF). We believe these reforms will have a positive long term effect on education in Australia. We also understand how burdensome the administrative aspects are.

One of the National Quality Standards (NQS) involves establishing collaborative partnerships with families and communities. To successfully meet or exceed this Standard, feedback should be sought from parents/guardians and evidence provided in your annual Quality Improvement Plan (QIP).

Collecting this data on your own can be time consuming, both in gathering and analysing feedback. Also, parents/guardians may not feel comfortable opening up and offering improvement suggestions directly to you as the service provider.

Insync has therefore developed an initiative to assist your service in its continuous improvement journey. You will have access to meaningful and actionable data, affording you precious time to focus on your program and your number one priority; the children of your Centre.

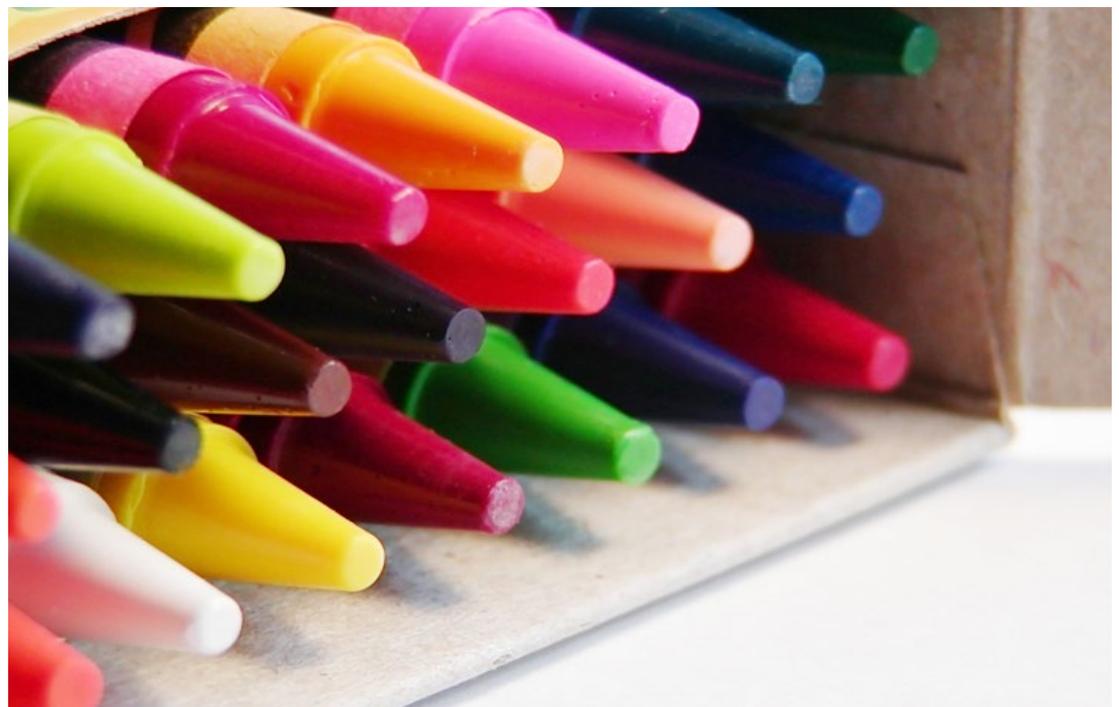
About the survey

The survey invites parents/guardians to provide feedback and opinions on the staff, program and facilities that enable your Centre to function as a learning community.

The survey is delivered online in a private and confidential manner so parents/guardians are able to respond in their own time, at their own pace.

The survey consists of 47 core items covering the seven quality areas of the NQS. In addition, parents/guardians are asked to rate overall satisfaction and likelihood of recommending your Centre to other families.

The survey also includes two free text questions that provide parents/guardians with the opportunity to explain their satisfaction rating as well as suggest areas for improvement, or offer further feedback.



“ We found Insync’s Parent Satisfaction Survey to be an incredibly informative and useful tool. It was encouraging to understand how parents perceived the strengths of the early learning centre, as well as how we could improve, and we have used the feedback as a platform to review our quality improvement plan. ”

Kirsty Liljegren
Director ELC
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Why use the survey?

The ECEPSS measures your Centre’s performance against the NQS from the perspective of the families who attend your Centre.

It highlights:

- current practices which are working well and therefore could be considered a strength
- specific areas for improvement including differences in perceptions by child age, kindergarten group and gender
- the success of past improvement initiatives
- an internal benchmark against which to measure future changes
- whether word-of-mouth in the parent community is positive, negative or neutral

Specifically, the survey provides evidential support that you are actively addressing the following NQS elements:

- An effective self-assessment and quality improvement process is in place (element 7.2.3)
- Families have opportunities to be involved in the service and contribute to service decisions (element 6.1.2)
- The expertise of families is recognised and they share in decision making about their child’s learning and wellbeing (element 6.2.1)

What you can expect

Our experienced consultants will work with your Centre from start to finish. We provide support and best practice knowledge to ensure your survey is a success. We will personally conduct debriefs and give insights based on our technical and industry experience.

Your Centre’s results are presented in a clear and concise report with an overall summary that enables you to easily identify where you are excelling and areas that may need attention.

Our people

Courtney Smyth Principal, HR

Courtney has 5 years’ experience as an Approved Provider of an independently run kindergarten as well as over 15 years experience in HR and organisational development. In 2013 she was one of 10 candidates shortlisted for the McArthur Early Childhood Volunteer of the Year Awards run in conjunction with Early Learning Association Australia.

Michael Samarchi Director, Education

Michael has 25 years’ experience in the education sector working in government, academic and private organisations. Michael builds enduring client relationships by understanding their needs and by helping groups collaborate to achieve continuous improvement. Michael’s clients include Australian and international universities, TAFEs, independent colleges and schools.

About Insync

Insync assists organisations to achieve sustainable high performance by measuring and improving employee, customer, board and other stakeholder engagement. We’ve conducted over 800 employee, customer and board surveys over the last five years for organisations including Firbank Grammar, Melbourne Girls Grammar, ELTHAM College, Wesley College, Early Childhood Management Services, Glen Eira Kindergarten Association, local councils and universities.

Visit: www.insyncsurveys.com.au
Contact us: info@insyncsurveys.com.au

Additional services

Our full range of employee surveys for the education sector includes:

- Employee engagement and opinion surveys
- Entry and exit surveys
- Student and alumni surveys
- Board effectiveness surveys

Our services include post survey debriefs with your management team to assist your Centre in achieving sustainable high performance.