

FAMILY VOICE

feedback survey



You spoke, we listened!

Thank you to all families who took the time to provide us with valuable feedback.

what you like

- Our **Educators, Teachers & Staff** including their level of care, professionalism, communication, continuity and interactions
- Our **menu**, meals and variety of food
- Our service including layout, **environments** & changing activities
- Incursions & excursions** offered
- Focus on **education & learning**
- Storypark updates & curriculum highlights**
- Overall feelings of **kindness, happiness, safety & support**

what we're improving

- Increased individual detail & communication at pickup
- Information on children's days such as how much they ate, nappy changes and sleep. Helping families to see where these records are available to review.
- Sharing information and following up communication around illnesses, incidents & injuries
- All children included in photo updates/ weekly reflections

