

2020 OSHC Collation of Survey Results

<p>Overall how satisfied are you with OSHC service Rating 1=Dissatisfied 5=Extremely Satisfied</p>	<p>1 Rating x 1 4 Rating x 5 5 Rating x 5 (10 respondents rating 4 and 5)</p>	<p>Comments</p> <ol style="list-style-type: none"> 1. My son loves to go to OSHC 2. My daughter loves to go to OSHC which has helped to make her transition to school run smoothly. The range of activities are great. We do need to use the option to eat breakfast at OSHC which is helpful. 3. OSHC has been great for us, and available at all the times we need them.
<p>Overall how satisfied are you with the bookings and billing service Rating 1=Dissatisfied 5=Extremely Satisfied</p>	<p>2 Rating x 1 3 Rating x 1 4 Rating x 2 5 Rating x 7</p>	<p>Comments</p> <ol style="list-style-type: none"> 1. Would prefer an emailed invoice to be sent rather than a notification and directed to log into the website. Also other OSHC services have more flexibility with cancelling bookings- 24 hr minimum notice period. 2. The online booking system is excellent and easy to manage
<p>Do you feel OSHC staff interact with children, families and each other in a warm, friendly and respectful manner? Rating 1=Dissatisfied 5=Extremely Satisfied</p>	<p>2 Rating x 1 4 Rating x 3 5 Rating x 7</p>	<p>Comments</p> <ol style="list-style-type: none"> 1. staff do not create a warm and welcoming environment for kids. Quite often I have dropped my kids off (pre COVID) and the kids have not even been greeted. OSHC should be a highly engaging and nurturing environment for kids- as often they are reluctant or unsure about going. 2. brilliant staff 3. Staff are lovely - Mary is a great friendly manager. I find Mary approachable and communication between OSHC and home/parents is great 4. Yes but especially Mary, she is excellent 5. We are relatively new to OSHC and it is taking some time for my daughter to adjust to the different educators, but they are doing a great job and everyone I've dealt with has been friendly and helpful.
<p>Do you feel routines and activities provided at OSHC meet the needs and</p>	<p>1 Rating x 1 3 Rating x 1 4 Rating x 4 5 Rating x 5</p>	<p>Comments</p> <ol style="list-style-type: none"> 1. Activities are not engaging for the older kids that attend OSHC. There is a sense of limited activities in the morning- so that they don't need to be packed up before school starts. Overall, activities and options seems very limited and not at all engaging for kids. 2. There could be more of an opportunity for older children to complete homework

<p>individual interests of your child/ren? Rating 1=Dissatisfied 5=Extremely Satisfied</p>		<p>3. Our daughter loves art, crafts and drama etc. Would love some more opportunities to do cooking - maybe once Covid restrictions ease</p>
<p>Do you feel the furniture, equipment, facilities and resources provided at OSCH are suitable, sufficient in number and well maintained? Rating 1=Dissatisfied 5=Extremely Satisfied</p>	<p>1 Rating x 1 3 Rating x 6 4 Rating x 3 5 Rating x 1</p>	<p>Comments</p> <ol style="list-style-type: none"> 1. Food and menus are really disappointing. The previous OSHC provider consistently provided fruit/ veg platters in addition to a snack - which accommodates for fussy/ reluctant eaters. I have resorted to packing food for my kids each day to eat at OSHC as the meals are not appealing to many children. At times, I have collected my kids after 4.30 and they haven't had food served yet. It is too late for young kids at the end of a big day. 2. Resources need to be restocked as there never seems to be much available. 3. Environment is adequate - maybe facilities/equipment upgrade at some stage? But the area is always clean and well maintained when I have been there. 4. Definitely improving since Happy Haven started 5. It's hard to comment as we haven't had access to the OSHC facilities for a long time. My child seems happy with everything that is available.
<p>Any other comments you and your child/ren have about their time at OSHC?</p>	<p>Comments</p> <ol style="list-style-type: none"> 1. Staff seem to lack skills and competence when dealing with the kids. They lack warmth and enthusiasm. Policies doesn't seem to be adhered to/ or there is confusion eg. collecting young children from class. We are so disappointed with Happy Haven and would choose not to send our kids if we had the choice. It would be wonderful if OSHC could be something that the kids look forward to. It would also be wonderful if as parents, we could feel the same sense of trust and confidence in OSHC as we do in the teachers at the school. 2. Our daughter is dying to go on excursions again- understandable that excursions are on hold due to COVID though. We love the Clapham Primary staff and are really happy with how well our daughter has settled in and built friendships. 3. My daughter is enjoying OSHC a lot more due to more variety. She enjoys the excursions but covid has impacted there. 4. The Before School Care should be 0 but that wasn't an option. I would really like to see parents able to enter the school buildings again (when restrictions allow) to collect and drop off students at OSHC, as I think this is different to the school drop off procedures. 	