



Effective communication is 20% what you know, and 80% how you feel about what you know.

Jim Rohn

Feedback Here's What You Think

Your main reason for choosing TLC is, again, quality of care and good teacher to child ratios. You think we do well at being respectful and caring of your precious children, thank you.

You are pretty happy with our indoor and outdoor environments with the area you have identified needing the most improvement being downstairs which you want to see de-cluttered and lighter.

You love our food, but would like to have more information about what the children eat and a bit more variety in morning and afternoon teas, and more seasonality.

We have made progress with our communications, but still have areas for improvement. The majority feel we do a good job of communicating our philosophy, but we will make an effort to make sure that we do this even better and more consistently.

ALL your children are very happy or happy at TLC!

You think we have great, dedicated, educated, caring and respectful teachers. You think we genuinely listen to the individual needs of your children. You think there is a genuine parent/teacher partnership and a good sense of community involvement.

Although you are pretty happy with our communications, you want us to keep working on improving.

You want to see us improve and build upon our transition to school programme. You want a war on mosquitos.

You understand and support continuity of care, but you are waiting to see in practice if it makes a difference for YOUR child.

You love TLC and think we are the best!
THANK YOU THANK YOU THANK YOU
YOU THANK YOU THANK YOU

Quality is never an accident, it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.

William A Foster

Your Reasons for Choosing TLC

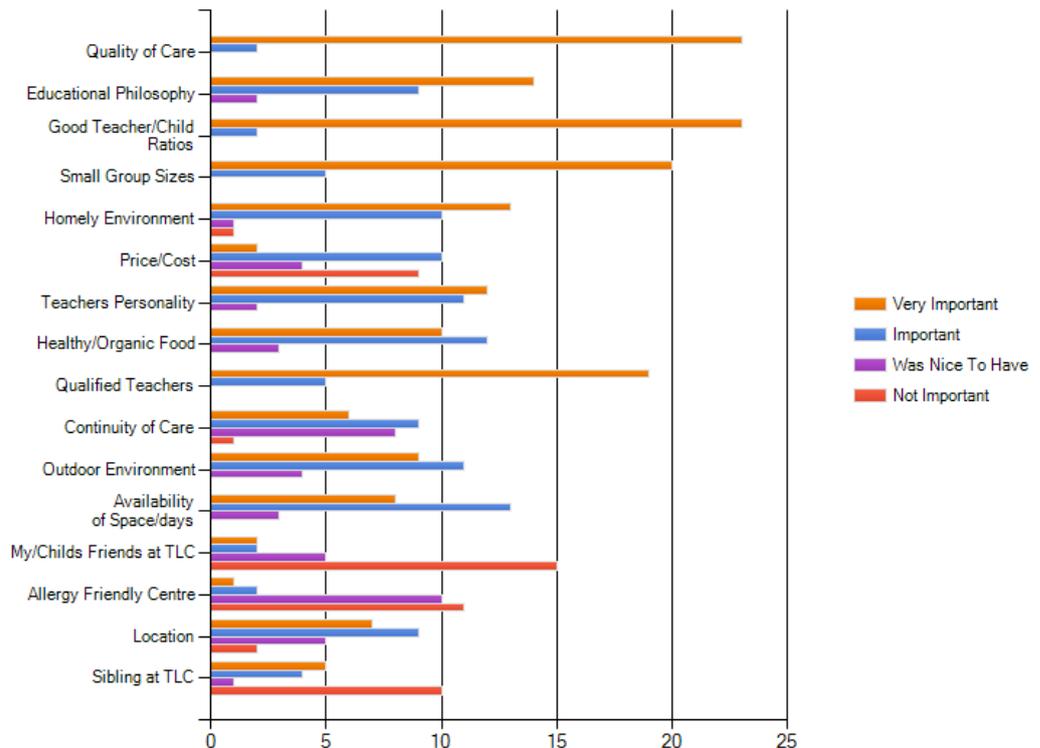
Top 'Very Important' reasons for choosing TLC:

- 1) Quality of Care, and Good Teacher/Child ratios were equal first with 92% of you saying these were very important.
- 2) Small group sizes can second with 80%
- 3) Qualified teachers came third with 79.2%
- 4) Educational Philosophy came fourth with 58.3%
- 5) Homely environment came next with 52%
- 6) Teachers Personality got 48%

Reasons you most frequently rated as 'Important' in order of preference were:

- 1) Availability of space/days 54.2%
- 2) Healthy/Organic Food 48%
- 3) Outdoor environment 45.8%
- 4) Price/Cost 40%
- 5) Location 39.1%
- 6) Continuity of Care 37.5%

Please rank these reasons why you chose TLC



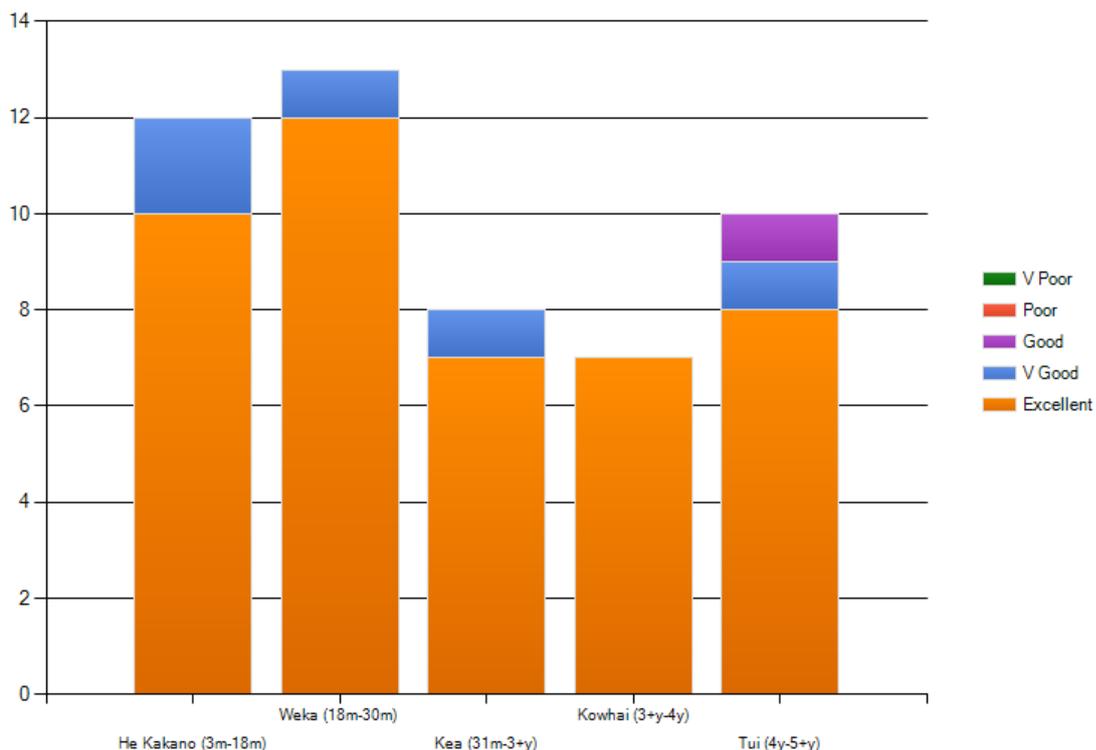
I have to say I think we have a very wise community. I don't think it is ANY accident at all that you rank quality of care as your most important reason for choosing TLC, and then rank those things WE think are critical to quality of care - good ratios, small group sizes, qualified teachers, our philosophy, with the softer factors of a homely environment and teachers personality. WOW! I LOVE our community and how savvy you are!

When you hold an infant, hold him not just with your body, but with your mind and heart.

Magda Gerber

Is TLC Respectful and Caring?

TLC aims to provide a respectful and caring environment to our children. How satisfied are you with TLC in this regard?



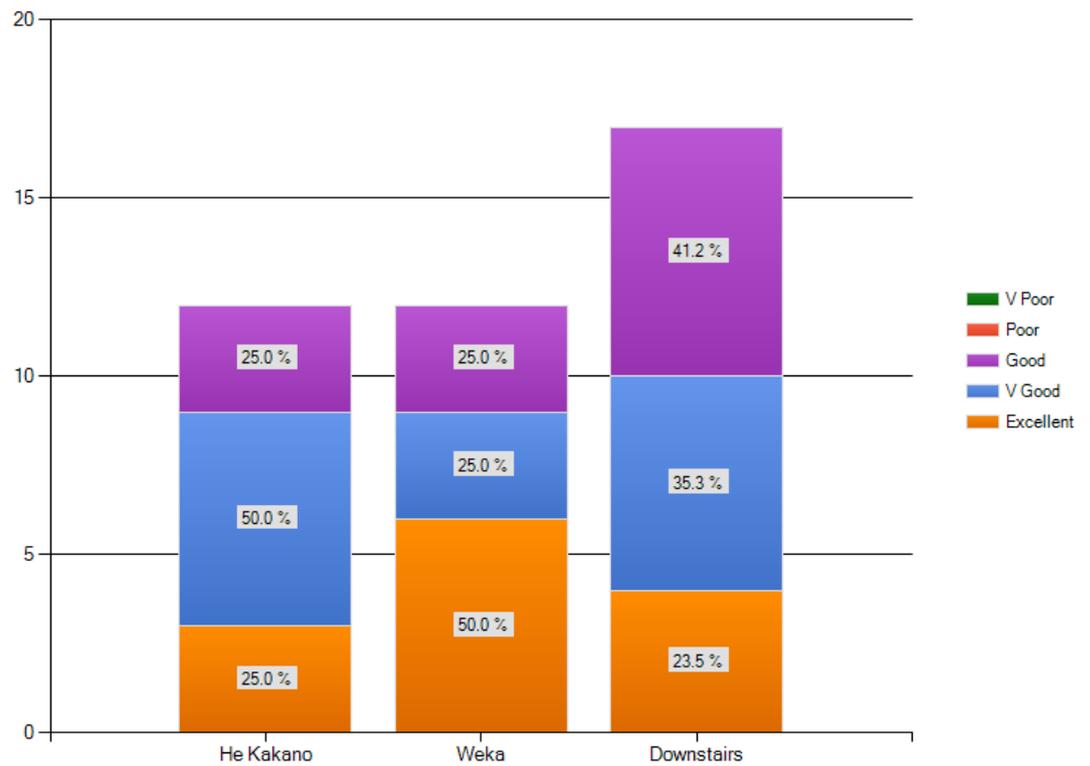
Comments:

- You are doing such an amazing job *Name* has just blossomed at TLC.
- Feeling that *Name* was going to be respected as an individual was paramount in choosing TLC and being able to leave her in care.
- I continue to be amazed at how caring and respectful the teachers are towards children.
- I think that the babies area could be bigger.
- Rated the current environment, but believe that He Kakano is the best in Auckland.



Our Indoor Environment

Please rate our indoor environment.

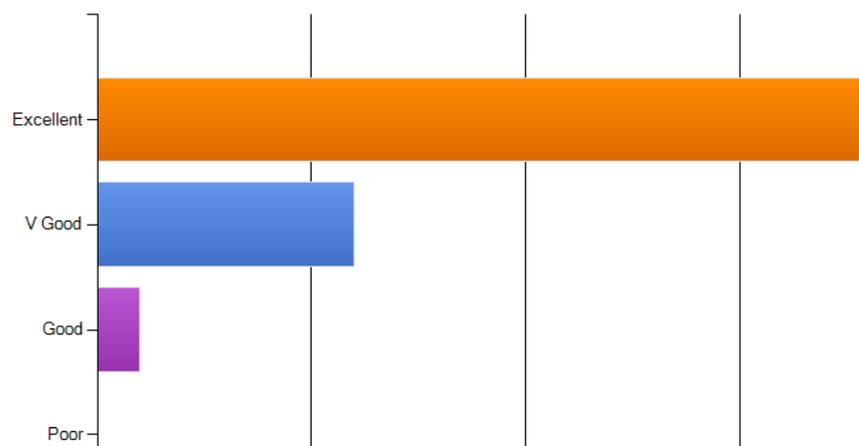


Common comments about downstairs are that the environment is a bit cluttered, and that it is a bit dark. We have 'heard' this, and we are converting the little alcove near to the entrance, into a storage room, enabling us to de-clutter our downstairs environment.

With regards to the lighting, I will take this on board and try to work out what can be done.

Our Outdoor Environment

Please rate our outdoor environment.



Our Food

Your love our food, think our cooks are an asset, and rated it either excellent or very good. You did however, ask for some more information about what the children eat, and a bit more variety for morning and afternoon tea. You have also asked that the food follow the seasons a bit more than it currently does.

Electric communications will never be a substitute for the face of someone who with their soul encourages another person to be brave and true.

Charles Dickens

Communicating with whaanau

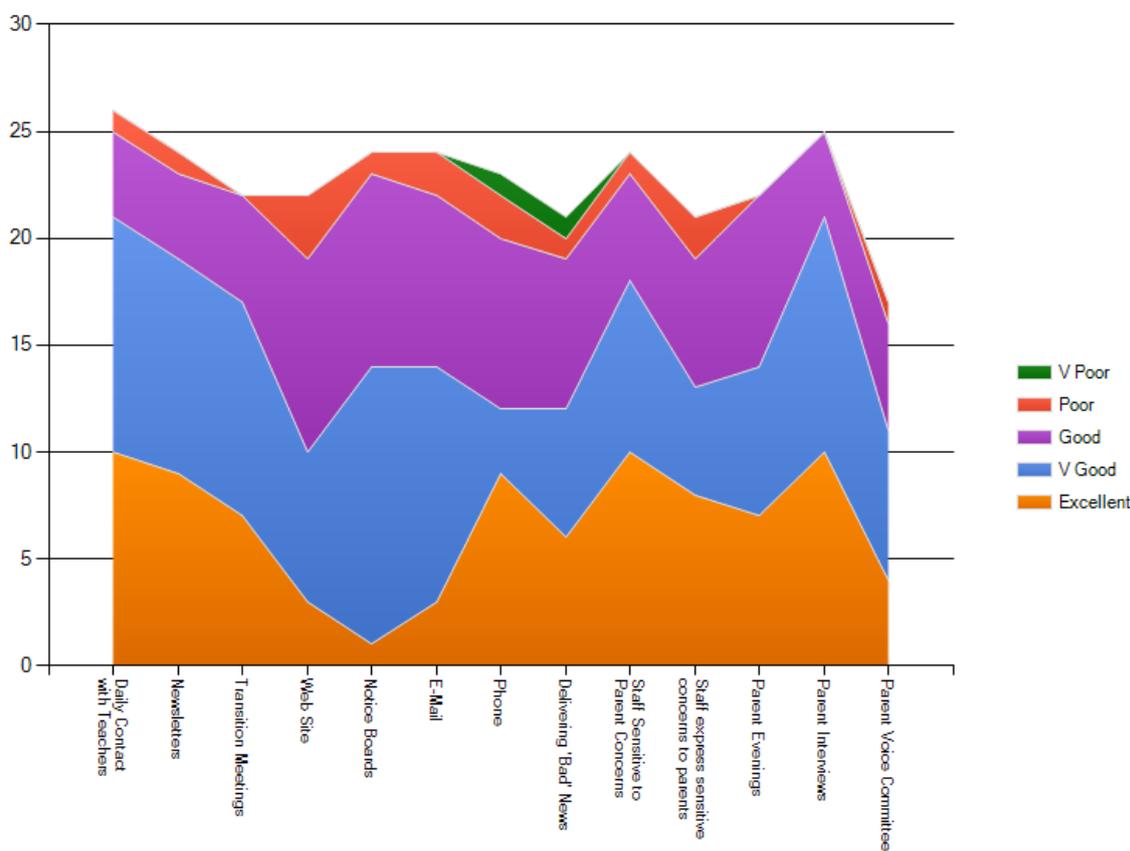
Areas where we communicate mostly (as a percentage of responses) excellently are: phone, being sensitive to parent Concerns and expressing sensitive concerns to parents.

Areas where we mostly rate as very good are: daily contact with teachers, newsletters, transition meetings, notice boards, email, parent interviews and the parent voice committee.

Areas where we mostly rate a 'good' were: the website, delivering bad news and parent evenings.

Areas where we definitely have room for improvement are the website (for the record, I agree with you and its on the list people all suggestions welcome), emails, the phone, and expressing sensitive concerns to parents.

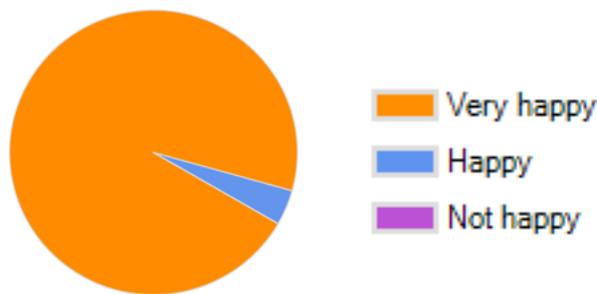
You also want more information about, and from, our parent voice committee.



Communicating our philosophy

The question 'When your child started at TLC, do you feel TLC communicated sufficiently about our philosophy and what to expect at TLC' was prompted by some feedback that we had received that this was not always the case. According to our 23 out of 25 survey responders however, they felt that this WAS the case. However, we will look at those responders who felt that we could have done better. We pride ourselves on our philosophy, so we need to make sure we do our best here.

How happy is your child at TLC?



Words cannot express how thrilled I am with this result. I will just let the graph speak for itself!

What are we doing well?

- continuity of care - communicating with parents - looking after kids
- care - dedication to development - belief in the children's abilities is unwavering
- food - encouragement - great teachers
- I love the reports I receive each day from the Weka room - very friendly approachable staff who seem to love their jobs - the care and effort that goes into the portfolios
- providing a stable, relaxed and safe environment - good teacher child interactions
- teaching/helping the kids to learn to interact with each other appropriately - ensuring that needs are met - applying sunscreen
- Letting my child be herself - providing a wonderful safe environment - having excellent staff and low staff turnover
- Communication with us about our child's day and learning - application of the philosophy in particular the gentle, encouraging care - encouraging discovery and independence with our child's learning
- Wonderful teachers that are caring and attentive - great opportunities for outdoor play - continuity of care
- Care - environment - food
- Ratios - explain the philosophy - educated staff
- continuity of care primary caregiver excellent - daily feedback to parents exceptional - keeping group sizes down especially in the upstairs area
- Caring / nurturing - teaching respectful behavior - teaching self care
- Attentive to what interests the kids - providing a range of interesting resources - supporting and teaching social relationships and etiquette
- providing a supportive and nurturing environment - encouraging creativity and creative thinking - extending kids where appropriate, supporting when not
- Caring - stimulation - activity
- Great teachers - respectful environment
- Family/waananau involvement and engagement - caring and respectful staff and practices - small groups and high ratio of teacher: children
- Extending the children's capabilities in physical development and self-exploration - treat each child with respect and as individuals - arts and craft opportunities, songs and group activities
- Understanding the child's individual needs and development - great teachers, friendly, kind and balanced, great communication - different activities allows her to explore
- Child/teachers relationships: the respect and support is wonderful - observation and relaying those observations to parents. We feel that teachers really know and understand our child and have been integral to his growth.
- Showing love and sensitivity to children - food - brilliant teachers
- Caring for our children in a warm, friendly environment - providing stimulation, understanding as they grow - understanding the children's needs
- Child-centre care and transitions - CAI, respectful, caring, creative, open supportive environment for the children - parent/teacher partnership of care education and development

- Communicating
- care
- belief in the children's abilities
- food
- great teachers
- relaxed and safe environment
- letting my child be herself
- wonderful teachers
- ratios
- continuity of care
- a supportive and nurturing environment
- understanding the child's individual needs
- love and sensitivity
- warm, friendly environment
- parent/teacher partnership

What things would you like us to change or improve?

Some of you were very sweet and only commented to say that you could not think of anything. However of the responses we did get, there were some common threads which I have tried to pull together with some information about current plans regarding these.

- More focus on the transition to school.

In fact this is an identified area for development, but it has been for a while, the trick will be to prioritise it so that it happens this year. Robyn is keen for the team to build relationships with our local schools.

- Improved communications

TLC has a genuine desire to work in partnership with our community, we have redesigned the management structure and position descriptions with this in mind, to ensure that we can raise our game. We feel we have definitely made progress in some areas such as the introduction of the parent interviews, but we know we have more work to do on things like responding to admin and invoicing queries, and improving our website so that it is kept up to date. Other areas you have identified:

- more information about and from the PVC
- more information about teachers hours
- ensuring that there is enough teachers to assist/cuddle at drop off time
- more emails and photos
- more feedback and communication about the older children above and beyond the parent interviews

- Better mosquito control

We have been trying to make sure that the grass is cut, we have planted truck loads of supposedly mosquito deterring plants (parsley, lemongrass, lavender and marigolds) we have put vinegar in the standing water that gathers in the banana trees, we have dispersed garlic granules regularly. However, we still intend to work on the gap between the double fencing to our neighbour at 90 Vermont Street (the double fence was requested for noise control as a condition of our neighbours signing resource consent).

- More written communication for parents of babies starting at TLC.

Currently we often refer new families to the newsletters on our website. However, we need to update and publish our parent handbook. We also want to take some of the articles for babies out of our past newsletters and produce them as parent education leaflets that we can give our community.

- Clean up / lighten up / de-clutter downstairs

We have done some painting and decorating and spring cleaning during the close down period. Going forward we will work on de-cluttering the environment and review the lighting. If you have any suggestions for HOW we can improve the lighting downstairs, please do let us know.

Continuity of care

The survey of your knowledge about continuity of care will feedback in the self-review process which is ongoing at TLC. I am really pleased to hear, and to report, that you feel like you understand continuity of care, and support it as implemented at TLC. The jury is out however, on whether it actually makes a difference to your child - I guess it is up to us to demonstrate this through OUR self-review communications.

And last but not least - Thank You

We had TWENTY-FIVE responses to our survey, which is the most ever I believe. Thank you so very much for taking the time to respond. If you have any suggestions for future surveys please feed them back either directly to me or to our parent voice committee.

Regards and thanks,
Marie Hindle

