Q1

**As part of our Quality Improvement Plan (QIP), it is important to consult the community. What we do is guided by our service philosophy. Is there any statement or idea you feel could be added to this philosophy to strengthen it?**

* Answered: 19
* Skipped: 4

1. **The philosophy could include how, why and when you communicate with the child’s parents.**

*Very soon all of our policies will be on the website. The policy that covers communication is C-12. I could include something to the effect of the importance of open, direct communication in the Philosophy.*

1. **Building Relationship with parents and families, continue to supporting children's literacy and numeracy learning through after school care, effectively communicate with families and carers, hire qualified educators to make sure duty of care!!!**

*We always try to build relationships but sadly CoVid has made it very difficult eg parents don’t enter our building.*

*NNOOSH is about play so, ‘Literacy and numeracy’ is not really our responsibility, though we will provide space for homework if requested by a parent. Of course, many activities involve literacy and numeracy. If we cook, we get the children to read the recipe and calculate measurements. We allow the children computer/Ipad time and this develops their ability to read, we also have a large collection of books that the children are encouraged to access at any time.*

*As stated in first question, communication is part of a policy. If you feel we are not effective or need improving, please speak to Jan.*

*There is currently no requirement for Educators to be qualified, though that will probably come in future. The concern is getting good staff so if they had to be qualified, that would weaken the potential pool e.g. we would have no education students from Sydney Uni. We would rather train our own staff, therefore they are paid well and given flexibility in their shifts if needed. ‘Continuity’ was mentioned as a strength in the next segment and this is what we aim for in looking after the staff.*

1. **I think what you have is great, and what is even more valuable is that I see the staff living these values**
2. **No, sounds wonderful**
3. **No, I think you are doing a fantastic job.**
4. **No.**
5. **Maybe mimic the idea of being able to play with the neighbourhood kids after school like we (the parents) did.**

*By including ‘home-like’ in the philosophy, we do aim to mimic the freedom of a world lamented and long gone. It wasn’t all good though…. No aftercare when I was a child meant we used to lay in the middle of the road and run away when a car came. Don’t think we want to go back to that…*

*If you have any ideas on this one, contact Jan.*

1. **Nothing extra**
2. **No. I think that this is a wonderful philosophy and really captures the essence of NNOOSH. The provision of a 'home-like' setting for all children to feel valued and safe.**
3. **We are happy with the current state of the QIP**
4. **Nothing to add**
5. **No**
6. **Perhaps add at the end of the sentence 'We recognise, respect and value... which reflects our community cultures, religions and traditions.'**

*Am working on a way to add this. Same with 14 and 17.*

1. **More on diversity recognising that includes racial, neurological, cultural, types of families, gender and sexuality, etc.**
2. **No-I think it’s great!**
3. **Include a feedback option for parents to free-text ideas and observations when logging their kids out of the system upon pick ups/ drop offs.**

*Very soon we are getting a new App which will allow us to post our weekly program and send photos and observations of your children. We need to look at our privacy policy first. It will also allow feedback. Please always email with comments.*

1. **Possibly something about engagement with community. Practices include collaboration with children which of course should be paramount but something that explicitly states our practices include community engagement and inclusion**

*I will re-draft the philosophy with the suggestions in answers 13,14 and 17 and put it on the website. Will let you know by email when I do this.*

**It is also important to identify the services strengths and areas for improvement. What are the services STRENGTHS? List Three Please**

**Answers:**

1. **Safe, Nurturing, Supportive**
2. **1. Care 2. Fairness 3. Equity**
3. **1. Catering to the individual needs of children 2. Ensuring all staff are informed of individual children’s needs 3. Regular communication with all parents.**
4. **Respect for diversity, Environments, Continuity and transitions**
5. **Open disclosure & transparency of information; friendly caring approachable & understanding staff; flexibility & understanding of service provision in times of need**
6. **Excellent arts, crafts and activities for the children. The learning about life and death (with the chicks), bringing in gymnastics and holistic learning has been very valued.**
7. **Inclusive environment. Opportunities for extra learning and play in extra- curricular activities. Good communication.**
8. **Trust, respect and home-like**



1. **1) The carers know each child and have an interest in their development. 2)**



**10**. **the environment you have created for the kids is excellent. communication with the kids eg behavioural issues that need to be addressed and communication with parents is very well done. the staff are a real strong point of NNOOSH, the team makes it all work so well.**



1. **great communication with parents. great at encouraging good/appropriate behaviour from the kids. approachable.**
2. **Quick and easy pick up, the family lounge app, range of activities**
3. **Nurturing staff and environment, honest and regular communication with families, high quality flexible care of the service which includes excellent staffing levels**
4. **1. The staff at NNOOSH are amazing! Very caring, kind, respectful and nurturing of all children and families. 2. Environment is creative and caring - always something to do for every child's interests. 3. Knowledge and experience in working with school age children and families.**



1. **1. Provides a** **broad range of opportunities for children to grow and learn. 2. Learning through play. 3. Holistic approach**
2. **Great team and leader, genuine caring, community focus**
3. **excellent staff, activities, ongoing learning and reflective practices**



1. **Valuing play for social, emotional and physical development. Celebrating diversity. Inclusiveness (financial as well! And availability of casual places, thank you!)**



1. **1. Commitment to care of the children, 2.** **The planning that goes into learning outcomes, 3. The incredible quality of the staff - everyone of them is a star**
2. **The genuine care the educators have for the kids; w****ide variety of activities available; good food that is served.**
3. **Excellent care and supportive guidance, good communication,** **fantastic activities**
4. **We trust you, you are always attentive to our concerns, and our kids feel comfortable with you.**
5. **Staff. fantastic activities. Staff.**

***The quality of the staff*** *is obviously our strong point (thanks for the comments). Comments ‘friendly’,’caring’,’approachable and understanding’,’know each child and have an interest in their development’, ‘the staff are a real strong point of NNOOSH’,’ the team make it all work so well’, ‘approachable’, excellent staffing levels’, ‘the staff at NNOOSH are amazing. ‘Very caring, kind, respectful and nurturing of all children and families’,’knowledge and experience in working with school aged children and families’, ‘great at encouraging good/appropriate behaviour’, ’great team and leader, genuine caring, community focus’, ‘excellent staff’ and to some it up ‘incredible quality of the staff. Everyone of them is a star,’*

*The other most-mentioned strength was the* ***quality of the program*** *which included:*

*‘Excellent arts, crafts and activities for the children. The learning about life and death (with the chicks), bringing in gymnastics and holistic learning has been very valued’,’* *Opportunities for extra learning and play in extra-curricular activities’, ‘Environment is creative and caring - always something to do for every child's interests’, ‘broad range of opportunities for children to grow and learn’, ‘The planning that goes into learning outcomes’, ‘wide variety of activities available; ‘fantastic activities’, and ‘fantastic activities.’*

*And the final most-mentioned positive quality was* ***communication.*** *Descriptors include ‘regular’, ‘good’, ‘communication with parents is well done.’ Great communication with parents’ and ‘honest and regular communication’.*

*Other great descriptors include ‘care, trust and respect,’ ‘safe, nurturing’, ‘valued’*

**It is also important to identify the services strengths and areas for improvement. What are the areas of IMPROVEMENTS? List Three Please**



**1.Nothing to add**

**2. Administration of fees- but being sorted by direct debit now**



**3.Nil**

**4.Partnerships, Ongoing learning and reflective practice, Evaluation for wellbeing and learning**

*The new App, Playground, will make our reflective practice and evaluation for well-being and learning more transparent as we will be able to share the program, photos and send observations directly to you. We do these things now on paper which is obviously difficult to share. The new App will be available to you at the start of term 3.*

**5.Childcare in 2nd week of holidays (sorry that’s sneaky)**

*Not sneaky at all. I want honest feed-back. The reason we don’t do the second week of the holidays is that we have 6 permanent part-time staff and there is only a two week gap in January when they can have holidays. As they are entitled to 4 weeks per year, that means they would have to have at least two weeks off at different times during the year. I keep the number of staff tight so that the casuals get enough work. Therefore, I would not have enough casual staff to cover the loss of the permanents for a total of the 12 weeks. It’s a balancing act. The good news is that Newtown PS now does the second week of vacation care. Previously they had no vacation care but I have spoken to them and they are full with their own children. In that discussion, another point was made which was the same for us. The Coordinator there found that when they were open for two weeks, the same number of children were spread over that time so it then became unprofitable with lower numbers. I have also contacted Darlington, which has recently been privatised, to find out if they have vacation care.*

*If there was enough interest, I could source other centres that may take our children in the second week.*

1. **I'd suggest a bit of updating on the website which is a bit difficult to read on a mobile, the orange background is very bright and makes the text hard to read, and the enrolment process is quite complicated.**

*I will look into this.*

1. **None that I can see, you're doing a great job.**
2. **1. Better government funding 2. Better government funding 3. Better government funding**

*We actually don’t receive any Government funding, except for the CCS subsidy from the Commonwealth Govt and that is technically a subsidy to the parents not us. All of our income comes from fees.*



**9. Could offer more extra-curricular 3rd party activities, such as chess, soccer, gymnastics etc.**

*CoVid put a stop to these activities but I will get them going again. In the past, we have had skateboarding, archery, frisbee, AFL, photography, fencing and gymnastics is very popular. There will be a slight charge when they resume but it will be to cover costs and no profit will be made. These activities are also important for the older groups (See answer 14). I can look into chess. Have also thought of woodwork but finding the right provider is the problem. Any suggestions, please email me.*

**10.I have yet to see an area for improvement, I am new too NNOOSH.**

*Keep looking.*

**11.more gymnastics. more extracurricular options.**

*Will be more gymnastics in term 4.*



**12.The registration process was complicated and not straightforward, need to run the second week of holidays!**

*We are going to a Cloud -based version of Qikkids from next term so hopefully registration will be simpler. It is complicated because the government made it so everything has to go through MyGov. Unfortunately, we have no control over the process.*

**13.revamp of facilities (not that they are bad), Sorry i can't think of any others**

*We used to have working bees but we now pay a licence fee to Dept of education who now do all repairs. Part of that licence fee includes cleaning which is not done to a good standard sadly.*

**14. Not much to add for this one. Maybe as I have an older child at NNOOSH there could be something more for this smaller group to extend them?**

*See answer to 9. We will start local excursions soon for Years 5 & 6. Cloud 9 is a favourite but again, email any suggestions.*

**15.none**

**16. Can’t think of anything. We think NNOOSH is completely wonderful!**

**17.none**

**18. Maybe the option to do homework in a quiet space, maybe with an educator available for advice. 2. More rainy weather spaces? 3. Nothing else - get Alex back???**

*We do provide a quiet space in the kitchen twice a week for children wishing to do homework. However, we are not teachers and our ratios mean we cannot give 1:1 supervision, though I am in the office most days and can offer help. The child needs to agree to do the homework as we can’t make them. If you want your child to do homework, please email us. We normally let them eat and play till 4 before they begin homework.*

*When it rains, our licence agreement with school allows us to use the library and hall if they are not being used. As winter has approached, we are using the hall after 5pm.*

*You will have to buy Alex a house in Sydney if you want her back!!!!*

1. **Nothing that comes to mind**

**20. The app is sometimes glitchy and it can be hard to book**

*Yes, we are aware of the glitches. Please take a screen shot when they happen and send an email so I can discuss with QikKids. We don’t see what you see from our end.*

**21. Perhaps some focus on homework for older kids, no other areas I can think of. It’s just wonderful.**

**22. Gently encouraging kids to eat (to minimise grumpy afternoons), more reporting on what you observe of our kids whilst at NOOSH (the good and the bad), consider allowing parents to contribute to ideas for activities**

*Yes, we do encourage eating but often they just want to play. We often suggest children eat from their lunch box as well if they don’t want the food provided. If you have a specific concern, as one parent recently did, please email us and all staff will be ‘put on the case.’*

*Parents can always offer suggestions for activities by email or in person to the RP on the day. Next term, we hope to focus on our community’s culture and get in-put from parents. In the past, parents have come to cook Sri Lankan food with the children and to talk about their religion eg Sikhism*

*More reporting will occur with the new App mentioned above.*

1. **Ability to engage/see what is happening via a platform other than Instagram**

*See answer above and for question 4, but we have to determine privacy considerations first for group photos.*