

Q6 WA - Please select your OSHClub from the drop-down list below

Answered: 13 Skipped: 0

2020 OSHClub Family Survey

ANSWER CHOICES	RESPONSES	
Adam Road OSHClub	0.00%	0
Anzac Terrace OSHClub	0.00%	0
Applecross OSHClub	0.00%	0
Aquinas College OSHClub	0.00%	0
Arbor Grove OSHClub	0.00%	0
Ardross Primary School OSHClub	0.00%	0
Ashdale OSHClub	0.00%	0
Aspiri OSHClub	0.00%	0
Assumption OSHClub Mandurah	0.00%	0
Aveley OSHClub	100.00%	13
Baldivis OSHClub	0.00%	0
Beeliar OSHClub	0.00%	0
Beenyup OSHClub	0.00%	0
Bicton OSHClub	0.00%	0
Booragoon OSHClub	0.00%	0
Burrendah OSHClub	0.00%	0
Canning Vale OSHClub	0.00%	0
Carine OSHClub	0.00%	0
Carramar OSHClub	0.00%	0
Caversham OSHClub	0.00%	0
Caversham South OSHClub	0.00%	0
Charthouse OSHClub	0.00%	0
Churchlands Primary OSHClub	0.00%	0
Clarkson Primary OSHClub	0.00%	0
Como OSHClub	0.00%	0
Connolly OSHClub	0.00%	0
Cooinda OSHClub	0.00%	0
Deanmore OSHClub	0.00%	0
Doubleview OSHClub	0.00%	0
East Butler OSHClub	0.00%	0
East Victoria Park OSHClub	0.00%	0
Floreat Park OSHClub	0.00%	0
Francis Jordan OSHClub	0.00%	0
Glen Huon OSHClub	0.00%	0
Golden Bay OSHClub	0.00%	0

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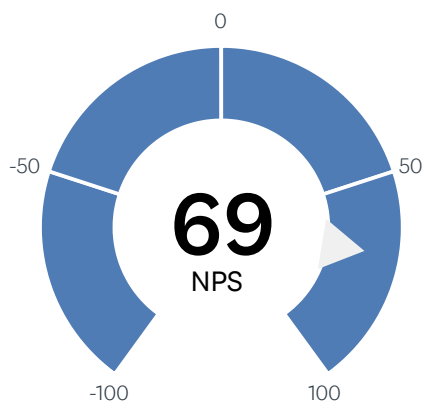
Hammond Park OSHClub	0.00%	0
Harmony OSHClub	0.00%	0
Highgate OSHClub	0.00%	0
Infant Jesus OSHClub	0.00%	0
John Butler OSHClub	0.00%	0
John Wollaston OSHClub	0.00%	0
Joondalup Primary OSHClub	0.00%	0
Kardinya Primary OSHClub	0.00%	0
Kensington Wa OSHClub	0.00%	0
Kingston Primary OSHClub	0.00%	0
Leschenault OSHClub	0.00%	0
Living Waters OSHClub	0.00%	0
Malvern Springs OSHClub	0.00%	0
Manning OSHClub	0.00%	0
Marmion OSHClub	0.00%	0
Marri Grove OSHClub	0.00%	0
Mother Teresa OSHClub	0.00%	0
Mount Pleasant OSHClub	0.00%	0
Our Lady Of Lourdes OSHClub	0.00%	0
Padbury OSHClub	0.00%	0
Parkfield OSHClub	0.00%	0
Parkwood OSHClub	0.00%	0
Piara Waters OSHClub	0.00%	0
Port Kennedy OSHClub	0.00%	0
Queen Of Apostles OSHClub	0.00%	0
Richmond OSHClub East Fremantle	0.00%	0
Rosalie OSHClub	0.00%	0
Rossmoyne OSHClub	0.00%	0
Safety Bay OSHClub	0.00%	0
Settlers OSHClub	0.00%	0
Singleton OSHClub	0.00%	0
Somerly OSHClub	0.00%	0
South Coogee OSHClub	0.00%	0
South Perth OSHClub	0.00%	0
South Thornlie OSHClub	0.00%	0
St Andrew's OSHClub	0.00%	0

2020 OSHClub Family Survey

St Anthony's OSHClub Wanneroo	0.00%	0
St Emilie's OSHClub	0.00%	0
St Jerome's OSHClub	0.00%	0
St John Paul II OSHClub	0.00%	0
St Joseph's OSHClub Queens Park	0.00%	0
St Michael's OSHClub	0.00%	0
St Peter's OSHClub Inglewood	0.00%	0
St Stephen's Duncraig OSHClub	0.00%	0
St Stephen's OSHClub	0.00%	0
St Vincent's OSHClub	0.00%	0
Success OSHClub	0.00%	0
Treendale OSHClub	0.00%	0
Tuart Forest OSHClub	0.00%	0
Warnbro OSHClub	0.00%	0
Wellard OSHClub	0.00%	0
West Greenwood OSHClub	0.00%	0
West Leeming OSHClub	0.00%	0
Willandra OSHClub	0.00%	0
Willetton OSHClub	0.00%	0
Winthrop OSHClub	0.00%	0
Woodlands OSHClub	0.00%	0
Yuluma OSHClub	0.00%	0
TOTAL		13

Q7 How likely is it that you would recommend OSHClub to a friend or colleague?

Answered: 13 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
8%	15%	77%	69
1	2	10	

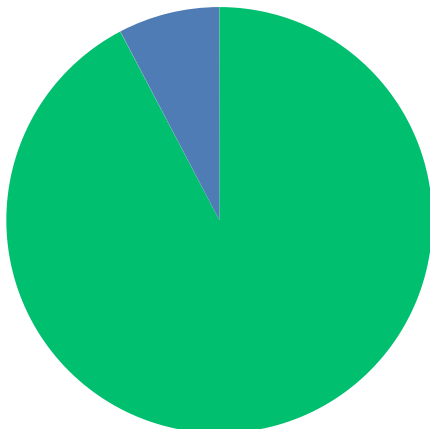
Q8 How often do you use each care type offered at your OSHC service?

Answered: 13 Skipped: 0

	1 DAY/ WEEK	2 DAYS/ WEEK	3 DAYS/ WEEK	4 DAYS/ WEEK	5 DAYS/ WEEK	ONLY OCCASIONALLY	TOTAL	WEIGHTED AVERAGE
Before School Care	0.00% 0	9.09% 1	36.36% 4	9.09% 1	18.18% 2	27.27% 3	11	3.50
After School Care	0.00% 0	16.67% 2	41.67% 5	0.00% 0	41.67% 5	0.00% 0	12	3.67
Vacation Care	0.00% 0	9.09% 1	18.18% 2	9.09% 1	45.45% 5	18.18% 2	11	4.11

Q9 Do the current hours of operation suit your families needs?

Answered: 13 Skipped: 0



■ Yes
 ■ No

ANSWER CHOICES	RESPONSES	
Yes	92.31%	12
No	7.69%	1
TOTAL		13

#	IF NO, WHAT HOURS OF OPERATION WOULD YOU PREFER?	DATE
1	Until 6.30 like it used to be	6/25/2020 6:59 PM

Q10 OUR TEAM - How satisfied are you with OSHClub in the following areas?

Answered: 13 Skipped: 0

	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Educators in your service	76.92% 10	15.38% 2	7.69% 1	0.00% 0	0.00% 0	13	4.69
Care provided for your children	76.92% 10	15.38% 2	7.69% 1	0.00% 0	0.00% 0	13	4.69
Environment (is it welcoming and friendly?)	76.92% 10	7.69% 1	15.38% 2	0.00% 0	0.00% 0	13	4.62
Providing feedback to you on your child/ren's day	69.23% 9	23.08% 3	7.69% 1	0.00% 0	0.00% 0	13	4.62
Clear communication about what's happening in the program	69.23% 9	0.00% 0	30.77% 4	0.00% 0	0.00% 0	13	4.38
Managing feedback, questions and concerns	69.23% 9	15.38% 2	15.38% 2	0.00% 0	0.00% 0	13	4.54
Involvement in your school community	61.54% 8	23.08% 3	15.38% 2	0.00% 0	0.00% 0	13	4.46

Q11 Any other feedback or comments regarding OUR TEAM?

Answered: 6 Skipped: 7

#	RESPONSES	DATE
1	I have had three children attend various before and after school programs in the past 14 years and I have never come across a more genuine, professional and highly customer focussed leader as Sophia. It is because of Sophia and her team that I am relieved of the mum guilt that can plague a working mum, knowing how happy my son is to go into their care!	6/25/2020 8:17 PM
2	The team are great. I love that there are consistant educators everyday who know my kids.	6/25/2020 6:59 PM
3	Can't book via app outside of school hours. Camp Australia has a 24hr call line and can cancel appointments up to 2 hours before session.	6/25/2020 6:40 PM
4	Sophia our coordinator and the team are fantastic. My daughter loves going to afterschool care. My daughter always tells me how much she enjoys it. Way better than other afterschool cares we have attend.	6/22/2020 9:37 PM
5	Awesome team, great communication and very accommodating for last minute changes	6/22/2020 7:37 PM
6	There is a one worker my son finds that is amazing an interacts more an that's Andrea.	6/22/2020 6:46 PM

Q12 OUR PROGRAM - How satisfied are you with OSHClub in the following areas?

Answered: 13 Skipped: 0

	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Activities/ Program provided (does your child have fun at OSHC?)	61.54% 8	30.77% 4	7.69% 1	0.00% 0	0.00% 0	13	4.54
Engagement of children (does your child feel welcome and like they belong?)	69.23% 9	23.08% 3	7.69% 1	0.00% 0	0.00% 0	13	4.62
Health, wellbeing & safety of children	69.23% 9	30.77% 4	0.00% 0	0.00% 0	0.00% 0	13	4.69
Menu/ Food provided	46.15% 6	38.46% 5	7.69% 1	7.69% 1	0.00% 0	13	4.23
Service environment and spaces available	69.23% 9	23.08% 3	7.69% 1	0.00% 0	0.00% 0	13	4.62
Resources and equipment available for children to play	61.54% 8	38.46% 5	0.00% 0	0.00% 0	0.00% 0	13	4.62
Value for money	46.15% 6	46.15% 6	0.00% 0	7.69% 1	0.00% 0	13	4.31
Our Vacation Care program (where applicable)	66.67% 8	8.33% 1	25.00% 3	0.00% 0	0.00% 0	12	4.42

Q13 Any other feedback or comments regarding OUR PROGRAM?

Answered: 4 Skipped: 9

#	RESPONSES	DATE
1	Would like some fruit available in mornings.	6/25/2020 6:59 PM
2	Can't book via app outside of school hours. Camp Australia has a 24hr call line and can cancel appointments up to 2 hours before session.	6/25/2020 6:40 PM
3	Excursions are brilliant	6/22/2020 9:37 PM
4	No	6/22/2020 6:46 PM

Q14 CUSTOMER SERVICE & BILLING - How satisfied are you with OSHClub in the following areas?

Answered: 13 Skipped: 0

	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
The booking management system (iParent Portal)	53.85% 7	30.77% 4	7.69% 1	7.69% 1	0.00% 0	13	4.31
The online enrolment process (how easy was it to enrol?)	53.85% 7	23.08% 3	7.69% 1	15.38% 2	0.00% 0	13	4.15
Booking and cancellations	69.23% 9	7.69% 1	15.38% 2	0.00% 0	7.69% 1	13	4.31
Billing & payment experience	46.15% 6	38.46% 5	7.69% 1	7.69% 1	0.00% 0	13	4.23
Communication (were we friendly/ helpful?)	69.23% 9	30.77% 4	0.00% 0	0.00% 0	0.00% 0	13	4.69
Response times (did we respond in a timely manner?)	69.23% 9	30.77% 4	0.00% 0	0.00% 0	0.00% 0	13	4.69

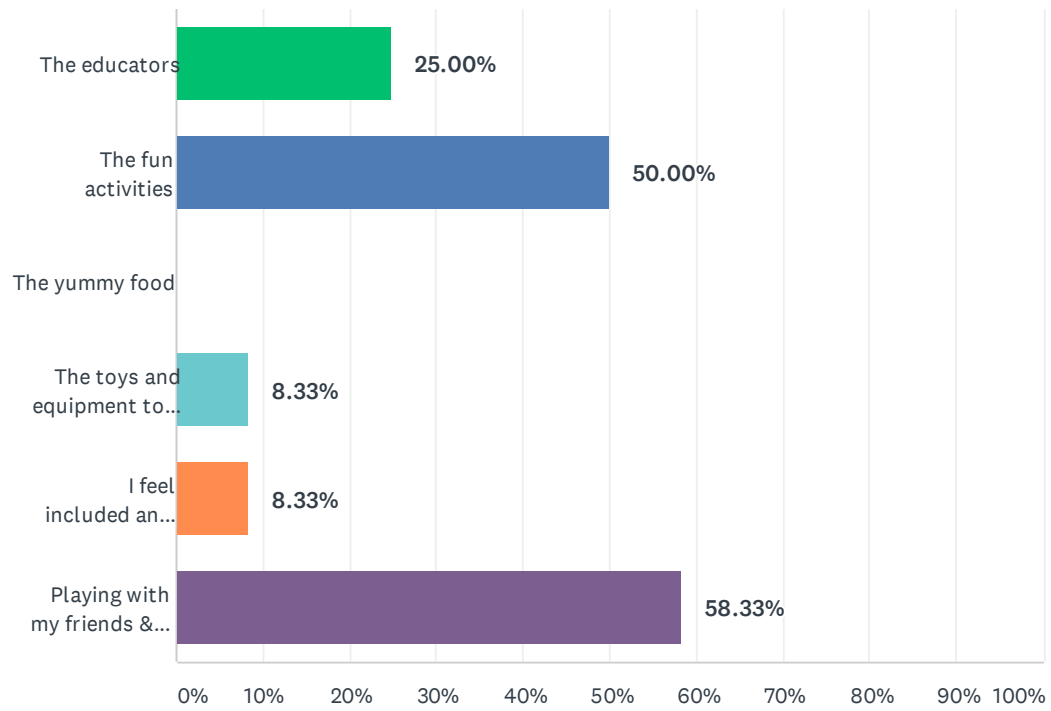
Q15 Any other feedback or comments regarding CUSTOMER SERVICE & BILLING?

Answered: 4 Skipped: 9

#	RESPONSES	DATE
1	Was difficult to enrol a child in DCPs care. Program not suitable.	6/25/2020 6:59 PM
2	Can't book via app outside of school hours. Camp Australia has a 24hr call line and can cancel appointments up to 2 hours before session.	6/25/2020 6:40 PM
3	Sophia is always happy to help us.	6/22/2020 9:37 PM
4	Would like it if they had more things to do in holiday program in playing soccer etc	6/22/2020 6:46 PM

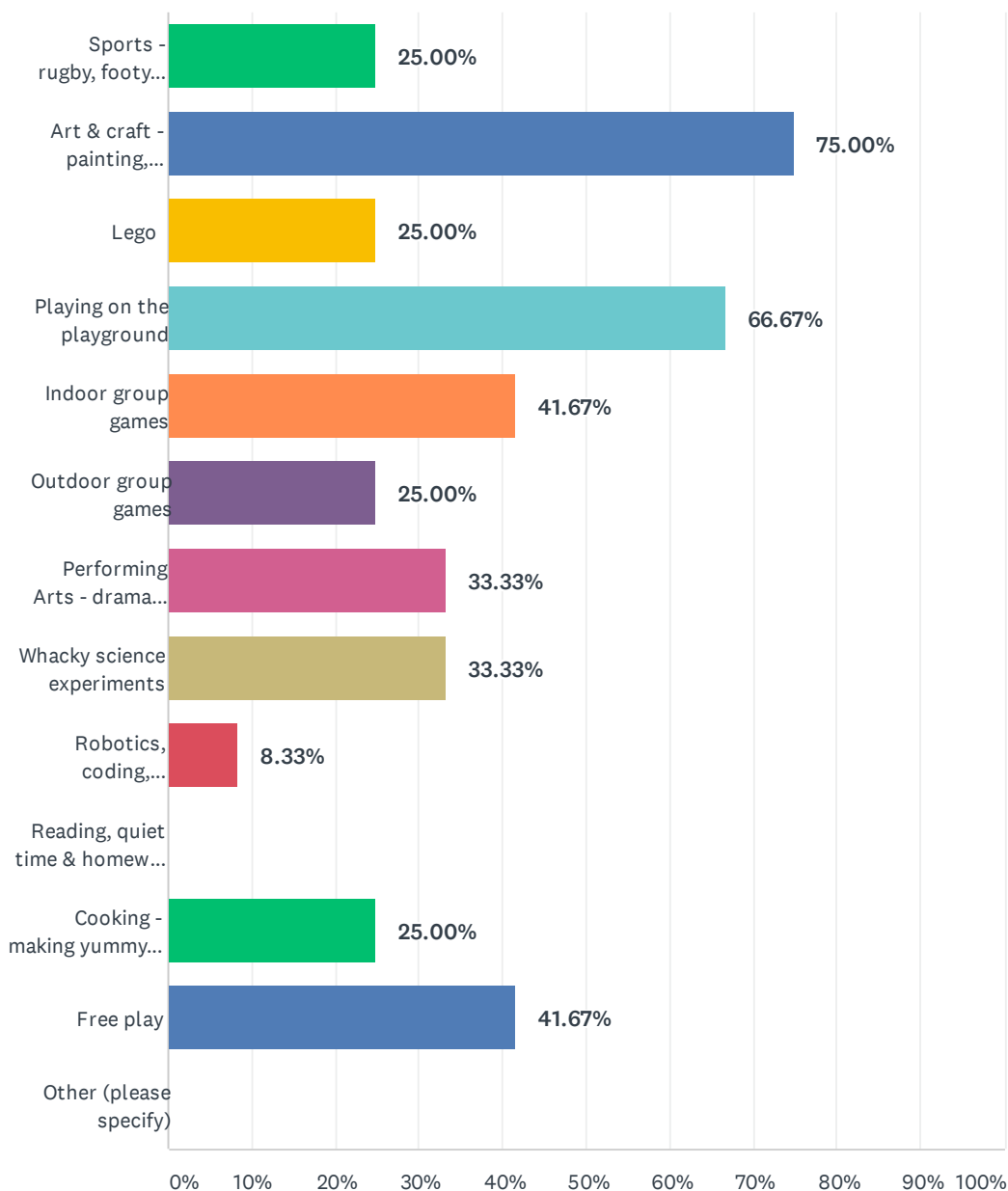
Q16 KIDS ZONE - What do you like best about OSHClub?

Answered: 12 Skipped: 1



Q17 KIDS ZONE - What are some activities that you LOVE? (select all that apply)

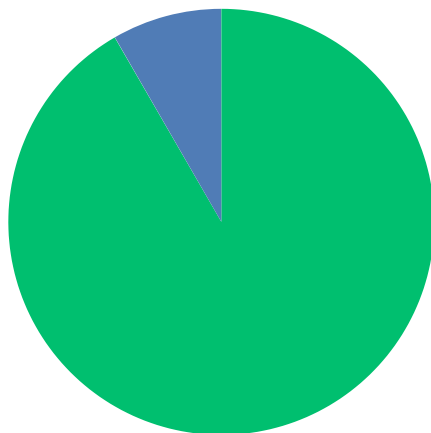
Answered: 12 Skipped: 1



#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q18 KIDS ZONE - Currently, are you able to do the things you love at OSHC?

Answered: 12 Skipped: 1



Yes No

ANSWER CHOICES	RESPONSES	
Yes	91.67%	11
No	8.33%	1
TOTAL		12

Q19 KIDS ZONE - How would you describe your time at OSHClub in 1 sentence?

Answered: 12 Skipped: 1

#	RESPONSES	DATE
1	Fun	6/26/2020 10:04 AM
2	Nice staffs	6/25/2020 11:11 PM
3	It's really nice to be there because I see my friends and feel so happy.	6/25/2020 8:20 PM
4	Having fun	6/25/2020 8:12 PM
5	Fun	6/25/2020 7:00 PM
6	I like it	6/25/2020 6:42 PM
7	Fine	6/25/2020 6:41 PM
8	Fun and play time	6/25/2020 6:34 PM
9	Lots of fun	6/25/2020 6:26 PM
10	Fun	6/23/2020 10:39 AM
11	Love the food, playing on the playground and they are really nice carers.	6/22/2020 9:40 PM
12	Okay but want to do more sports	6/22/2020 6:48 PM