



2021

TLC Whānau Survey



THANK YOU

A very big thank you to everyone who participated in our whānau survey. As promised TLC will donate \$5 to Heart Kids for every response. Although the deadline has passed for inclusion in this report of the results, we always welcome feedback.

In summary, 100% of respondents value good teacher to child ratios as being important to quality of care. 96% of you value warm, caring and respectful teachers as being key to quality of care, and 100% of you find TLC's teachers VERY caring and respectful. And, you report that 75% of your children are Very Happy at TLC, and 25% are Mostly Happy. As TLC's licensee, I would like to thank our teaching team for this result. I could not ask for a better team.

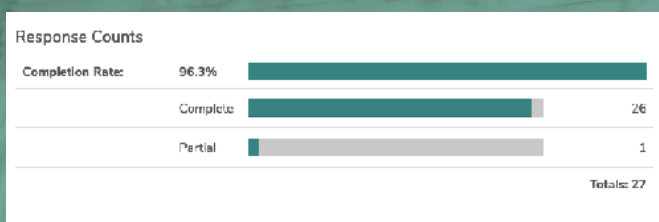
In terms of communications, it sounds like monthly articles on various educational topics would be really appreciated, as well as the less frequent TLCZines. It looks like we have some work to do to raise the profile of our wonderful Parent Voice Committee, the great work they do, and contribution they make.

I have taken to heart the comments about making upstairs look more homely, as this is a core value of ours. I will take this to the team, and plan to make this happen this year. I am aware, that some of the 'softer' resources get put away during Covid-19 Levels 2-4, as they are harder to sanitise on a daily basis. We DO have plans to replace the carpet, it has lasted an amazing 14 years. My preference would be to have wooden floors and rugs. This is a big project though, and timing is the challenge.

It is wonderful to see your aspirations for your children, and I am so very grateful that these are a beautiful match with TLC's philosophy and values. Let us all work as a community towards Te Whārki's (our curriculum) aspirational statement:

Competent and confident learners and communicators, healthy in mind, body and spirit, secure in their sense of belonging and in the knowledge that they make a valued contribution to society.

1. We pride ourselves on our **caring and respectful teachers**. How caring and respectful do you think our teachers are towards you and your child(ren)?



| Value | Percent | Responses |
|---------------------------------|---------|-----------|
| Very caring and respectful | 100.0% | 25 |
| Mostly caring and respectful | 0.0% | 0 |
| Sometimes caring and respectful | 0.0% | 0 |
| Not very caring and respectful | 0.0% | 0 |
| No opinion | 0.0% | 0 |

HERE ARE SOME OF THE RESPONSES ABOUT WHAT YOU WOULD LIKE FROM US IN TERMS OF COMMUNICATION

- Monthly posts would be great
- Happy with current frequency.
- I think the current level of notices is pretty good. Especially about illnesses within the centre, those seem to be very prompt
- Love the quarterly magazines (must take soooo much time!) and child development stories. A monthly Educa post would be nice, using some of the magazine type content. Love hearing about the learning experiences.
- The newsletters are great but I can't remember the last time we got one.
- More posts on topics would be cool - always find it super interesting to read about how to best approach an aspect of care, or transitions (or whatever!). I don't mind what form this would come in re educa vs newsletter.
- Monthly Educa posts More frequent newsletters More stories on Educa
- A monthly short-ish post on a specific topic would be preferable over a newsletter. All the regular updates on staff movement, sickness etc should be as often as needed ie not limited
- I'd like to receive more information via educa, on day to day going's on. I feel like I don't really know much about what our daughter does in the day. More photos would be good, as well as more individual stories.
- Newsletters/zines are great but I appreciate a lot of work goes into them so producing them regularly must be a challenge. A monthly post on a topic would be great. We love getting stories/photos on Educa.
- Weekly
- Current communication strategies are good - in terms of TLC getting important info out to parents. Regarding my child specifically, I'd love to see more stories on Educa.
- Quarterly community connection e.g. newsletters + pertinent info on a regular basis re: illnesses and other news around the center.
- Monthly
- I like to know what's happening as it does so the level is good
- A monthly Educa post on a particular topic would be really cool and I think helpful for many parents
- Monthly topic sounds good
- Monthly post about what's going on and maybe a topic?
- I think you all do so much already.

4. We value the following as contributing to Quality Of Care. What do you value?

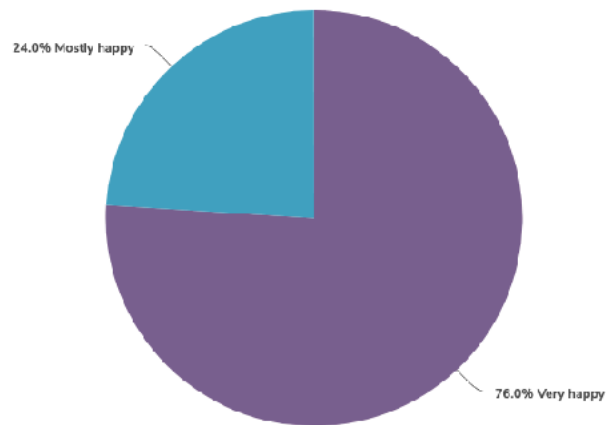
| | Important | Nice to have | No opinion | Responses |
|---|-----------|--------------|------------|-----------|
| Good Teacher To Child Ratios Count | 25 | 0 | 0 | 25 |
| Small Group Sizes Count | 23 | 2 | 0 | 25 |
| Qualified Teachers Count | 17 | 8 | 0 | 25 |
| Ongoing Professional Development Count | 22 | 3 | 0 | 25 |
| Key Caregiving Count | 22 | 3 | 0 | 25 |
| Continuity Of Care Count | 21 | 4 | 0 | 25 |
| Warm, Caring & Respectful Teachers Count | 24 | 1 | 0 | 25 |
| A Homely Environment Count | 19 | 6 | 0 | 25 |
| Totals Total Responses | | | | 25 |

5. WE CONTINUALLY TRY TO IMPROVE OUR INDOOR AND OUTDOOR ENVIRONMENTS. DO YOU HAVE ANY SUGGESTIONS ABOUT WHAT YOU WOULD LIKE TO SEE CHANGED, OR IMPROVED, OR PRIORITISED?

- Not at the moment
- Would like to see upstairs made more homely.
- Think the outdoor area is fabulous especially the gardening area up top. A mini sports zone for the older exuberant kids would be great so they can bounce balls, shoot a mini basketball hoop, use chalk for hopscotch, 4 square etc.
- Can't think of anything right now...
- The cubby holes could be moved from the thoroughfare downstairs as creates an area of congestion More climbing equipment. Less mosquitos somehow
- The spaces indoor and out are excellent. Noise downstairs can be an issue given the large continuous space.
- I think the downstairs space is excellent, very age appropriate. I think the kakano room feels a bit sparse, it would be nice if it was more homely. Family photos on the walls? Artwork? Some soft furnishings (as appropriate) Plants? A small bookshelf? I know they're little, but our son loves looking at books already...
- Access to nature play - grass, plants etc.
- More books readily available
- Maybe some outings or some more education sessions like the ambulance lady
- No all good



- I think you're doing a good job at letting things fresh :)
- Can't think of anything. The outdoor space with its more natural play area in the top garden is one thing that appealed to me when choosing a day care.
- No, it is a rich and beautiful chaos
- The indoor environment is homely but is starting to look worn down. The carpeting looks like it's time to be replaced and walls could use fresh paint.
- More controls in place for the mosquitos in the garden.
- The big white gate to the road is difficult to open, especially with one hand. It seems to have gotten a bit stuck/ stiff. Would be nice to get this fixed. Ensuring that lower walkway is clear of plants & not slippery. If you



6. OVERALL, HOW HAPPY DO YOU THINK YOUR CHILD(REN) ARE AT TLC?

| Value | Percent | Responses |
|---------------------------------------|---------|-----------|
| Very happy | 76.0% | 19 |
| Mostly happy | 24.0% | 6 |
| Sometimes happy and sometimes unhappy | 0.0% | 0 |
| Mostly unhappy | 0.0% | 0 |
| Very unhappy | 0.0% | 0 |
| No opinion | 0.0% | 0 |

Totals: 25

7. What do you think we do well?

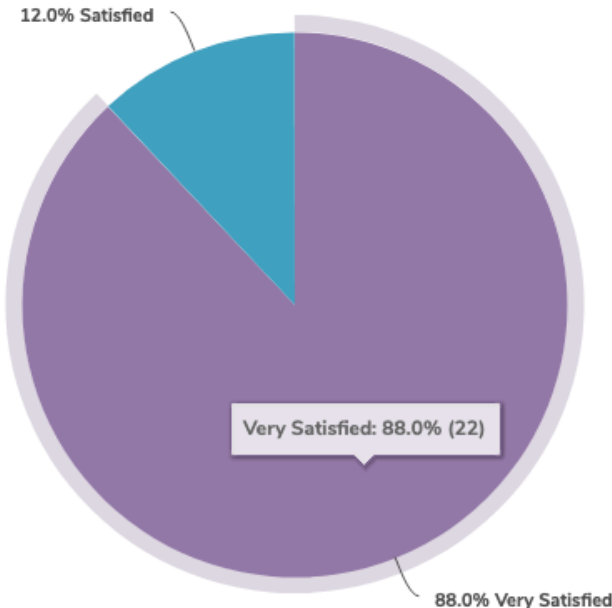
- Supporting the development of life skills. Unconditional love and care.
- Conscientious care and genuine, individual relationships with the children.
- Birthdays & Celebrations.
- All of the teachers at TLC seem to be so loving, kind and respectful. We're so happy that we chose TLC
- Letting kids be themselves and explore
- Continuity of care is fantastic and the respectful way in which children are treated and allowed to learn their own limits
- So caring & respectful, observant, thoughtful, warm, loving, genuine, authentic, present, you really take the time to be with the children.
- Great staff, very kind, respectful and knowledgeable. Love the unstructured free play environment
- Basically everything. Any child and family to have tlc in their lives should feel incredibly lucky. Most of us probably don't know just quite how lucky we are 🤍💙💚💙💚
- Excellent staff, very attentive to the children. Set good boundaries. Excellent staff ratios.
- Continuity of care is great. Love that there is lots of self-directed time for children but also structure around meals and transitions.
- Continuity of care and general communication with parents
- #1 Every day I drop my child at TLC I 100% trust they are with adults who care about their physical, emotional and mental well-being as much as I do (that trust is EVERYTHING). Teachers with RIE foundations training. Well supported and resourced teachers who are able to offer compassionate whole child care Child centred, developmentally appropriate approach Play based (with no push for 'academic school readiness'). Great outdoor space, which draws children outside (I think my child spends much of the day outside - fantastic!). Many resources based in nature (the trees, the beds in the 'top' garden, the sandpit, other plants and leaves etc. Open ended resources. Yummy food (thank you Cook'sName xx) Excellent teacher direction and support (thank you Teacher'sName xx) Much improved admin (thanks Administrators'sNames xx) Generally a fantastic centre (thank you LicenseeName xx) etc etc

fantastic kind create genuine
 continuity environment loving
 lots respectful amp great child
 children
 kids caring love care
 carers teachers
 happy ratios play explore excellent



- Connection, respect, caring, calm
- Everything! We are really happy and love the bond between the main carers and babies
- Having the same carer small group sizes and the ethos you teach by
- Pretty much everything, keep it up
- Provide a safe and loving environment for children to grow and develop. Provide children with skills to help them through different situations and challenges they may come across.
- Create a welcoming, respectful environment
- I like the areas you have set up for the children and how they change on the daily. I like how you treat the children with respect and talk to them like people.

8. OVERALL ARE YOU SATISFIED WITH TLC?



| Value | Percent | Responses |
|-------------------|---------|-----------|
| Very Satisfied | 88.0% | 22 |
| Satisfied | 12.0% | 3 |
| Very Dissatisfied | 0.0% | 0 |
| Dissatisfied | 0.0% | 0 |
| Neutral | 0.0% | 0 |
| Not applicable | 0.0% | 0 |

Totals: 25

THANK YOU

9.WHY DID YOU CHOOSE TLC?

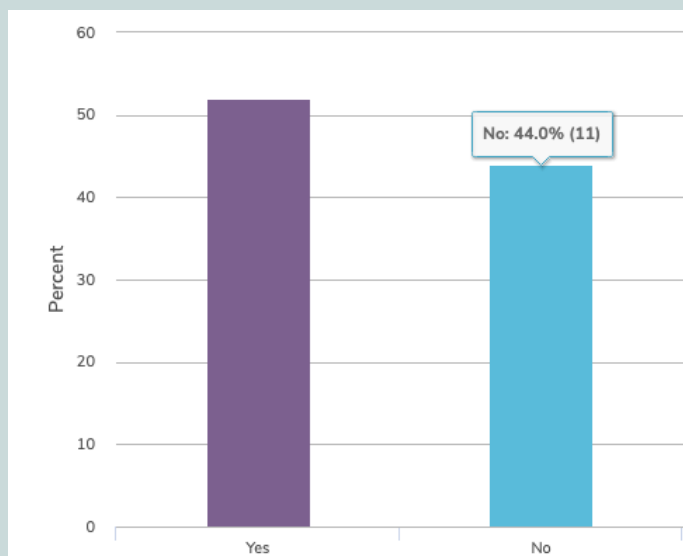


- RIE Continuity care
- philosophy, reputation, size
- Feedback was positive.
- The respectful parenting approach, good ratios and continuity of care
- Homely and welcoming environment, warm teachers, happy kids
- RIE philosophy and recommendation from good friend
- RIE philosophy - after visiting TLC, whilst I was on the RIE foundations course... Still so grateful there was a space for us (to join at a kind of weird time - in the Kea space!).
- Because Teacher'sName works there! You follow the RIE philosophy When I visited upstairs I was impressed by how calm and quiet it was and I loved how the staff interacted with the babies and toddlers so I knew it was going to be a good place to leave my daughter
- Recommendation from ex TLC teacher.
- The philosophy of the centre
- Close to home, ERO report, alignment with respectful parenting / RIE approach, just "felt right" when we visited, food provided.
- Small group sizes, quality food, location
- 1. RIE 2. Recommendation from trusted person who worked at TLC 3. Good vibes during visit (Teacher'sName ran visits then. Teacher'sName must now be a great ambassador)
- Good staff. Respectful engagement with children. Strong philosophy of care Warm meals.
- Philosophy, small groups, location
- Recommendation from friends
- Friends initially, now we know, trust and respect the team and how they care for our little ones
- The natural environment. Great ratios. Respectful approach towards children.
- Small group sizes, healthy meals, respectful environment, happy kids
- Child/caregiver ratio and overall feeling I got when visiting the centre. Teacher'sName is also great at what she does!!



“MORE MUSIC SANNA?”
LANE AGE 22 MONTHS

10. Are you aware we have a **Parent Committee** that advises and influences TLC?



- We got a couple of respondents say that they would be willing to get involved in the Parent Voice Committee, we welcome you with open arms, please contact Sanna to find out more.

11. WOULD YOU LIKE TO SHARE A **HAPPY MEMORY** ABOUT TLC?

- Too many!
- We love the daily stories of things Child'sName has been up to, especially the ones of him showing empathy towards his peers. It's so special to watch him grow 😍
- Bonfires at Matariki. Giant sticks, marshmallows, fire and a lot of excited little people!
- The birthday and farewell ceremonies are great (particularly the farewell ceremony)
- Love Teacher'sName learning stories - treasure them so much! Also, always love when I pick Child'sName up and he has a cool new hair do! :P (hehe). Also at the xmas gathering last year, when Parent'sName was 'Dj-ing', I enjoyed watching Child'sName (and the other children) dancing! :)
- Not long after starting TLC Child'sName got gastroenteritis and had to have over a week off school. Luckily she was well enough to come to the end of year celebration, which was the first time back after being off sick. We weren't sure how she would react to being back at TLC after a long break so soon after starting. I remember Teacher'sName invited Child'sName to eat dinner with her and Child'sName was so comfortable she sat on her knee and shared Teacher'sName 's dinner with her. I was so happy to know that Child'sName was settled and happy with her key teachers Teacher'sName and Teacher'sName 😊
- I love the fuss made of the children moving on to school - I've seen a couple of ceremonies now and think they're great!
- When Child'sName was at TLC, every day when I picked him up the teachers would take me aside to tell me a wonderful thing that happened that day in his play, or the stories he told. It felt like he was so special, and his



uniqueness was recognised. I love that both my children have developed very close friendships with one particular child, while they've been at TLC. And also that they have been happy to make other meaningful connections with other children when their primary friend wasn't available.

- Child'sName coming in to visit Child'sName after over a year away and him running around all excited and full of happy memories from the place.
- Love Teacher'sName she is the best thing about TLC for us
- Every day is happy for us as Child'sName is so happy there :)
- There are so many!
- Honestly, every day I pick up Child'sName creates a happy memory for me
- In such a short time it's so lovely that TLC carers know our baby's little personality already.

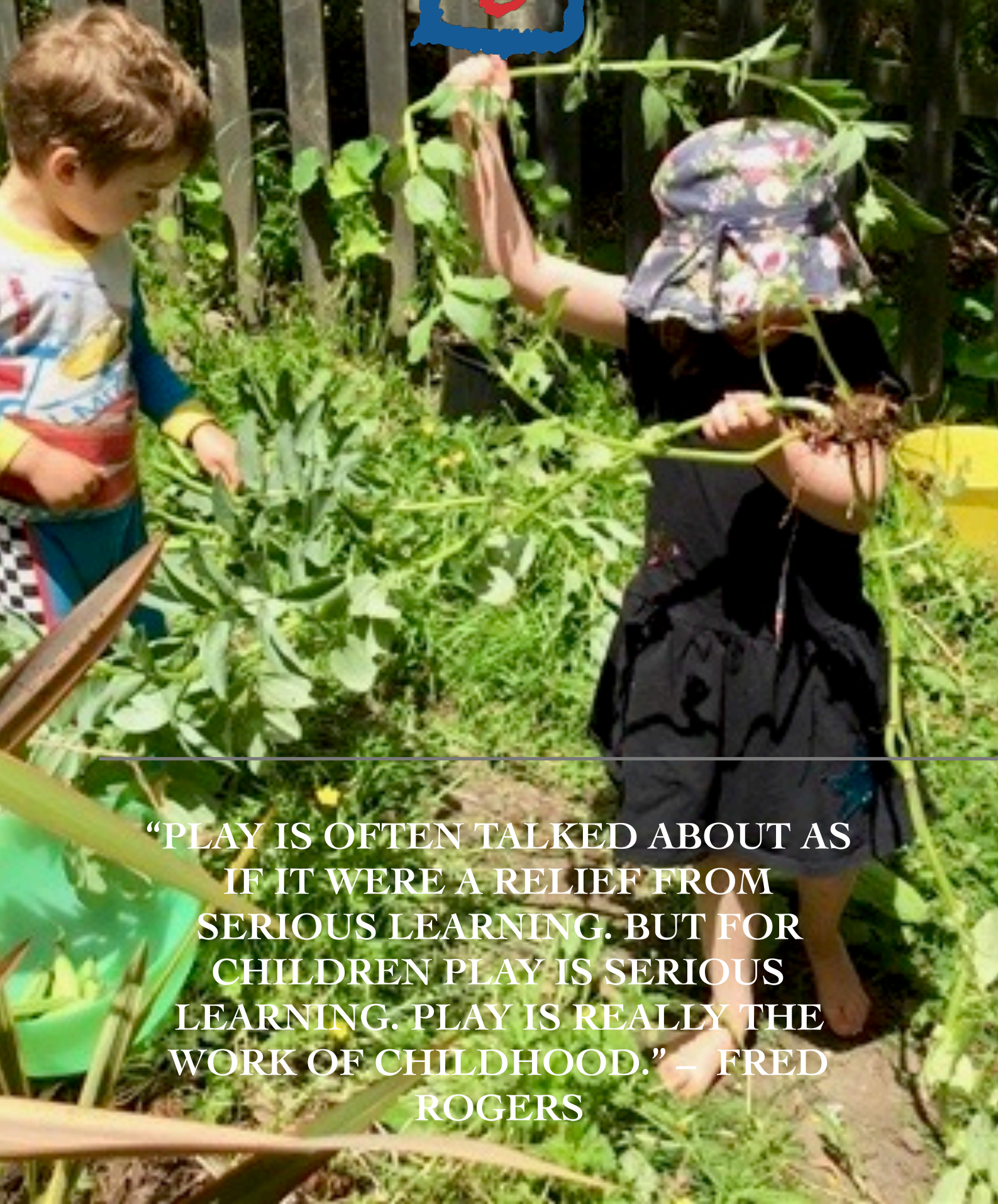
12. WHAT ARE YOUR WHĀNAU ASPIRATIONS FOR YOUR CHILD(REN)?



- To be strong independent individuals who are respectful, mindful and kind
- to be secure in themselves and comfortable expressing their likes / dislikes / ambitions etc
- To have happy, healthy, emotionally aware children
- Continue to be curious
- That they develop into confident people who understand their emotions and treat others with respect and empathy.
- that he grows up knowing who he is, being seen and respected for who he is...that he can express his emotions, to foster his creativity and playfulness, is a kind, caring, compassionate, loving, engaged & curious human :P
- To be happy and to find her place in this world whatever that may be
- To be comfortable and able to express themselves
- To be happy, healthy and to thrive
- Raising kind, thoughtful/ curious, respectful children who are supported in their own interests. Learning in their own mode and at their own pace.
- That they grow up feeling loved, seen and heard. That they know themselves and feel confident to express their opinions and get their needs met.
- Kind, caring, ambitious, service and community oriented.
- Happy, curious, empathetic with others
- For her to be happy confident and stimulated
- To be happy and enjoy the rest of her time at TLC
- To be happy, healthy and respectful
- To be happy and healthy and able to communicate with ease.
- I want him to be kind, confident, curious, joyful, and active
- That she grow into confidence, gratitude, empathy and the ability to nurture and share happiness.
- To be kind, imaginative, and determined in her life.







“PLAY IS OFTEN TALKED ABOUT AS IF IT WERE A RELIEF FROM SERIOUS LEARNING. BUT FOR CHILDREN PLAY IS SERIOUS LEARNING. PLAY IS REALLY THE WORK OF CHILDHOOD.” – FRED ROGERS