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SUBMISSION TO ROYAL COMMISSION INTO EARLY CHILDHOOD EDUCATION AND CARE

22 February 2023
via submission portal

Community Childrens Centres SA (CCCSA) represents not for profit, community managed services who were established in communities where a social need for early childhood services were identified. The services have a rich history in their communities, where community is valued as a key stakeholder along with children, families, and educators, for many decades.

These centres are operated as social enterprises delivering quality financially viable services which deliver public infrastructure for the long term. They are operated by a range of not-for-profit providers.

CCCSA views early childhood education as a child's right rather than simply a strategy for increasing workforce participation, families have multiple choices for early childhood, however, how is the child viewed.

We believe that quality early childhood education and care underpins lifelong learning and improved outcomes, with improved access to funding and wrap around services where all children accessing early childhood would benefit.

Children in our services from birth are supported by accessing therapists and are supported by high levels of engagement with the Inclusion Agency. Services are contributing financially to the provision of the additional support as current funding models are insufficient, we would welcome more equitable funding and access for all service types.

Not for profit services have high rates of educator retention and stability, significantly contributing to the services capacity to create reciprocal relationships with children and families, as evident by multiple generations attending our services.

Educator stability facilitates continuity of rostering, providing children with predictability, it supports the creation and maintenance of secure relationships, with our services supporting the provision of education and care in smaller group sizes. Our services are supported by appropriately qualified educators with the knowledge of and experience with developmental stages from birth to school age.

We view this as an opportunity to make significant changes to the system to reflect a child's right to education.

Your faithfully

Carrie Johnson

Carrie Johnson
Chairperson
Community Childrens Centres SA

Community Children's Centres South Australia (CCCSA) welcomes the opportunity to provide our submission that recognises of the importance of the early childhood education and care sector by the government. The services that CCCSA represents have been providing high quality education and care to South Australian children for decades.

We welcome conversations and policies to provide increased accessibility to quality education and care, particularly for families experiencing vulnerability, we have advocated for this for many years.

Our services strive to provide high quality education and care to children from birth to school age, and whilst our core business is children's learning and development, this cannot be successful in isolation and we provide support for families also. I refer to Appendix B, a collection of responses from parents to the question: "Do you have story of how your service has supported you and your child?"

"I have been sending my children to our current centre for the past 10 years. I also attended the same centre as a child now (33) with many of the staff still employed. One of the main impacts the centre has had on my children and our family is the support they have given us while my children and I were in family DV crisis. They showed empathy, understanding and support when we needed it most and went over and above to make sure not only my children but myself was safe, supported and that my son could still attend care and keep routine. Which at the time was so important for him and his safety. My son has developed some emotional and behavioural challenges from some of these events and the support they have given us and him has been nothing short of incredible. Nothing is much and no challenge is too hard. Each child gets the individual support they need and that has had a direct impact on the beautiful little boy he has become. He / we would not be were we are without them. There is a level of expectations I think you can have for any early learning centre and ours is second to none! Exceeding all expectations"¹

Community based services currently provide those supports and services for all children regardless of their age, thus supporting the continuity of relationships with providers and practitioners and reducing the need for families to tell their stories repeatedly in a fragmented system. Increased connections with allied health and parenting support services operating from early childhood education and care services, will improve outcomes for both children and families, and will support the child as they move through 3-year-old and 4-year-old preschool programs.

The focus of the early years should be supporting a child's right to high quality education and care in a setting that also supports families workforce participation. The current program and operational hours provided by Department for Education sites limits workforce participation, or results in children having to access yet another care environment in one day if before/after preschool care is not provided on site.

CCCSA strongly recommends a review of the funding structure to support families to have genuine choice about where their child attends pre-school. This will support children and families to maintain relationships with existing services, educators, and peers, thereby minimising the number of transitions that occur in a young child's life, transitions which are disruptive and can negatively impact on their health and wellbeing.

It is CCCSA's view that every 3-year-old child in South Australia should have access to a fully funded high quality education and care program regardless of ability, family experience socio-economic status, geo-location or serviced type.

¹ Respondent #71, Appendix B, Community Children's Centres South Australia, February 2023.

'Broadening coverage beyond the people who currently gain childcare support to make it more universal will be positive, because it will give more socio groups a stake in the provision of benefits'² An extension of the Preschool Reform Agreement funding to include other service types could support the provision of 3-year-old preschool in a range of early childhood settings including long day care. Under the current funding structure, non-Government sites are unable to compete when families make the choice to move children to department sites, based on financial considerations.

Equal funding across service types will support the parity of Early Childhood Teachers' salaries and conditions across the sector, this in turn will encourage increased stability of the workforce for services and provide early childhood teachers with choices in their employment. Early Childhood would be viewed as a viable option for a career path for pre-service teachers, which anecdotally it currently is not. The school system is the preferred career path which is reflective of the limited time allocated in the qualification to the importance and benefits of education for children aged under 5 years.

Highly skilled and knowledgeable educators who are intentional and responsive in their pedagogy are key to the success of a high-quality program. They understand how children develop, support each child's learning through scaffolding, and extend children's thinking through play as well as through the learning experiences themselves.

Research shows that "interactions between educators and children are the critical element of optimal child learning" and "positive emotional interactions between children and educators, having regard for the child's perspective, depend...on a stable and supported workforce." This is according to Professor Karen Thorpe and colleagues.³

These are both important factors for families when deciding which service to access, for 69.43%⁴ of respondents to the CCCSA survey felt that 'educators who put their child first' was important, along with 67.72%⁵ of respondents indicating that longevity of staff was another key factor when choosing services for our youngest citizens.

"The staff tenure was the reason I picked the centre. I didn't want people just passing by on my children's life, I wanted them to be comfortable and familiar. Each year when my children have progressed to the next room, the centre ensures that educators rotate to prioritise the children. Some educators have followed my children from baby room all the way to preschool room."⁶

With equal access to professional learning, mentoring and leadership programs, teachers will be able to maintain their knowledge relevant to the sector and child development and will be supported in the provision of programs and practices based on research and evidence. It has been shown that passionate highly qualified educators contribute to the successful outcomes for children, removing the barrier of access to quality opportunities is beneficial for all.

A curriculum that provides holistic learning opportunities is the foundation for early learning and develops the dispositions and skills to support children to become successful lifelong learners. A play-based curriculum provides opportunities for children to work together with their peers in play-based learning situations, to develop key skills such as communication, problem solving, negotiation, emotional regulation and empathy.

² "Securing children's future: Nordic-style investment needed in early years learning", Andrew Scott, Professor of Politics and Policy at Deakin University, Convenor of the Australia Institute Nordic Policy Centre, July 2022.

³ "Securing children's future: Nordic-style investment needed in early years learning", Andrew Scott, Professor of Politics and Policy at Deakin University, Convenor of the Australia Institute Nordic Policy Centre, July 2022.

⁴ Appendix A, Community Childrens Centres South Australia, February 2023

⁵ Appendix A, Community Childrens Centres South Australia, February 2023

⁶ Respondent #20, Appendix B, Community Childrens Centres South Australia, February 2023.

Inclusive play-based learning for 3-year-olds provides them with opportunities for risk-taking and challenge every day. It supports children to develop their capacity to self-assess risk, for persistence, intrinsic motivation and mastery of skills. It supports positive and responsive relationships between educators and children, creating a balance between child-initiated and educator-initiated play and learning, including inquiry based learning, supporting children's strengths and interests and viewing the child as capable and competent with existing skills and abilities.

For some three-year-olds it may be their first experience in an early childhood setting. Providing a space with educators who create a safe, nurturing and supportive environment will underpin the success of the child. The curriculum will support children to learn how to negotiate and participate in the world around them, to learn, practice and refine their social skills, while developing their sense of agency and resilience.

To support the success of the learner, the learning environments should be rich in language and 2-way conversations. In addition to having access to the developmentally appropriate physical environments which cater for 3-year-olds, there will be a responsibility to meet children's needs for toileting and nappy changes, and to support children to advocate for their sleep and rest needs.

Educators who understand how to support a 3-year-old's emotional development and how they learn to recognise, understand and regulate their emotions, will be important to the success of the curriculum. Educators must be empathetic and have the ability to support children to work through conflict together, and to be consistent in their approach.

"We've had some behavioural issues with one of our children and all staff at the day care centre have worked with us and took the time to compile a comprehensive report to our paediatrician. We've since moved further away from the centre, but the service is so good we commute the extra distance to take our children there."⁷

A challenge faced by educators, particularly early in their career, is how to respond to children with challenging behaviours, so knowledge about emotional development, and the underlying reason for the behaviour is crucial. Professional development and mentoring do support this, however more focus of the development of children under 5 within pre-service qualifications will strengthen the knowledge and capacity of recently graduated educators.

As acknowledged by Dr Anne Aly, "our children are our most precious resource, and with 90 per cent of brain development occurring in the first five years, it's vital we get the early years right", and...."This is about ensuring all Australian children get the best start in life no matter where they live or their background,"⁸.

It is our belief that the provision of 3-year-old preschool in a variety of settings with appropriate levels of funding through the Preschool Reform Agreement and access to further supports is possible. It will support educators in having expertise in engaging with curriculum documents and the National Quality Framework (NQF) to support effective documentation and planning of children's current and future learning regardless of age or service type.

CCCSA believes that quality should not differ for different cohorts of children, and that every child is entitled to consistently high-quality education and care regardless of age group or learning environment.

⁷ Respondent #27, Appendix B, Community Childrens Centres South Australia, February 2023.

⁸ Joint Media Release, 18 November 2022 [Early Years Strategy and National Summit to ensure Australia's children have the best start at life](#)

The model for delivery should not differ from 3-year-olds to 4-year-olds. The curriculum will differ to ensure that it is appropriate for the age and level of development of 3-year-old children. The learning opportunities for children that arise out of everyday routines such as toilet learning, mealtimes, rest and relaxation, and the ways that children can contribute within these times must be viewed as important parts of the curriculum. This is in keeping with the Early Years Learning Framework and National Quality Standard.

“We know that the early years are where the building blocks are stacked for life-long physical, emotional, social and cognitive health and wellbeing,” Minister Rishworth says. “There is strong evidence that when we identify and intervene early for issues arising in the early years, this significantly alters the trajectory for children. It’s time we better coordinate federal spending across health, welfare and education, to close gaps in services and better address intergenerational disadvantage.”⁹

Reducing the barriers for children and families to access high quality early learning at an earlier age supports an increase in the number of children who are developmentally on track by the time they start school in South Australia, thus helping to minimise the inequalities experienced by young children and families before they have even started school.

Early intervention is acknowledged to be a highly successful strategy for achieving high quality outcomes for young children, by accessing services and support from within the early childhood setting the family chooses to use for their child.

“Both my children at current centre have special needs Centre has been amazing at supporting them working with therapists and medical staff as well. They applied for extra funding to help support them plus a heap of equipment needed. They include them in everything and always looking for ways to support them reach their individual potential.”¹⁰

However, if access to 3-year-old and 4-year-old preschool were in fact universal, families could access these programs within an early childhood education and care service, thereby reducing the number of settings young children need to navigate and minimise their transitions through different settings each day or week. Increased continuity and predictability for children with familiar educators will further promote better long-term developmental outcomes.

The importance of Early Childhood Education and Care is high on the agenda of both Federal and State governments, with the Prime Minister, Mr. Anthony Albanese acknowledging that childcare is not “a cost...it’s an investment; it is an investment in women; it is an investment in families, it’s an investment in our economy.”¹¹

CCCSA’s position is that:

- every child living in South Australia regardless of residential status has a right to access high quality preschool programs delivered by appropriately qualified Early Childhood Teachers.
- children in rural and remote areas have the same access to quality as their metropolitan counterparts,
- the focus is on supporting children to become lifelong learners.

⁹ Joint Media Release, 18 November 2022, [Early Years Strategy and National Summit to ensure Australia's children have the best start at life](#)

¹⁰ Respondent #34, Appendix B, Community Childrens Centres South Australia, February 2023

¹¹ Channel 7 leaders’ debate, 11 May 2022, <https://www.youtube.com/watch?v=d5QcnaeDaew> (from 1.08.48 mins to 1.08.55 mins)

- 3-year-old preschool should not be a 'push down' curriculum focussed on literacy and numeracy activities aimed at improving 'school readiness'.

Proposals:

- Based on extensive research the optimal time is a minimum 12-15 hours per week delivered over 2 equal consecutive days for all 3-year-old South Australian children, with additional evidence that children experiencing vulnerability will access more hours.
- The Preschool Reform Agreement is extended to include a broader range of service types including long day care, with equal funding to all service types.
- Provide all Registered Early Childhood Teachers, regardless of the service type they are employed in, with the same level of professional development and support opportunities provided to employees in the Department for Education.
- The State Government should be responsible for 3-year-old preschool, as they are with 4-year-old preschool, while the fees for long day care should remain the responsibility of the Federal Government and families.
- South Australian Government provide funding investment in capital upgrades to support the implementation of the 3-year-old and 4-year-old preschool in long day care services.
- Increased funding to support the inclusion of children with additional rights.
- Increased access to Government funded services, to reduce barriers for families and improve early intervention strategies for children.

Strategies for implementation to be successful across service types, beyond our proposals.

- Services to re-structure age groups from current age groups.
- Services consider operating the 3-year-old preschool within the existing environment, with a broader age range without compromising the quality of care and education all children receive.
- Review capacity of current layouts of buildings, and what resourcing would be required to change this.
- Additional space for 3-year-old and 4-year-old preschool programs to operate in, on the existing site, if possible.
- Access to resources, ensuring all environments are well resourced with age and developmentally appropriate resources.
- Full support of approved providers when considering financial implications.

Further considerations:

- If the Preschool Reform Agreement was not extended to include other service types equitably, there will be significant and devastating consequences for the early childhood education and care services who are not Department for Education sites. The removal of the 3-year old cohort will significantly undermine the viability of early childhood education and

care services, particularly those single site service providers, as there is no way to recoup the income without negatively impacting on families.

- Workforce participation will be negatively impacted, as more families juggle the limited hours of preschool versus paid hours of employment. If early childhood education and care services fail to survive and thrive, workforce participation will also be impacted negatively.
- Are the current preschool facilities adequate to provide education for 3-year-olds? Our preference would be to re-furbish and upgrade existing long day care sites to support an increase in 3-year-olds accessing the preschool program.
- How can the Early Childhood Education degrees offered by South Australian universities include more units specific to the development of under 5-year-olds? This would support preservice teachers to understand the complexities of working with a broader age group and promote the learning and development that occurs rapidly in the first 1000 days.
- Will the Teachers Registration Board acknowledge the revised degrees?
- How will the program be implemented in rural and remote parts of the state? Are they going to offer incentives for Early Childhood Teachers to move to areas of need?
- The ECEC sector have regulatory bodies that oversee the quality of programs being delivered, and whether programs are contextual to suit the service's community. This local context is a key point of difference between community-based services (which are managed by parents, educators, and members of the local community) and other service types. Therefore, there must be improved funding and conditions for the regulatory bodies by State and Federal Governments to ensure consistent quality and strengthened outcomes for children.
- The current workforce crisis will not be 'fixed' by 2026 when the program has been announced as commencing, particularly if early childhood education and care settings are not included in the plan.
- Provision of incentives and streamlined pathways, including increased Recognition of Prior Learning for diploma qualified educators to complete an appropriate Degree, will support them to use existing knowledge and skills gained by working with the age group already. Government must work with the tertiary institutions and Universities to make this happen.
- Having set times and hours for the 3 year old preschool program will help to ensure that all children can access a consistently high-quality program delivered by a degree qualified teacher, with support from other skilled educators, for the minimum number of hours per week that research recommends to have a significant and ongoing impact on learning and development. This is different to the current model of early learning for 3 year olds in which some children may attend a large portion of their hours when the early childhood teacher is not present.
- There is significant disparity in the non-instructional-teaching time (NIT) for preschool teachers and those working in other early learning settings, due to different employment instruments, such as awards. Unfortunately, this results in huge inequities in the amount and quality of planning, documentation, engagement with families, and the ability to put in place all the learning and developmental supports for children with additional rights.

- Addressing these disparities (as well as pay & conditions) would greatly reduce the educator turnover and burn-out being experienced currently, which have such a negative effect on service, families and children.
- Employment of additional Early Childhood Teachers, or re-deploy the teachers employed within the service to different learning environments. What will be the impact on family fees?

CCCSA would like to use the words of The Hon Dr Anne Aly MP Minister for Early Childhood Education Minister for Youth, in reference to the children of South Australia....

"My aspiration is that all Australian children should have the opportunity to thrive, regardless of where they're born or their cultural background because no child born into disadvantage should have to carry that disadvantage forever. Working together in developing the Early Years Strategy provides the perfect opportunity to reflect on how we as a nation can and clearly do things better to support Australian children. This includes our First Nations children, children from culturally and linguistically diverse backgrounds, children with disability, those experiencing vulnerability and disadvantage.¹²

¹² Speech 17 February 2023 [Early Years Strategy Summit](#) The Hon Dr Anne Aly MP Minister for Early Childhood Education Minister for Youth

Appendix A:

To support our submission, we engaged with the families through our member services with a 2-question survey. The results of question 1 – “Why do send your children to your current community children’s centre?” are below.

The feedback we received from 386 family responses to the question of “Why do you send your children to your current community children’s centre?”

- 69.43% educators who put your child first.
- 68.39% time spent outdoors.
- 67.62% longevity of staff.
- 58.03% genuine nature play.
- 53.89% long history of being in the community.
- 50.52% children’s choice – access to indoor / outdoor play.
- 48.45% not for profit.
- 45.60% continuity of rostering to support development of relationships.
- 34.20% primary care giving.
- 29.27% away from heavy traffic pollution
- 27.72% inclusion of children with additional needs, including allergy and intolerance.

Appendix B:

Responses received from families who currently access Community Childrens Centres in South Australia, when asked the question: "Do you have story of how your service has supported you and your child?"

#1 Respondent 6.22pm 17/2/2023: "(Child) has been settling down to the service with friendly and caring staff. Her primary educator has been amazing as well as other educators. Great to see a true teamwork and the positive impact on new child starting the centre."

#2 Respondent 10.01pm 16/2/2023: "The staff and educators are all so genuine and wholesome people. The centre is led by strong and knowledgeable room coordinators and Director. The healthy food menu is amazing! And the centre itself is so welcoming, inclusive with nature and explorative play at its heart."

#3 Respondent 2.13pm 16/2/2023: "I had my child as an international student during the time when borders were closed due to COVID-19 and had no family around and the staff at the (service name) were really awesome. They took very good care of my little baby and at the same time they understood the weight I was carrying as a new mother and as a student. They would often ask if I was ok, and they would listen and encourage me. It's always nice to have someone acknowledge you and reassuring you amidst all the chaos that was going on in my life. For me, this day care not only took care of my child, but it also took care of me. I always have peace of mind leaving my child in the day care because I know she is in good hands."

#4 Respondent 1.44pm 16/2/2023: "Among many other benefits and types of support, I really appreciate how (service name) empowers children from a young age to take on responsibilities, and to do so in an environmentally conscientious way. This includes young toddlers in Room 1 learning to clear their dishes (and put food scraps in compost) and it continues for all age groups. I have distinctly noticed that my children understand personal responsibilities (younger than I expected) because these behaviours and habits are developed at (service name). Furthermore, kids at (service name) are taught and modelled how to be good citizens of the earth and how their actions impact the environment and our resources."

#5 Respondent 8.48pm 15/2/2023: "Earlier in the year my son had difficulty adjusting to coming back into care after the Christmas break and the educators put in a lot of effort to ensure he felt like he was in a safe space to help him transition back into his routine."

#6 Respondent 8.26pm 14/2/2023: "Through medical issues the centre have had additional training and helped with her eczema and eating."

#7 Respondent 7.53pm 14/2/2023 "Our family of three had just immigrated to Australia and I was the primary carer for our 14mo boy, who was born mid COVID in the UK and had never attended childcare or any social groups. Both my husband and I were due to start work and I had many doubts about how I would be able to entrust someone to care and be responsible for my child. We had visited various childcare centres and decided on a well-known centre in the area. After two settling in sessions, I called (Director from service name) in an utter panic, knowing that this particular centre did not suit the care that we had envisioned for our little guy. Needless to say, from the moment I got off the phone with (Director), I knew this was the nurturing and supportive environment we were desperately on the hunt for. The initial visit confirmed this! From the outdoor space - real grass, the nutritious meals, to the passion, dedication and care demonstrated by the staff to the children, (service name) has been beyond wonderful! His primary caregivers and educators have provided the most excellent care. The most significant highlight for us, is that they recognise and work with the little quirks and personality traits our child demonstrates and have been supporting his

developmental journey beautifully! He often comes home with a new dance move, a new word or non-verbal gesture! He is thriving in all areas of life and we are incredibly grateful to his primary caregivers and educators at (*service name*)! A huge thank you to (*Director*) and her very special team for their dedication and commitment to our little ones!!

#8 Respondent 7:53pm 14/2/2023: "The centre has been a wonderful co-parent during my children's early years. Whenever we experienced issues or were unsure the staff would meet with us and discuss issues to ensure we felt supported about how best to care for our children. The carers also genuinely love children, and take a gentle play based approach to learning that is supportive of children at all different levels. I've also greatly appreciated that the centre employs carers with diverse experience and culture.

#9 Respondent 6.58pm 14/2/2023: "Returning to work from maternity leave with our first baby we felt assured that our daughter was in great hands. With the support from staff we were able to have sufficient visits prior to her start so we could all become familiar with the setting. We appreciate the continuity of staff (under sometimes difficult circumstances i.e. covid), it has been nice to build these positive relationships and particularly see my daughter develop a great connection and help her feel a great sense of belonging within the centre."

#10 Respondent 1:55pm 14/2/2023: "We have 4 children and all of them have gone to this service over a span of 15 years. Some of the same staff are still there, which shows a great working environment and it shows in the care of the children."

#11 Respondent 11.32am 14/2/2023: "As a first time mother it is challenging to leave your child in the care of someone else, but (*service name*) has been incredibly supportive. I usually check in during the morning some time after drop off to see how my daughter is going and have been very excited to hear that staff are supporting her in being comfortable with play and feeding, while also feeling supported myself as no phone call seems to be too much. I feel very welcome and love hearing about her day from her primary care giver, as well as the other staff, as I truly feel they keep an eye out for her comfort but also her development."

#12 Respondent 3.15pm 13/2/2023: "Both of my children have attended the children's centre from the age of 1 right up to preschool (one child currently 7; one 4 - currently at pre-school) and the children's centre has always provided a wonderful learning environment, kept in touch with us and discussed any issues/supported our children as quickly as possible. We are very lucky to have had the opportunity to send our children here."

#13 Respondent 2.31pm 13/2/2023: "I was nervous about sending my daughter to child care as she has a history of febrile convulsions. The staff showed tremendous empathy and worked with me to make a care plan, and when my daughter spiked a slight temperature in her second week, her primary educator called me immediately. It's never easy leaving your child with others, but I know she's in safe and loving hands at (*service name*).

#14 Respondent 11.30am 13/2/2023: "Yes. Our daughter struggled with separation anxiety when she first started at (*service name*) and also with transitioning to new rooms as she got older (e.g. moving from the Baby room to the Pre-Kindy room). On both occasions, the staff have been fantastic at working collaboratively with us at home to get her feeling comfortable and confident in her new surroundings. They were proactive in coming up with solutions and things to try too, which meant we never felt alone in dealing with our daughter's challenges. Going through these experiences has boosted our daughter's confidence and independence, and my husband I also feel supported by the positive, confident educators at the centre - sometimes it feels like they are looking after us too, not just our daughter! It has made the world of difference to my return to work knowing I can be confident my daughter is happy, and in an environment she feels safe in. She has made some good friends, which has

connected us into our local community, and will help as we transition to starting school next year.”

#15 Respondent 7.04am 11/2/2023: “The educators at (*service name*) have become part of the family. They are always there to listen and offer support and they make sure we feel included in our child's learning. We have had some difficulties in our personal lives, and being able to talk to educators and know they actually care really helps to feel supported and not alone.”

#16 Respondent 1.29pm 8/2/2023: “After having a not so positive experience with another childcare centre, my son and I couldn't feel any more welcome at (*service name*). From the moment we walked through the door, we were welcomed with open arms. I have been well informed throughout the whole transition and our needs are continuously listened to and met. My son is so settled already and he has only been there a couple times. I appreciate how flexible the staff are catering to not only my son, but other children's needs at all times. I'm grateful for the updates that I receive throughout the day on the Seesaw app.”

#17 Respondent 12.07pm 8/2/2023: “We have been part of the (*service name*) family since Feb 2016 when our first-born started childcare at 8 months old. The impact the centre and its educators have had on her is priceless. She is now a thriving, outgoing, confident Year 2 student who still has close friends from the centre who she has grown up with. Coming from a small family, the social development of childcare was so important and she has so many fond memories. Childcare supported her development in so many ways, from learning letters and counting, toileting, supporting us when she started wearing glasses and eye patches aged 3 and working through the challenges of a dairy intolerance without feeling left out. She still loves visiting the centre to drop off her younger sister (now 4) and the educators who remember her are genuinely interested in her life beyond childcare. Our younger girl (now 4 and doing childcare and kindy) has also had a wonderful experience at the centre. We will be very sad to say goodbye for good at the end of this year.

#18 Respondent 8.50pm 7/2/2023: “I sent my son to a therapist to help with behaviour/building friendships. They rang childcare on my behalf to talk about some strategies to help him. The educators are more than happy to give it a go. It's still early days, but I appreciate how on board they are.”

#19 Respondent 8.22pm 7/2/2023: “During covid I was pregnant with my second child whilst our daughter was in care part time. I went into labour during a snap lockdown in our state & the team at our community childcare centre went above & beyond to ensure that we could send our daughter whilst we were in hospital & also made arranging people to pick her up for us too. The staff genuinely care about the families & when they say 'let us know if you need anything' you know that they mean it! We love our community childcare centre!”

#20 Respondent 7.17pm 7/2/2023: “The staff tenure was the reason I picked the centre. I didn't want people just passing by on my children's life, I wanted them to be comfortable and familiar. Each year when my children have progressed to the next room, the centre ensures that educators rotate to prioritise the children. Some educators have followed my children from baby room all the way to preschool room.”

#21 Respondent 6.04pm 7/2/2023: “My Child had a febrile convulsion while at care in his first year, in the second year they noted he was not at the same level as the other children, this led to a diagnosis of GDD followed by Cerebral Palsy. Through out all this they continued to support him and help him grow mentally and physically. I believe they have taught him more there than I could have otherwise done and deserve the same recognition as teachers and others in the education industry.”

#22 Respondent 10.09am 7/2/2023: "All the staff really care and love their jobs. This is demonstrated through the enjoyment and enthusiasm in room themes and special events. We have had disco's fancy dress, book week . They get every child to fill in "all about me" and put family pictures up on the wall. Recently a great external yoga programme has been commenced which my childloves. I can't be happier."

#23 Respondent 12.13pm 6/2/2023: "One day I was running late from work and reached child care around 6:15 pm. I was so relieved to see that my child was safe with the educator and educator was trying to keep him happy and engage in the different activities. Educator also offered him evening snacks because he was hungry. Thanks to the community service for understanding parents situation and work commitments."

#24 Respondent 12.06pm 6/2/2023: "My little boy (5) is a real nature lover and I feel like (*service name*) have intentionally provided opportunities that embrace his love of nature and his strengths. We just love the outdoor space and I love that the children genuinely play in the mud, water and sand all day!! My little girl (3) is a very different child but they have also noticed her interests and strengths and she is very happy and absolutely thriving!

#25 Respondent 8.23pm 5/2/2023: "My daughter was in cloth nappies and when we first visited the centre, no other child was in cloth. At first, they didn't think they'd be able to manage her in cloth but when they discovered how easy modern cloth nappies are, they were able to support her. They also encouraged us to toilet train from when my daughter was 20 months as she was frequently using the toilet both at home and at childcare successfully. They full supported us through that journey." 8.23pm 5/2/2023

#26 Respondent 4.14am 4/2/2023: "When my son started his childcare journey with(*service name*), he had big language barrier and could not speak English at all, the educators gave him so much attention and support, even got a Mandarin speaking educator to help him with his English. My daughter started her cc when she was 8 months old, the educators were same, very kind and supportive, when I need additional day for kids, the manager always helped me as much as she can. I always get positive feedback from the kids about CC, thank you so much for everything."

#27 Respondent 7.30pm 3/2/2023: "We've had some behavioural issues with one of our children and all staff at the day care centre have worked with us and took the time to compile a comprehensive report to our paediatrician. We've since moved further away from the centre, but the service is so good we commute the extra distance to take our children there."

28 Respondent 11.21am 3/2/2023: "(*service name*) has always supported our family even when it's at the last minute. This in turn takes an enormous amount of stress and pressure off an already sometimes stressful situation. The children that attend the centre have additional needs and all of the staff are extremely supportive and child focused."

#29 Respondent 9.33am 3/2/2023: "We are from another country so we are not native speaker. When we arrived in Australia, my daughter, 4yo, had many difficulties to make new friends, she felt isolated and sad. When she started the community children centre in (*service name*) everything have changed. Teachers are so lovely and try to include all children to the activities, ensuring no one is excluded. She is more confident, even she doesn't speak English, and happy to live in this beautiful country."

#30 Respondent 12.02am 3/2/2023: "Both my kids love the place and staff. My older son actually was removed from a centre where they said they can't support him. However this centre happily accepted him the way he was and supported him immensely even though it was for a short time as he was to move to kindy and school. They guided him and even supported us. they also offered meaningful sessions (circle of security) In fact when I needed

support and extra days, the centre accommodated the request. Every education there is fantastic, so genuine with their love and care. I feel so happy and safe and at peace leaving my most precious ones.”

#31 Respondent 10.15pm 2/2/2023: “The wonderful team at our childcare centre have helped with our sons development and keep us updated on all the things he does and the moments when he does something new or really special. He has a great day at childcare everyday and they were able to help fit an extra day of care in to support us while his usual caregiver on Wednesday recovered from surgery. The community spirit and atmosphere was so much warmer on our first tour than the other For Profit centres we toured.”

#32 Respondent 10.04pm 2/2/2023: “We have come from a centre that did not allow children's choice to play indoors or outdoors and subsequently spent a lot of time indoors. I love the fact the children have a choice and my son spends a lot of time outdoors which is where he has the most fun. Also your cleaning is fantastic. My kids went from being sick fortnightly at the other centre to sick 4-6times per year here. Thankyou!!”

#33 Respondent 10.01pm 2/2/2023: “Both my children at current centre have special needs Centre has been amazing at supporting them working with therapists and medical staff as well. They applied for extra funding to help support them plus a heap of equipment needed. They include them in everything and always looking for ways to support them reach their individual potential.”

#34 Respondent 9.47pm 2/2/2023: “My son has been attending since he was 2. And from the very beginning every single staff member at (*service name*) went above and beyond to make us feel welcome, safe, loved, cared for and valued. I have never once, ever, doubted any one of the staffs ability to look after my son whilst I'm not there. And not only are these wonderful women teachers, care givers and 'staff' they are now family. Honestly my family would be lost without (*service name*)! Thank-you everybody for all that you do!!”

#35 Respondent 9.30pm 2/2/2023: “My daughter started childcare when she was 6 months and left at 5,5 years old . The childcare has shaped her to be an incredible social person and she understands community rules of respect and being a good citizen . The staff has been lovely and great educators .They promote a community environment, a social and engaging place for kids embracing other cultures and backgrounds. Well done (*Director name*) and the team! Thank you for educating my kid :)

#36 Respondent 9.24pm 2/2/2023: “We faced some changes in our daughters behaviour and emotional regulation and the staff in my child's preschool room were brilliant at supporting us as parents but most of all they recognised what my daughter needed and responded accordingly. I'm so grateful for the beautiful relationships that my daughter developed with her educators. The consistency of care at our centre is fantastic.”

#37 Respondent 9.18pm 2/2/2023: “Before we started, our daughter was very shy and uncomfortable around new people. She has learnt to bond with educators and other children and we have seen her confidence grow. Being at (*service name*) has helped us so much as parents to be able to take a step back, focus on ourselves and our work while also seeing her thriving. It's been wonderful for ourselves and our daughter.”

#38 Respondent 9.01pm 2/2/2023: “My child has a cows milk protein allergy and is often a terrible sleeper. Nothing is too much trouble for the beautiful educators. They truly and genuinely care for my child as if he were their own. I wish I were able to compensate them in remuneration for their knowledge and skills, especially for the times they go above and beyond and in helping me become a better parent. They also deserve additional funding to

provide new opportunities within the centre for children to flourish, which is difficult in not for profit scenarios.”

#39 Respondent 8.43pm 2/2/2023: “Primary caregiving at the service has made transitions for my child much easier as they are well supported by professional and caring staff”

#40 Respondent 7.47pm 2/2/2023: “Yes, my child has anaphylaxis and the commitment to getting it right has been great. I felt the approach has been collaborative and with compassion where my child is the main priority.”

#41 Respondent 7.15pm 2/2/2023: “We were all very anxious about starting care. The staff were fantastic and supported us through the transition by providing regular updates in those first few weeks. They have always gone above and beyond to cater to our needs. (*Child name*) has grown in confidence since starting care and we are really starting to see how much she has learnt and grown in the short period she has been attending care. We couldn't have done it without the amazing staff reassuring us along the way.”

#42 Respondent 6.30pm 2/2/2023: “(*Service name*) has helped and supported our family by communicating with us consistently about our child's daily activities, progress and development. They also formed great relationship with our child and with our family. We felt included and we appreciate that part of our child's culture is included in some activities in the centre. The centre also includes the parents in the planning of goals. We feel safe and confident that our child is being looked after well.”

#43 Respondent 6.16pm 2/2/2023: “When our child was diagnosed with ASD our previous chain day-care centre were unable to support in a meaningful way and we were made to feel like we were in the too hard basket. (*Service name*) has been so welcoming and accommodating from the moment we came in to visit. Always genuine, accepting and fantastic at inclusion”

#44 Respondent 6.10pm 2/2/2023: “Without the beautiful staff at (*service name*) I would have never been able to start early intervention with my child and start the process of getting him diagnosed with Autism! I also received so much support and resources to help us so thank you 😊”

#45 Respondent 5.14pm 2/2/2023: “As a young first time mum, (*service name*) was great support when both myself and my child were quite nervous when it was my first time leaving my child with anyone but my family. They have so loving and caring educators, I would always recommend the childcare 100%”

#46 Respondent 4.50pm 2/2/2023: “community childcare has allowed me and my partner to continue in fulfilling full time employment. We are so lucky that a community childcare centre was established in our area 40 years ago, it concerns me the number of chain childcare centre and that children would not receive the same level of care and community engagement as our centre”.

#47 Respondent 4.39pm 2/2/2023 “My child loves going to childcare (I have to bribe her to leave) she has so much fun their with her friends peers and her educators. They have maintained her routines from when she was a baby, helped toilet train her and assisted her with her big emotions as a toddler. She is currently learning to spell her own name & they are continuing to support her with that.”

#48 Respondent 3.49pm 2/2/2023 “(*service name*) has been amazing in regards to supporting our son. He was diagnosed with Global Developmental Delay and requires

speech and OT therapy. Our centre has taken this on board by working with our son's speech therapist and allowing them to attend the centre for his appointments while also encouraging his speech and hand eye co-ordination in the activities he does there. As he is also quite small for his age, he does sometimes get knocked around by the bigger kids (not on purpose) so they have also discussed and come up with ways where our son is still included in play outside but has a safe space he can play in if things are getting too much for him. This centre cares for their children, you see it everyday in their actions and I feel comforted knowing my son is in their amazing care."

#49 Respondent 3.45pm 2/2/2023: "My children are mixed race and we are very proud of their Chinese ancestry. The centre has been extremely inclusive of our child, bringing in Chinese dancers and making relevant craft items to teach the other children about Lunar new year and Chinese culture. I have seen this type of inclusivity for other children at the centre and this makes me so glad we are with such a welcoming childcare centre. Thank you"

#50 Respondent 3.09pm 2/2/2023: "Recently my son (*child name*) has had a couple incidents where he has hurt other children including biting. Being a first time mum and upset with his behaviour, I have felt well and truly supported through this and have been educated by the educators as well as cared for on how to address these issues - in result I feel like his behaviour is improving and I thank the team for guiding us through it! Goes to show the respect and knowledge from the team. Thank you!"

#51 Respondent 2.32pm 2/2/2023: "Consistent staff who have a loving and caring nature toward the children and my child speaks with high regard of staff and the experiences he has in the centre. Always welcomed in and supported with any queries. A really lovely centre that is clean, homely and provides both structured and unstructured opportunities to learn and rest."

#51 Respondent 2.37pm 2/2/2023: "Short notice bookings and working around our rosters without costing a fortune to change things, adaptable to child's needs and diet, caring for child with separation anxiety and ALWAYS attending to this as a priority that affects both child and parent in ways that are lifelong in her emotional wellbeing. Communication is important and that is done really well, very transparent and open. The centre is VERY good at adapting and meeting individual needs"

#52 Respondent 1.50pm 2/2/2023: "We've just started at the centre a few weeks ago and so far it has been amazing. I feel so comfortable and happy leaving my son in their care, I love the staff and the facilities at the centre. And as a parent I feel so supported and encouraged to contact the centre with a concerns or questions I have. I was quite upset at one of the first drop offs and the staff were so lovely and followed up with me the rest of the day on how my son was going."

#53 Respondent 1.48pm 2/2/2023: "I do appreciate the centre has mandarin speakers. My girl will have to be a bilingual kid as she was born here and we will live here. I do appreciate she could understand both language especially when she is young. We all know she would be a native speaker while getting older but the mandarin speaking in her young age will have a good effect. We all believe it."

#54 Respondent 1.46pm 2/2/2023: "(*service name*) has made me at ease as a first time Mum and continue to do so each and every day. Having long standing staff and a high reputation among childcare workers say it all - look after your staff and they in turn are better equipped to look after our kids. Thank you (*Director name*) and the team we are so grateful to have our daughter there at our number one preference."

#55 Respondent 1.26pm 2/2/2023 "The educators at our centre are so in tune with the individual child. We recently had a few tough months of drop offs with my two year old son (after drop offs being really positive for some time) and one particular morning was really rough with both my son and myself in tears. Three of the educators present at the time of drop off all went above and beyond to support my son and myself. This included redirection, cuddles, finding toys from other rooms and a courtesy call 10 minutes later to assure me my son was smiling and happy. I then received an additional, personalised email from the educators in my sons room at lunch time (on top of the standard email update we all get) with happy photos of my son and an update on how his day was going. Over and above support in my opinion. At pick up time, another educator (not there at drop off time) knew it was a tough morning, and circled back to the tough morning and checked in with me and updated me on my sons positive day .I feel the educators at our centre genuinely care for the children and families and have the ability to put themselves in both the children's and parents shoes to work out how they can deeply support situations. These educators are golden, and we are so happy our son is in such good care (and has so much fun) when at childcare."

#56 Respondent 1.21pm 2/2/2023: "My child had started attending another centre before a place became available at (*service name*), she did not have a good experience at the previous centre and was quite anxious initially. They were very accommodating, allowing us to hold the place for a couple of weeks given that we were going away soon after she could've started and it would've meant disjointed and possibly more distress and trauma. Then when she started, allowing my presence for some time and only half days etc to gradually commence. It was clear that this centre had care and my child enjoyed her time there. Over time, drop off and pick up was easy and she was settled within 6 months.

#57 Respondent 1.14pm 2/2/2023: "My son had a lot of difficulties and separation anxiety during first few transitional visits. At the beginning, he refused anybody to touch him and did not eat anything. Educators tried various strategies to help him feel safe and comfortable in childcare centre. As the same time, educators kept reassuring us as parents and kept us updated about his progress. Now he can play well and sing along with others. As parents, we could see the big difference and how he grows up in 3-4 months time. We are grateful for the hard work of all the educators."

#58 Respondent 12.50pm 2/2/2023: "We have had two children go through the centre, both have loved being there and the older one now in school has fond memories of her time there. The centre has run smoothly and consistently throughout the years we have been part of it and has handled COVID with minimal disruptions. The centre's long staff retention lengths are testament to its stable management and positive environment for staff, parents and children alike."

#59 Respondent 12.44pm 2/2/2023: "From the start the Centre has been amazing at helping my son transition into the Childcare setting. The staff have supported our plant based diet needs and there has been endless communication on ways to help him through his fussy eating phase. My son has really come out of his shell in this setting and I'm so thankful for the kind and caring staff at the Centre."

#60 Respondent 12.44pm 2/2/2023: "Transitioning child into child care for the first time was new for us and for (*child's name*). We didn't have the best run. Staff we're so helpful and accommodating especially when sickness occurs and we take two steps back. The comfort for our daughter to feel happy when we leave each morning is such a wonderful thing to see grow as well as her confidence with other children."

#61 Respondent 12.09pm 2/2/2023: "We are really happy with the experience we have had in being welcomed into the (*service name*) with our child who has a disability (Down Syndrome). Wording such as: "We want this to work" "We want your child to have as normal a transition as any other child". The knowledge of the paperwork processes and the relationship this centre has with Gowrie allowed a streamline application for additional support to ensure staffing is appropriate on the days our child attends. We have not been made to feel like our needs are too great. There were many centres that DID make us feel this way. Other centres expressed wording such as:- "we don't think it will work to bring your child here" (decided before meeting our child)- "we need to protect our centre and the other children attending" Actually the sentiment as a parent of a child with a disability is that I am entrusting you as what I expect to be a Children's Centre with assumed skills in managing difference and diversity in order to accommodate my vulnerable child. Unlike many other centres we visited, (*service name*) have put us at ease and are working closely with us and our child. The attitude is very open and accepting of difference and diversity across cultures, family backgrounds, gender, and ability. This is impressive, although in 2023 this should not be so exceptional."

#62 Respondent 11.55am 2/2/2023: "Our family was extremely worried about Covid. We received incredible support and flexibility from our centre. We received support stopping and starting enrolments, sometimes at short notice. They were always incredibly understanding and non-judgmental. It was such a stressful time for our family and to have the support from the centre meant a lot. When our child finally returned, they welcomed him back with open arms. We felt bad about being an inconvenience, but they always assured us they would be there whenever we were ready to return. The centre feels like an extended part of our family."

#63 Respondent 11.47am 2/2/2023: "My daughter has been supported throughout her time in childcare to undertake activities that she is interested in, for example, the educators will often set up art and craft activities for her. We have appreciated the fact that there is generally a primary carer for our child and that we as parents are regularly asked to update the centre on her interests. This means the staff understand our daughter and her interests well and allows for a student-led approach."

#64 Respondent 11.27am 2/2/2023: "This service has been incredible. The identified and had gentle conversations with us about our child's developmental delay. Since getting a diagnosis, they have been proactive in getting support for our child, implementing learning activities that connect with her interests. They communicate so well and have taken on suggestions from our child's therapists. I can speak to any educator and they can tell me about my child's day. They have always gone above and beyond for us and we are extremely grateful for that."

#65 Respondent 11.26am 2/2/2023: "My son was diagnosed with Selective Mutism. Which is an anxiety disorder where he doesn't like to talk. Even though he can. The staff at (*service name*) were very understanding and helpful in supporting him and being caring, gentle and genuine towards him and our family."

#66 Respondent 11.21am 2/2/2023: "In every way they have been supportive. We couldn't be happier about the care we have received, we feel very lucky that our child was able to attend this centre. He has unusual food intolerances and allergies, and the staff have always gone out of their way to provide safe food for him, and always checked with me when they were unsure of anything. When they had concerns about my child's social development they organised a meeting and talked directly to me and my partner about it, and we were able to work together to find some solutions. My child made some great connections with the educators here, and I am sure he will really miss them all."

#67 Respondent 11.18am 2/2/2023: "A simple story from the weekend was of (*child #1*) who, following last terms lessons on construction, spent Saturday morning drawing a plan for a square cubby house made of cushions then followed through to build it. At just 4, I was astounded by this creative play entirely off his own back and is circinatly something inspired form his learnings at kindy. We also love to hear (*child #2*) sitting in the corner playing by herself and singing songs that she has learnt at childcare.

#68 Respondent 11.01am 2/2/2023: "When I had my second child, my eldest was struggling with big behaviours (including biting and hitting) and was also going through a fussy food stage. When he ate childcare food the staff packed leftovers for me to take home and support my concerns about his nutrition. The staff saw my struggles to navigate his big behaviours and developed workable plans to help me support him to express himself appropriately. We were treated as part of a village who were working together to raise my child to be a kind and loving man!"

#69 Respondent 11.01am 2/2/2023: "Every day they support my child, from helping her toilet train to changing sunscreen due to rash. I cannot rate them highly enough. On a day my child was sent home due to illness, the director called us the next day to check we are ok. With the birth of our second child, they helped our first feel comfortable and were patient with us all in this new time. When I expressed concern about a sensory development, the director was quick to offer information and support with flyers and a place to call if we felt in needed pursuing. Always willing to cater to the changing needs of my child, especially when a baby. Made new parents feel very comfortable and made and ensured bonds were made with staff so everyone felt safe and confident."

#70 Respondent 10.43am 2/2/2023: "My daughter doesn't like change and really struggled with moving up to the kindy room. The director went out of his way to help ease the transition by getting a kindy book from the kindy with photos of her teachers in it. He also made a visual two week roster for her so she knew which days she was going to kindy and also printed off and bound a 'social story' about kindy that my daughter could colour in and we could read together. My daughter now happily attends kindy and has moved up to the kindy room at childcare"

#71 Respondent 10.41am 2/2/2023: "I have been sending my children to our current centre for the past 10 years. I also attended the same centre as a child now (33) with many of the staff still employed. One of the main impacts the centre has had on my children and our family is the support they have given us while my children and I were in family DV crisis. They showed empathy, understanding and support when we needed it most and went over and above to make sure not only my children but myself was safe, supported and that my son could still attend care and keep routine. Which at the time was so important for him and his safety. My son has developed some emotional and behavioural challenges from some of these events and the support they have given us and him has been nothing short of incredible. Nothing is much and no challenge is too hard. Each child gets the individual support they need and that has had a direct impact on the beautiful little boy he has become. He / we would not be were we are without them. There is a level of expectations I think you can have for any early learning centre and ours is second to none! Exceeding all expectations"

#72 Respondent 10.38am 2/2/2023: "If it wasn't for the love and care that this service provides my child would have fallen through the cracks and he wouldn't have got the help that he deserves. All the staff are so loving and supportive of all the children. And I'm so glad and proud to have my children to be a part of such an amazing family environment. My only wish is that I sent all my children here. Will be sad to leave as my children are getting older

and are ready for school. Not only are they very supportive of all the children, they are also very supportive to all parents and helps guides them with any assistance needed to help in any way they can. I honestly could go on for hours 😊”

#73 Respondent 10.37am 2/2/2023: “My son started childcare quite young, at 7 months. (*service name*) assisted in this transition by forming a secure attachment between him and his primary educator. With this support, he blossomed. The nature play offered at Waite has made our boy an inquisitive, spritely toddler who engages carefully, respectfully, and with wonder in the world and nature around him. He has built respectful social behaviours and skills at (*service name*). They have opened the world of learning and joy for him, and we will be forever grateful!”

#74 Respondent 10.23am 2/2/2023: “My child has been to two centres before attending a community centre. Prior to the community centre he hated child care, made no strong connections and staff just didn't seem interested. Now he loves child care days and the staff really, truly care about him”

#75 Respondent 10.21am 2/2/2023: “They have always been supportive when settling my children in at drop off and allowed me to breast feed my daughter when ever needed. They provide an outstanding curriculum and communicate well.”

#76 Respondent 10.19am 2/2/2023: “The Educators provide my child with a range of learning experiences and opportunities for him to be an independent learner as well as learning skills like team work and being social.”

#77 Respondent 10.17am 2/2/2023: “The service is above and beyond with a genuine client focus and the child’s best interests always at the forefront. The community environment is welcoming and authentic. The staff are loyal, familiar and always polite and happy. Standards are continually addressed and better ways of doing things are always part of staff development. Parents have great representation from the board to a local voice.”

#78 Respondent 10.15am 2/2/2023: “The Centre has provided personal encouragement for both of our children in building their independence, including teaching them to dress themselves, toilet training, brushing their teeth. Our older child struggles with frustration tolerance and the staff have always kept a calm demeanour and encouraged him to talk about what’s happening for him. They have taught him relaxation techniques, they have helped him direct frustration in ways that doesn’t hurt other people.”

#79 Respondent 10.03am 2/2/2023: “Our first daughter was born with cdh which is congenital diaphragmatic hernia So she has always been little in weight for her age. The centre right from the start made us feel welcome and u understood we had to be careful with sickness and germs. The staff have been at the centre for a long time which indicates to me that it is a great place to work. We have been very happy with their service over the years”

#80 Respondent 10.03am 2/2/2023: “We originally moved our daughter due to convenience of location, but quickly saw the difference that a great childcare centre can make. Our daughter was comfortable from the start and quickly developed strong relationships with educators and other children in her room.”

#81 Respondent 9.57am 2/2/2023: “The Childcare grounds while small are far larger than some of the other urban child care centres, Access to Pilyabilyangga is fantastic for the kids and gives them an early appreciation for natural environments/bush.”

#82 Respondent 9.43am 2/2/2023: "Last year we were having some difficulties where my daughter was hitting other children. It wasn't the nicest of times as I felt extremely bad and guilty that my daughter was so upset she would react this way and in turn, behave this way towards other children. (*Director name*) and all the staff at (*service name*) were amazing to assist in developing a management plan to assist my daughter in stopping the hitting and helping her and showing her other ways to deal with her feelings. (*Director name*) and I chatted in length, as did he and his staff on ways we could all assist my daughter - I couldn't believe the support we were given. They genuinely care for their children and their families. They made me feel like together we could resolve the issue and that it wasn't my issue to deal with alone. With their support and work, as a team we have been able to assist my daughter and stop the hitting - she has learnt new ways to express her feelings and emotions. I cannot talk about this centre highly enough - I know a lot of families in the area whose children attend other centres and have moved them to different centres a few times and are still not happy or confident with their decision - those that have moved to (*service name*) only wish they had made the move sooner!"

#83 Respondent 9.37am 2/2/2023: "When my mum passed away many years ago the staff were helpful in talking to my child about my mum and how special she was. They also helped me through this time and how to help my child with the emotions."

#84 Respondent 9.35am 2/2/2023: "(*Director name*) was quick to access services (RDNCP - encompass) to assist in my daughter's enrolment given she has central sleep apnoea and requires home oxygen during naps. I get comfortable that the staff were well equipped in providing the specialised care for her."

#85 Respondent 9.24am 2/2/2023: "As a trans woman who has transitioned while my child attends your care, I have never once felt at all uncomfortable and the questions and care around it for me and my child has been great. Unlike so many other places it just is who I am and it doesn't matter one way or the other. Just how I would like it to be. This is smooth, simple, and calm to deal with any confusion about our family just the way it should be and I feel no difference before or after starting my transition. ❤️"

#86 Respondent 9.07am 2/2/2023: "When we were scouting for a childcare centre for (*child name*) he had feeding tube. After a few centres closer to home said they weren't confident and had no willingness to learn it we felt deflated. (*Parent name*) suggested calling you guys because she loved it when she sent (*child name*) there. When I made the phone call I spoke to (*Director name*) who with no hesitation said we are willing to learn the pump to feed (*child name*). It was at that moment I knew we'd found the centre! They have exceeded every expectation since and we are so grateful for the centre and dedicated staff."