

Allison Waddington

From: Tracey James <tracey.james75@gmail.com>
Sent: Thursday, 16 March 2017 10:12 AM
To: child family. centres
Subject: CFC Survey results
Attachments: Survey Results - Legislative Council.docx

Hi,

I am attaching the results of a survey we used to seek and compile feedback from the families who currently access, or have previously accessed, the programs and services at East Devonport CFC. We asked a range of parents and community members, and we believe these results reflect the wider views of the community.

Thank you,
Tracey James - Community Member

In life the best person isn't always the one who is higher up the ladder - it is the one who knows how to step outside their own agenda and do something for another person when that person has no way of repaying the deed.

The Legislative Council wants to know about

Child and Family Centres

What difference has the CFC made to you or the community?

- It's a place where myself or the kids can go to relax and have a little play (or coffee) after school.
- Getting out more.
- We love attending playgroup and mixing/meeting new parents.
- Lots, between offering courses and playgroups and activities for the kids.
- Gives you somewhere to go with your kids.
- Place to go and unwind and relax.
- Free coffee visit.
- Allowed me to complete training in Community Services, obtain Food Handling certificate and voluntary work to become re-skilled and employable.
- CFC make our life more cheerful and bright. With many people.
- Help with children. Play time.
- As a trainer coming into the Centre to train community members, I see how this CFC supports and promotes positive outcomes for the community members who attend.
- It's a place where people get together and children get to play and talk about the day they had.
- It helps bring people together, gives people a good safe and friendly pace to go.
- Gives us a place to relax, make new friend and has a variety of things for our kids and ourselves to do.
- Got me out of the house.
- It has made everyone closer together and to get to know everyone.
- It has done me a lot of good coming to the Child and Family centre. It has helped me out at difficult times.
- Helped me and my child feel a part of something in the community.



- Somewhere to go to get help and advice.
- Somewhere safe for you and your family to come to.
- A crucial different setting than the park or just the library, for learning about all educational value for everyone.
- A place where we can learn and get to know the community.
- Needed support, friendly support network, meaning there is always a friendly ear.
- It made me more confident.
- The Centre provides the community with a one stop service for children aged 0-5 linking residents with the services that support them.
- A huge difference. It supports families that I work with and had been a safe place to meet with clients to chat.
- It was great when my children were young, but it needs a name change because it's not for children, only little kids.
- Families feel less stressed around meeting with services. Positive links with other Service Providers and families.
- I am aware of many families who have accessed CFC for a variety of reasons. CFC has assisted the families with positive outcomes and education around their specific needs.
- It has given me an opportunity for community members to meet with Services in a relaxed atmosphere. Given families a safe and fun environment to meet.
- It's offered a place for women to connect; emotional support from staff; place for children to play safely whilst their mothers learn skills in parenting and ability to study Community Services certificates. The staff are excellent in providing out of the square support and advice with practical and material goods.
- Giving opportunity to community members to engage with others and to be given opportunities to further educate with the courses that are made available.

What difference has the CFC made to you and your children?

- My kids love having a place to go and play with other kids (and I love the fact they can't run off).
- Again, a huge one. Often the CFC is the first to notice when families are experiencing problems, and they communicate with Services that can help.



- The CFC makes everyone feel comfortable and that they belong.
- Spend time together.
- Made friends, social network.
- My children can play with other children and learn.
- It is a place of comfort, protection and healthy living. A place to connect to Our place.
- I'm more open to speak about things and not to be scared. Girls have fun.
- Lots of support from friendly people.
- Made my child feel more comfortable around other children and to start joining in with play.
- It has made my children more sociable with other children and how to deal with school a lot better.
- It has made a tremendous difference on my kids with their social and learning.
- More relaxed to have coffee while my daughter plays.
- Gives them a place to play and socialise.
- I know that I can bring my children to the CFC and me and my children are safe.
- It's a great place to do courses and very helpful people.
- I see positive changes to parent's skills and abilities due to the Centre's education and counselling services.
- Our children can access many different activities.
- CFC had been very supportive and offered advice when needed.
- Made new people.
- More bonding with my child and always learning new things and achieving goals together.
- Has given me a place to go to.
- My daughter has become better playing with other children and I have become more able to work in a big group.
- Widened both our friendship groups.
- Made new friends.
- Help my boys go to school ok. I didn't know about Kinder the year before school until I went there.
- Given children access to services.

- Highly anxious mothers or depressed mothers that I have taken to this facility, have felt welcomed and have returned for ongoing support. There were socially isolated women and disconnected from the community. This place provides a safe client focused hub to assist women and men to meet and connect.

Why do you come to the CFC?

- For play, for social time, for great community events and the wonderful staff that care about everyone!
- It's a safe 'Hub' in the community where I can chat with clients and participate in training/short courses alongside my clients.
- As a service provider in East Devonport I can support residents at the Centre.
- To do courses.
- Playgroup, health nurse.
- Playgroup, community
- To learn, be healthy and connected.
- Somewhere to come and talk and for my kids to play and have fun.
- For support and food. Coffee and Chat. Playgroup.
- To play with my child and to help them learn new things.
- To let my children learn and play and for social interaction for me and the children.
- For a chat with everyone and play for the kids.
- Music for babies, connecting with people, bread etc.
- Company.
- To do my course, certificate II in Community Service, playgroup, or for a coffee with friends while the kids play.
- To chill with great people. See what event is coming up.
- I come to the Centre to train community members in Certificate II in Community Services.
- Doing a course at the Centre.
- For connection. Children's activities.
- For training in Cert II in Community Services.
- To see people.
- For my child to interact with other children and to learn new activities.



- So my child can play and have time with other kids and I get to have time out.
- For my daughter to play and learn in a safe environment with other children.
- Fun, friends and social interaction.
- Play dates with kid. Chats.
- Link with families.
- I'm not allowed anymore but my boys still need help.
- I accessed CFC in a previous working role. CFC provided education to new mums in our migrant community, provided much needed inclusion and socialisation and education to the wider community.
- Access services – Client referral to services available at the CFC and meeting with out of area services.
- Meeting with clients of family support, training and general rapport building.
- Women I have initiated connection with CFC supports, playgroup, and to access cert II Community Services.
- To meet and greet clients to engage in activities to promote a more personal working relationship

What has changed for you since the CFC has opened?

- I know there's a place nearby that can help fulfil my needs and I feel that having the CFC here, I have some more friends.
- My confidence in knowing that my clients are well supported and able to access a safe place where they can ask for help.
- Residents are not isolated, they have a place and space for families and children.
- Yes, in a very big way.
- Made friends.
- We get help with our kids and a safe place environment for us to meet other families.
- Learning about babies and children's lives.
- I've made more friends and so have my kids.
- I have somewhere to go.
- I have made some good friendships which has been good.
- Unsure really.



- Has changed my kids as well as my own decisions on things.
- Got me out of the house.
- Development for my children.
- Before the CFC there were less places for families in the East Devonport community.
- I have done a couple of courses and brought my son here to play with other children.
- Our life much brighter.
- Made me aware of what is available for myself and my family in the community which has improved confidence, self-worth and stability within my family.
- More opened up.
- Became more confident.
- I do not know, I have only just started to come.
- Kids have a safe place to come and play.
- More open.
- Improvement in ED area.
- Increase in services available for client referral in East Devonport.
- It has provided a much needed hub for families in the area to attend the programs offered giving them future life skills.
- Increased social connection in a non-judgmental and friendly environment.
- Reduced social isolation for both mothers and their children.
- A safe environment for everyone to meet with guidance to acceptable behaviours, interactions and positive experiences.

Are you:

22 Parents

11 Community members

Please return form by 15th March, 2017.



Allison Waddington

From: Mountney, Jenny (DoE) <jenny.mountney@education.tas.gov.au>
Sent: Thursday, 16 March 2017 1:32 PM
To: child family. centres
Subject: FW: Submissions for enquiry
Attachments: Submission1 - CFC.pdf; Submission2 CFC.pdf

Hi,

Please find attached a further addition to the community survey sent in by Tracey James on behalf of the east Devonport parents and community members.

Regards,
Jenny Mountney

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The Legislative Council wants to know about

Child and Family Centres

What difference has the CFC made to you or the community?

Provides a central location for
parents to meet / access relevant services.
It's warm, friendly and engaging for the
community

What difference has the CFC made to you and your children?

Allowed me to access support which I
probably wouldn't have accessed or even
known about if it weren't for the CFC.

Why do you come to the CFC?

Friendly, comfortable, kids have
fun, supportive, safe environment.

What has changed for you since the CFC has opened?

Have developed better communication
and parenting skills. my children are
happier.

Are you:



Parent?



Community member?



East Devonport Child & Family Centre

Please return form by 15th March, 2017.

The Legislative Council wants to know about

Child and Family Centres

What difference has the CFC made to you or the community?

provides a safe, nurturing space for
families with young children to realise
their very best potential with all the assistance
you may need all in the same "family" space.
What difference has the CFC made to you and your children?

Why do you come to the CFC?

to introduce families that may not know
about it and provide support to them in
a space, that is safe, welcoming, educational +
non-judgemental

What has changed for you since the CFC has opened?

The whole community as a whole
has benefited from the flow on
effects that the CFC has provided the
area with, not to mention how many children's
Are you: lives have changed for
the better!

☒ Parent?

☐ Community member?



East Devonport Child & Family Centre