

# Giant Steps

**Survey Results**  
**November 2011**

# Parent Survey Results

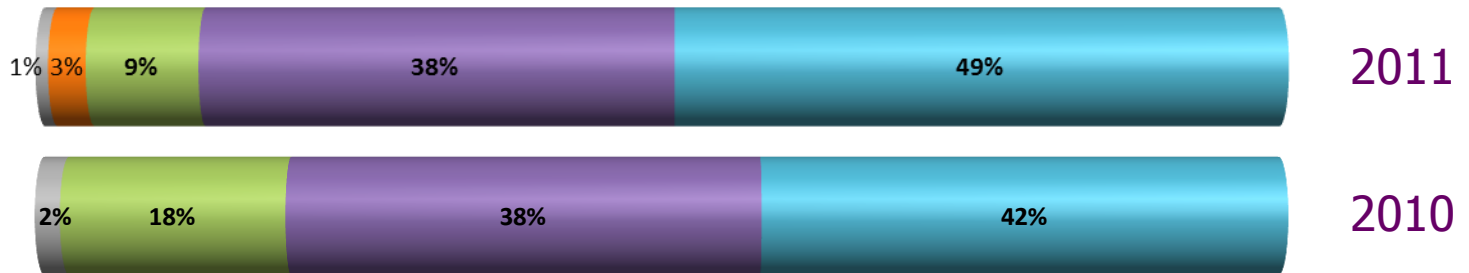


- 68 Individual Responses
- 59% Participation Rate - 2011
- 45% Participation Rate - 2010

**Parent**

Imagine. Include. Innovate

## I feel part of the Giant Steps community

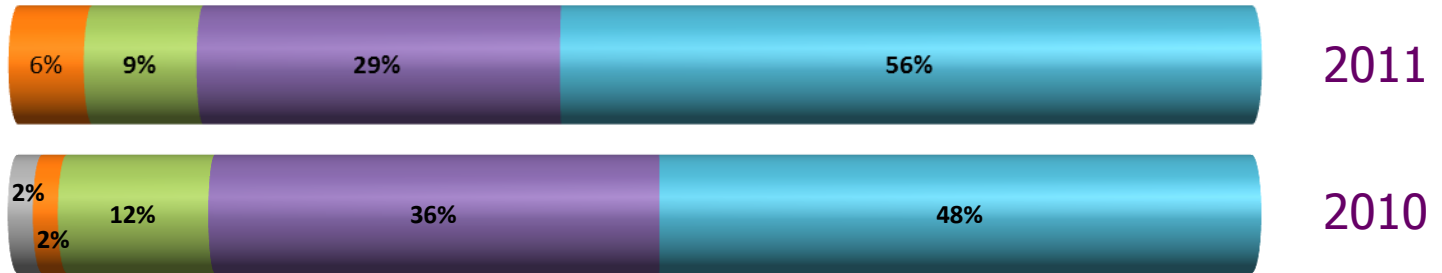


## My child has an individualised program to achieve goals with which I agree



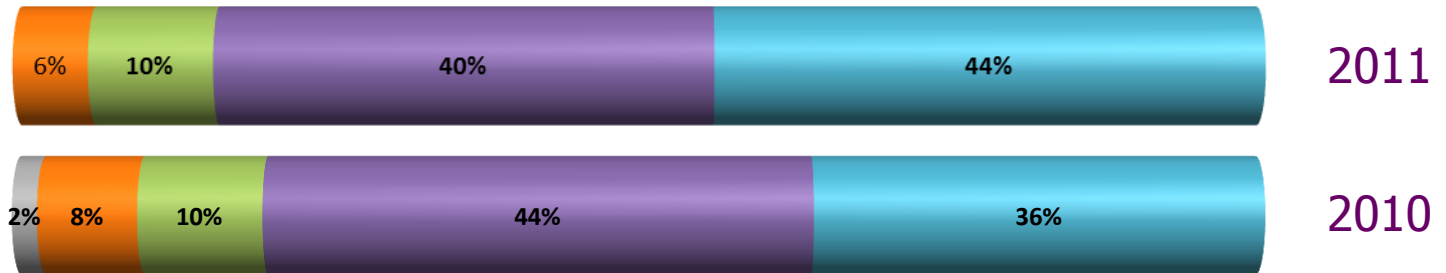
**Parent**

### Giant Steps provides me with sufficient information regarding my child's progress

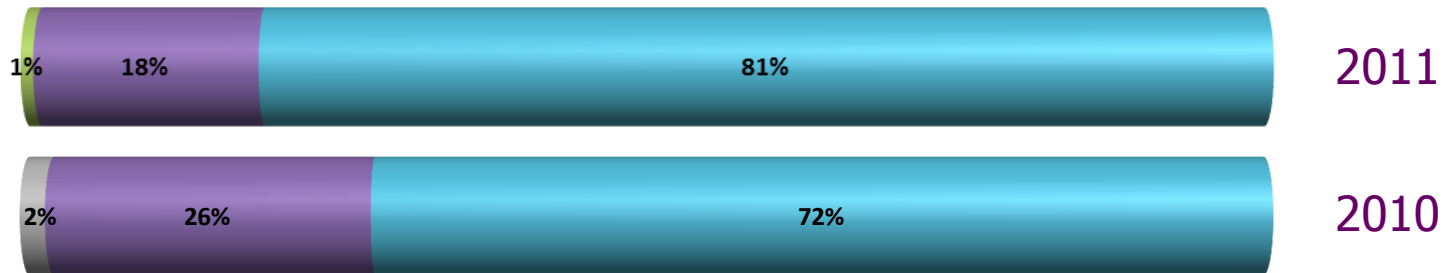


### Giant Steps provides all the services, support and information I need for my child's development

**Parent**

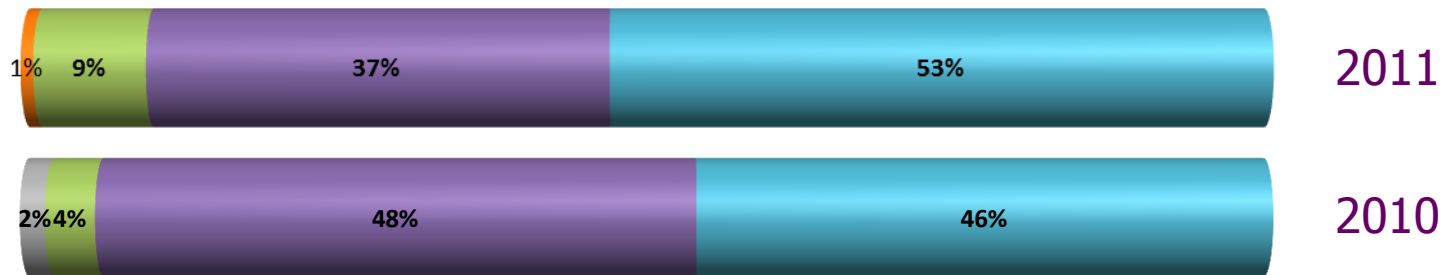


## Giant Steps' staff are responsive when I raise an issue

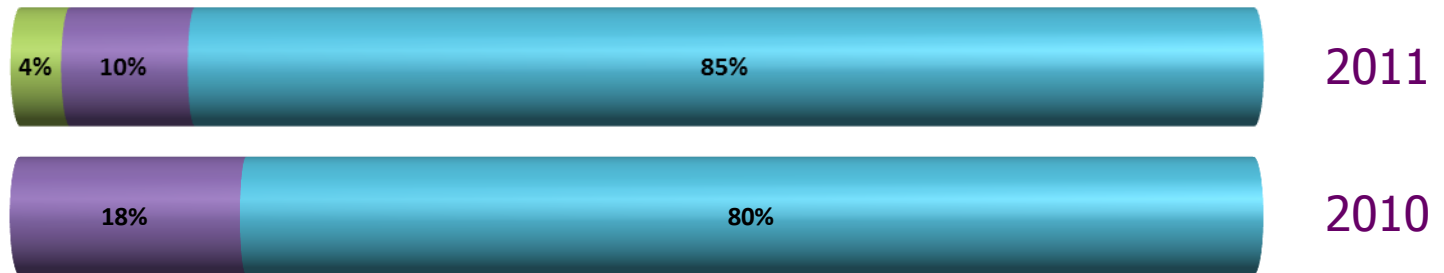


## Giant Steps provides me with opportunities to learn more about issues relevant to my child/our family situation

**Parent**

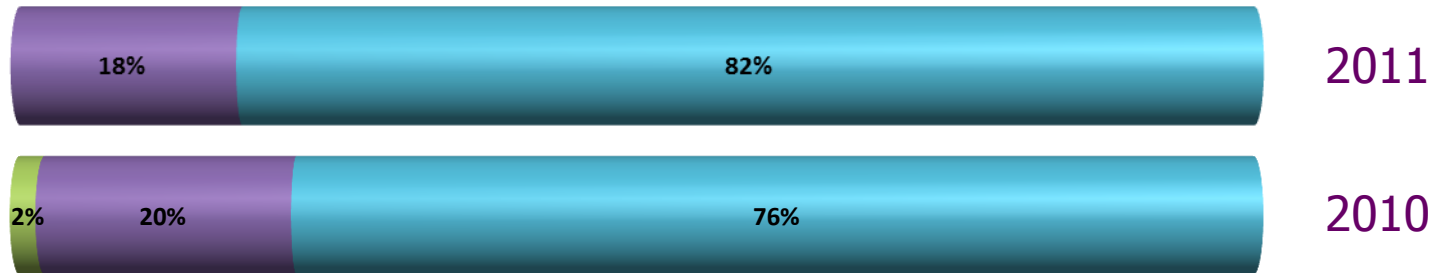


The staff at Giant Steps are generally of high quality



Giant Steps has been well managed over the past year by the Principal and Leadership Team

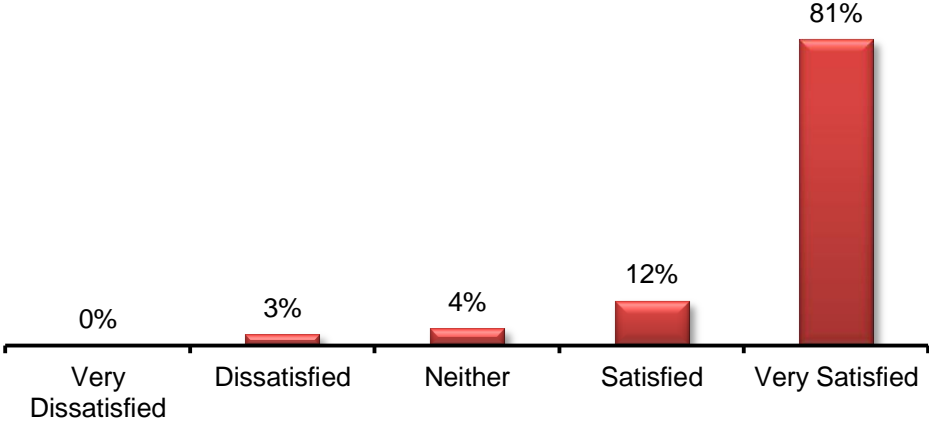
**Parent**



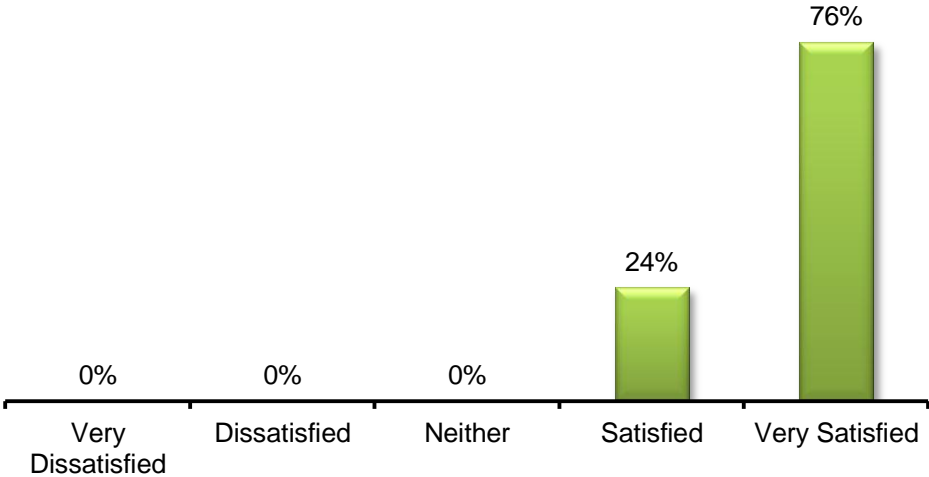
# General Satisfaction - Parent



**Parent**



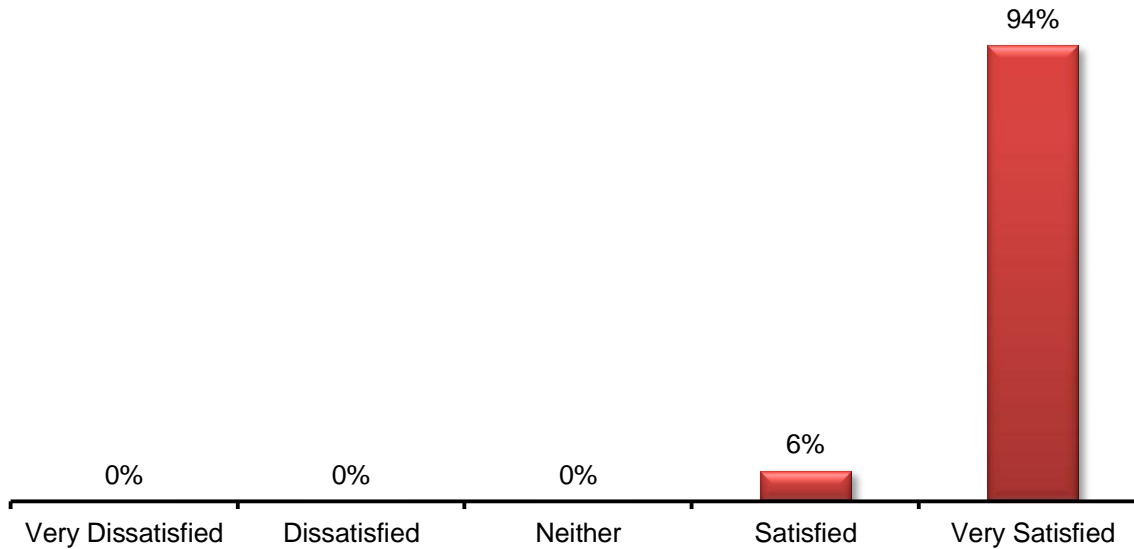
2011



2010

Imagine. Include. Innovate

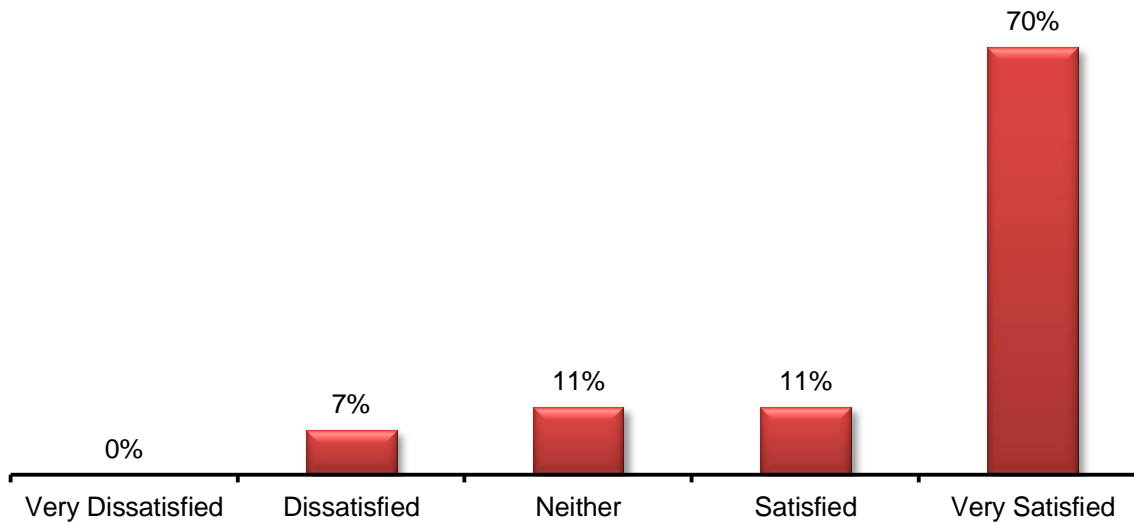
# 2011 General Satisfaction Early Learning (16)



**Parent**

Imagine. Include. Innovate

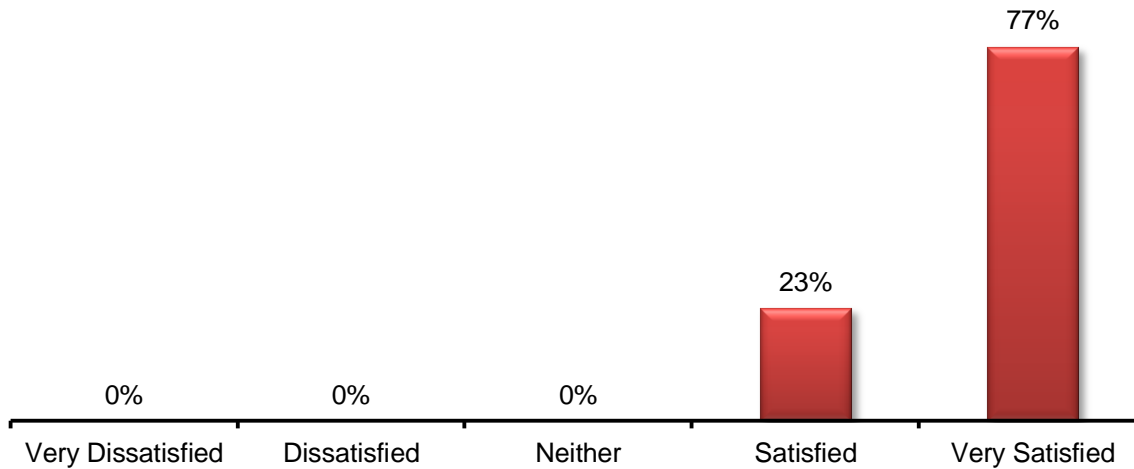
# 2011 General Satisfaction K – 6 (27)



**Parent**

Imagine. Include. Innovate

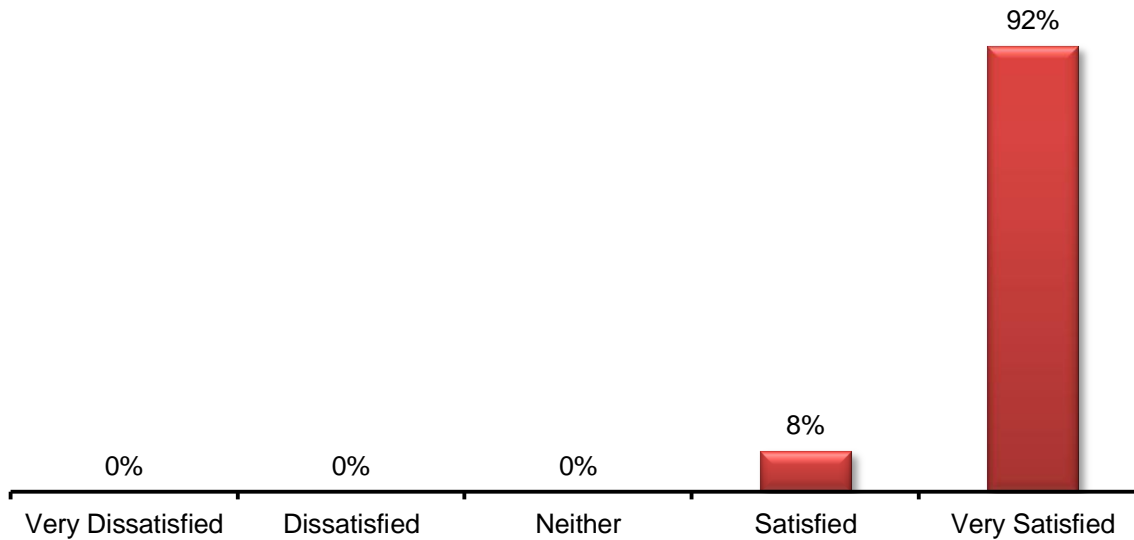
# 2011 General Satisfaction Secondary (13)



**Parent**

Imagine. Include. Innovate

# 2011 General Satisfaction Community College (12)



**Parent**

Imagine. Include. Innovate

## SURVEY COMPARISONS PARENT

Participation Rate	45% 2010							59% 2011						
	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive
<b>Parent Survey</b>														
I feel part of the GS community	2%	2%		18%	38%	42%	80%	4%	1%	3%	9%	38%	49%	87%
My child has an individualised program to achieve goals with which I agree	4%	2%	2%	6%	32%	58%	90%	1%	1%		9%	28%	62%	90%
Giant Steps provides me with sufficient information regarding my child's progress	4%	2%	2%	12%	36%	48%	84%	6%		6%	9%	29%	56%	85%
Giant Steps provides all the services, support and information I need for my child's development	10%	2%	8%	10%	44%	36%	80%	6%		6%	10%	40%	44%	84%
Sufficient effort is made by Giant Steps to get my input on issues affecting my child	2%	2%		4%	32%	62%	94%	2%	1%	1%	6%	29%	62%	91%
Giant Steps staff are responsive when I raise an issue	2%	2%			26%	72%	98%				1%	18%	81%	99%
Giant Steps provides me with opportunities to learn more about issues relevant to my child/our family situation	2%	2%		4%	48%	46%	94%	1%		1%	9%	37%	53%	90%
Giant Steps has made it clear to me what parent involvement/commitment is required				8%	40%	50%	90%				4%	37%	59%	96%

## SURVEY COMPARISONS PARENT

Participation Rate	45% 2010							59% 2011						
	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive
<b>Parent Survey</b>														
I understand how decisions are made for enrolments in each program	18%	18%	28%	24%	28%	52%	10%	3%	7%	40%	25%	25%	50%	
The staff at Giant Steps are generally of high quality					18%	80%	98%			4%	10%	85%	95%	
Staff generally have the motivation, authority and tools to do a good job					22%	76%	98%			6%	16%	78%	94%	
Giant Steps has been well managed over the past 5 months (last year) by the Principal and Leadership Team				2%	20%	76%	96%				18%	82%	100%	
Giant Steps has a clear mission and strategy				2%	34%	62%	96%	1%		1%	4%	28%	66%	94%
The Giant Steps Board is effective in setting strategy and policy				16%	38%	44%	82%	1%		1%	10%	35%	53%	88%
<b>SATISFACTION LEVELS</b>		<b>V Dis</b>	<b>Dissat</b>	<b>Neither</b>	<b>Satis</b>	<b>V Sat</b>			<b>V Dis</b>	<b>Dissat</b>	<b>Neither</b>	<b>Satis</b>	<b>V Sat</b>	
Considering everything how would you rate your satisfaction with Giant Steps at present?					24%	74%	98%	3%		3%	4%	12%	81%	93%

# Staff Survey Results

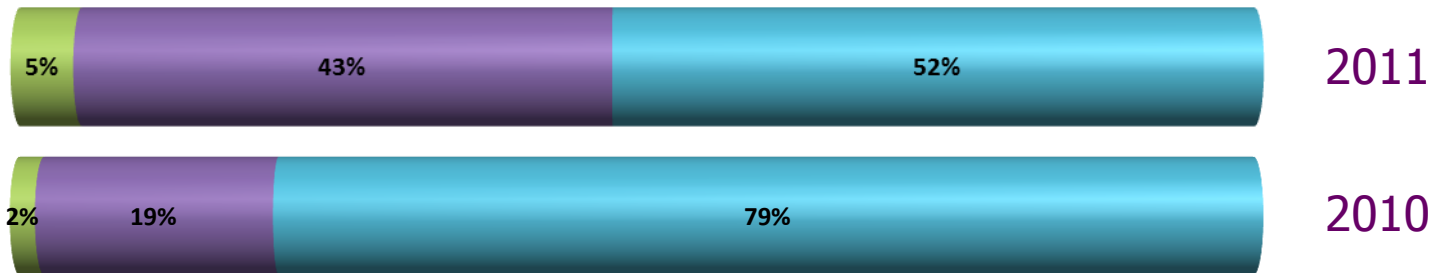


- 58 Individual Responses
- 64% Participation Rate - 2011
- 66% Participation Rate - 2010

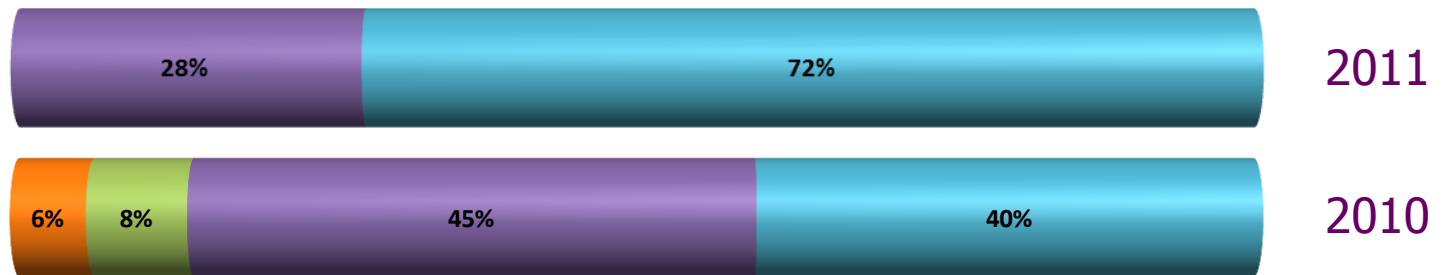
**Staff**

Imagine. Include. Innovate

The people I work with co-operate to get the job done

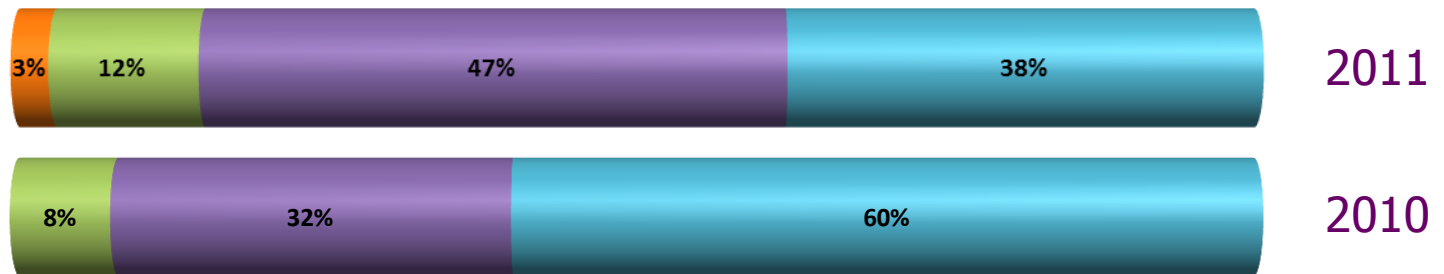


My colleagues are dedicated to providing outstanding service to Giant Steps' children and their families

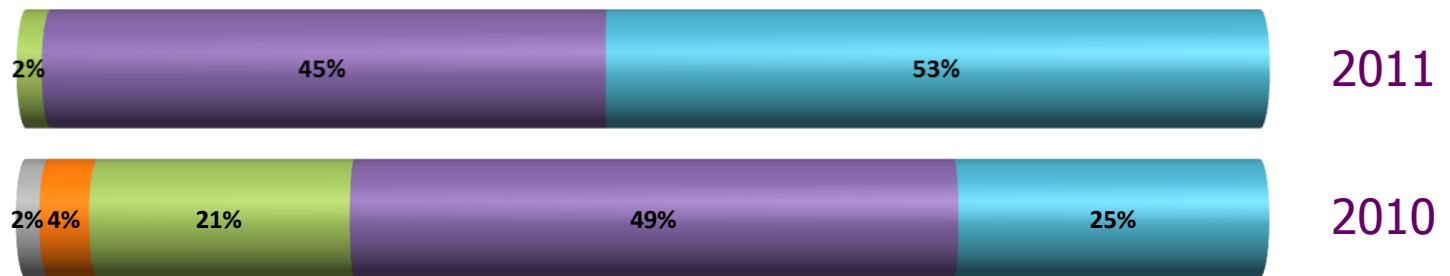


Staff

## I feel valued as an employee of Giant Steps

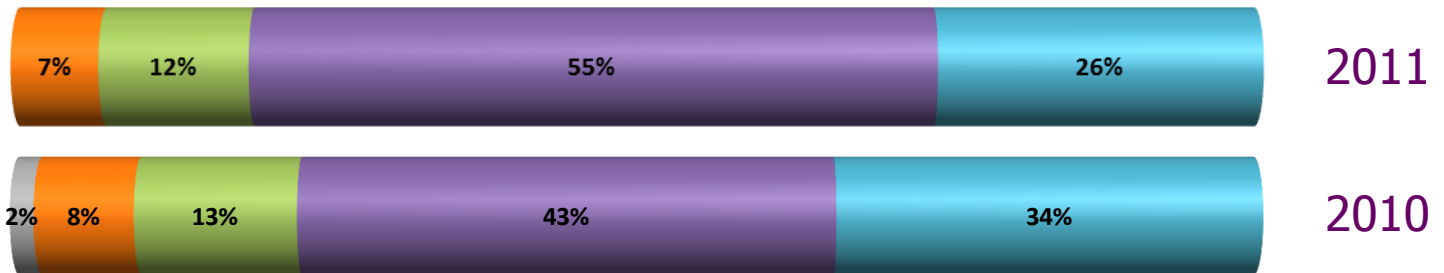


## My work gives me a feeling of personal accomplishment

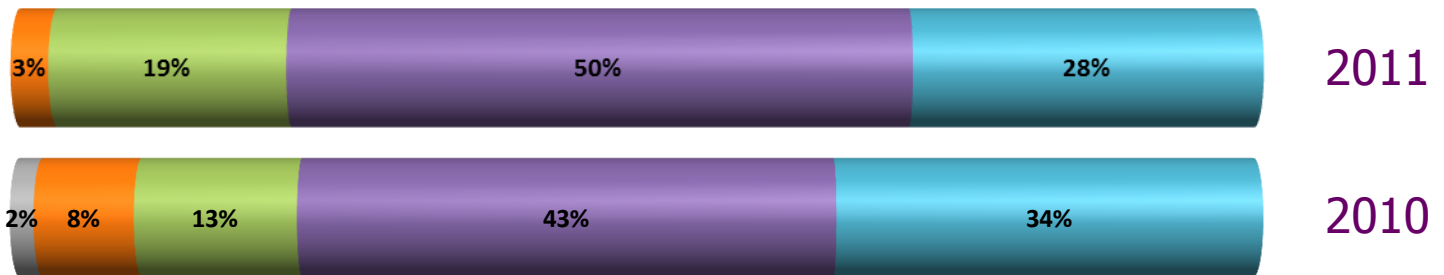


**Staff**

I am recognised for the service I give to the children and their families

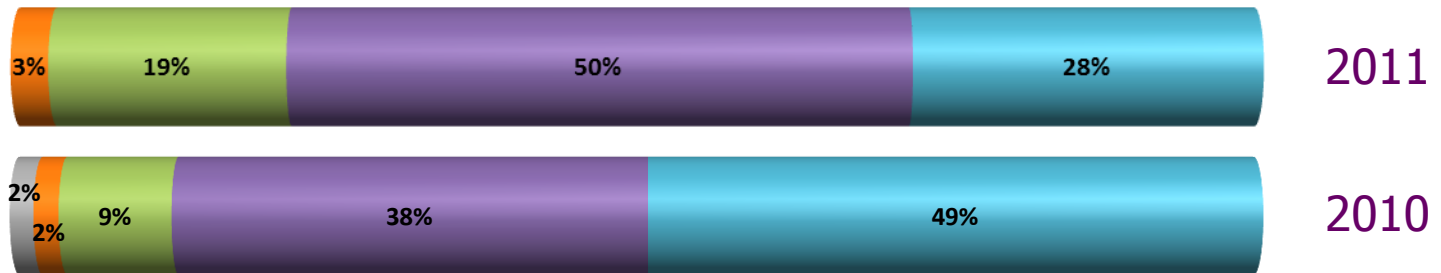


My work schedule allows me sufficient flexibility to meet my personal / family commitments

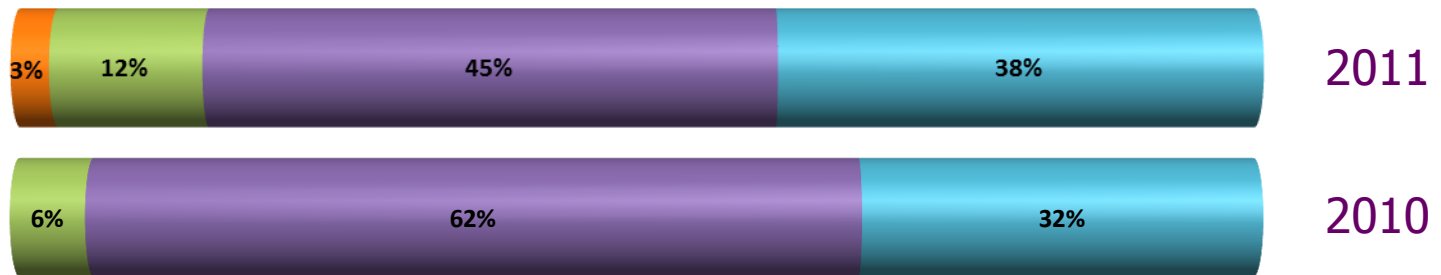


Staff

People are treated with respect here,  
regardless of their job

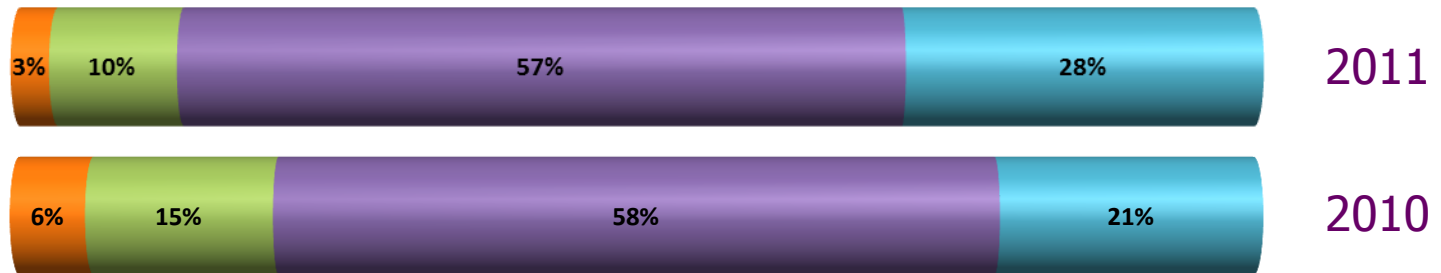


I am satisfied with the information I receive from the  
Leadership Team on what's happening at Giant Steps

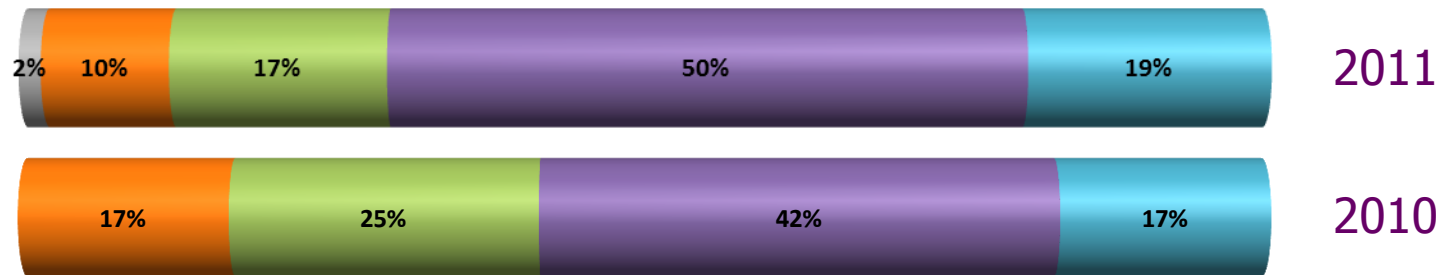


**Staff**

Staff get feedback from the Leadership Team on how satisfied parents are with the work we perform



My supervisor gives me regular feedback on my job performance

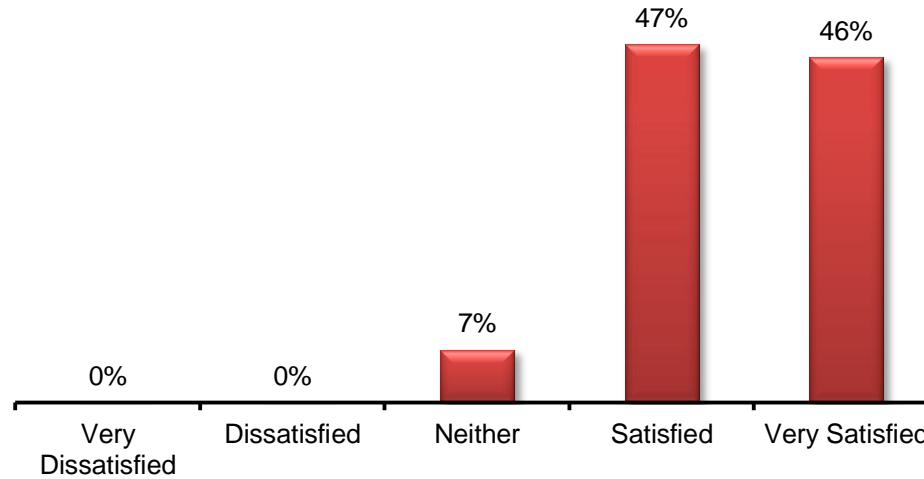


**Staff**

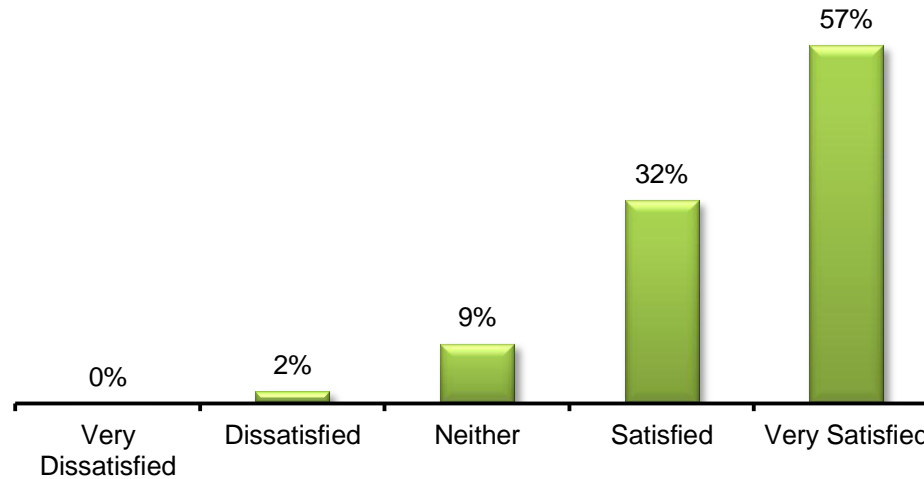
# General Satisfaction - Staff



**Staff**



2011



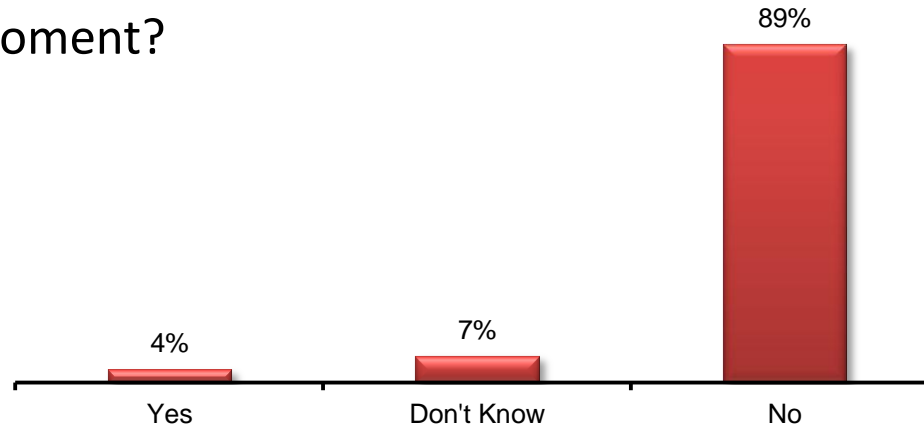
2010

Imagine. Include. Innovate

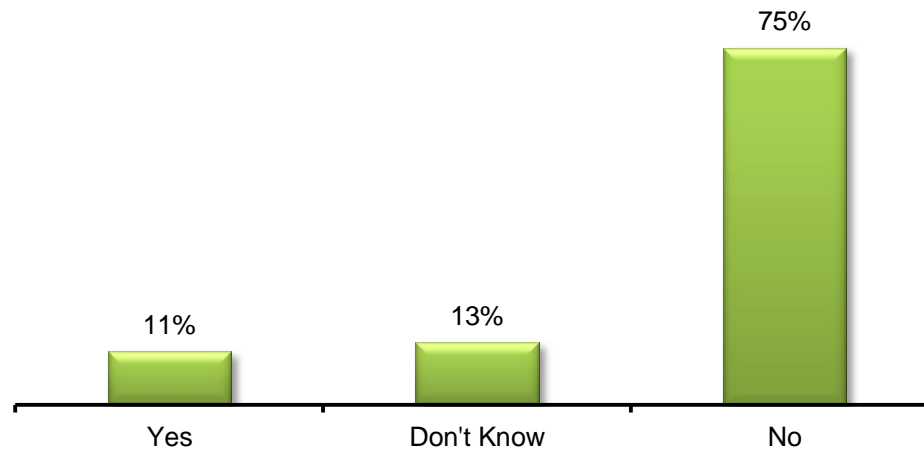
# General Satisfaction - Staff



Are you seriously considering leaving Giant Steps at the moment?



2011

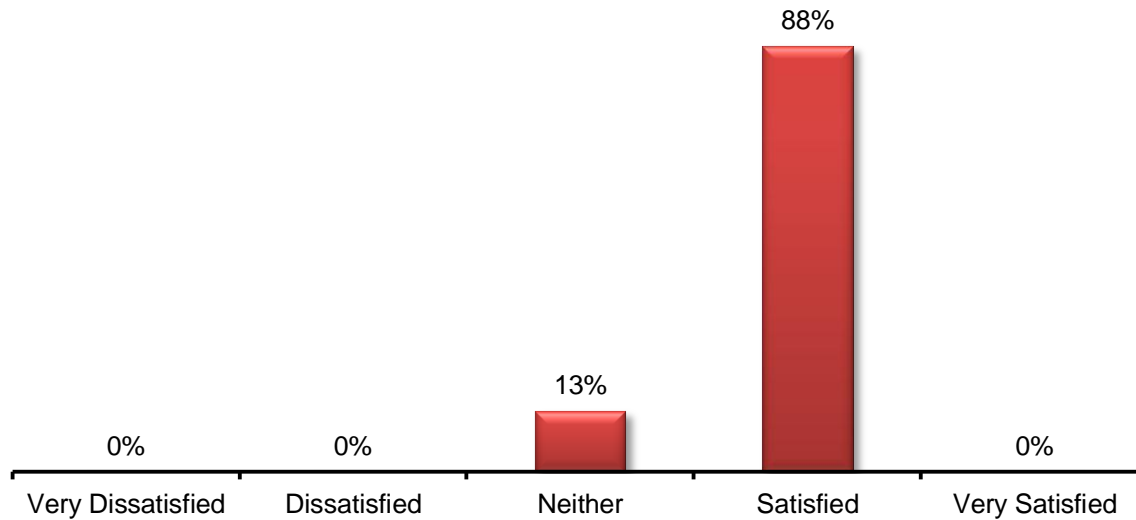


2010

Staff

Imagine. Include. Innovate

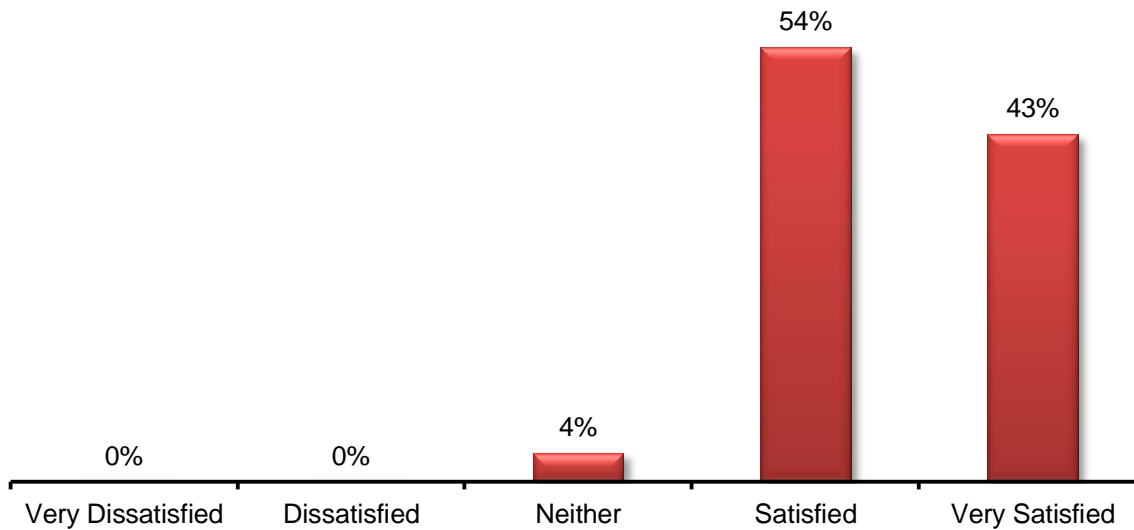
# 2011 General Satisfaction Early Learning (8)



**Staff**

Imagine. Include. Innovate

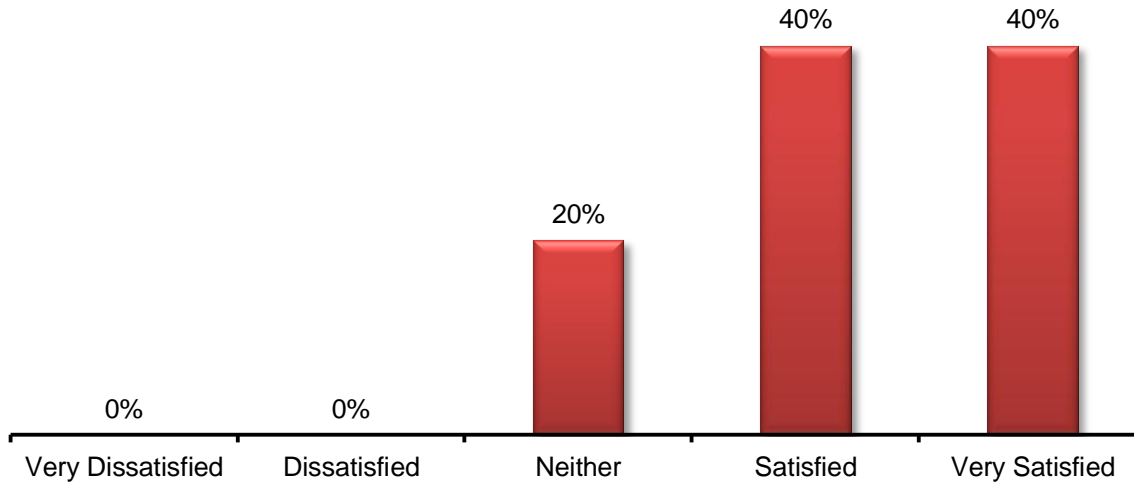
# 2011 General Satisfaction K – 6 (28)



**Staff**

Imagine. Include. Innovate

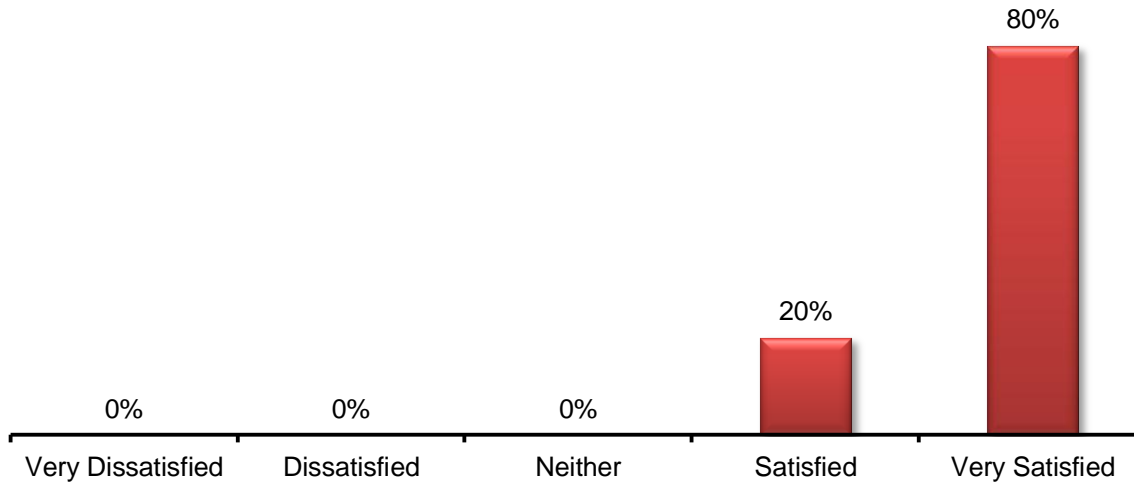
# 2011 General Satisfaction Secondary (10)



**Staff**

Imagine. Include. Innovate

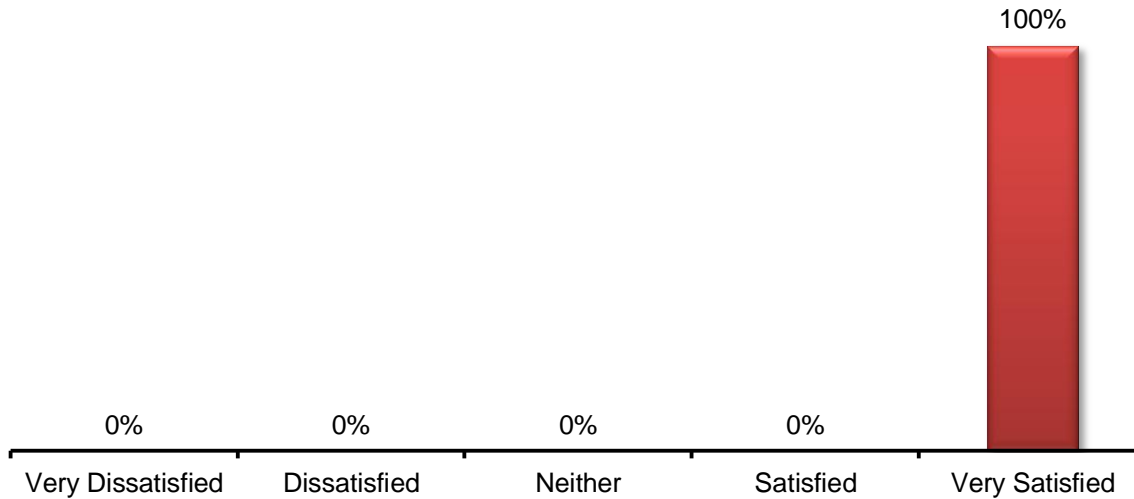
# 2011 General Satisfaction Community College (5)



**Staff**

Imagine. Include. Innovate

# 2011 General Satisfaction Admin (6)



**Staff**

Imagine. Include. Innovate

## SURVEY COMPARISONS STAFF

Participation Rate	66% 2010							64% 2011						
	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive
<b>Staff Survey</b>														
The people I work with co-operate to get the job done				8%	30%	62%	92%				5%	43%	52%	95%
My colleagues are dedicated to providing outstanding service to Giant Steps children and their families				2%	19%	79%	98%					28%	72%	100%
I feel valued as an employee of Giant Steps	6%		6%	8%	45%	40%	85%	3%		3%	12%	47%	38%	85%
My work gives me a feeling of personal accomplishment				8%	32%	60%	92%				2%	45%	53%	98%
I am recognised for the service I give to the children and their families	6%	2%	4%	21%	49%	25%	74%	7%		7%	12%	55%	26%	81%
My work schedule allows me sufficient flexibility to meet my personal/family commitments	10%	2%	8%	13%	43%	34%	77%	3%		3%	19%	50%	28%	78%
I believe I have the opportunity for personal development and growth in my work for Giant Steps				6%	47%	47%	94%				10%	52%	36%	88%
I have a very clear idea of my job responsibilities	6%	2%	4%	6%	53%	36%	89%	2%		2%	3%	55%	38%	93%
People are treated with respect here, regardless of their job	4%	2%	2%	9%	38%	49%	87%	3%		3%	12%	45%	38%	83%
I am satisfied with the information I receive from the Leadership Team on what's happening at Giant Steps				6%	62%	32%	94%	3%		3%	10%	57%	28%	85%
Sufficient effort is made by the Leadership Team to get the views and opinions of people working at Giant Steps	6%		6%	8%	62%	25%	87%	2%		2%	14%	59%	22%	81%



## SURVEY COMPARISONS STAFF

Participation Rate	66% 2010							64% 2011						
	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive
<b>Staff Survey</b>														
Staff get feedback from Leadership Team on how satisfied parents are with the work we perform	6%		6%	15%	58%	21%	79%	12%	2%	10%	17%	50%	19%	69%
The Leadership Team is interested in the well-being of employees	6%	2%	4%	6%	55%	34%	89%	2%		2%	16%	53%	28%	81%
I think management will act upon any issues identified through this survey	4%	4%		4%	64%	28%	92%	5%	2%	3%	16%	55%	22%	77%
Giant Steps has a clear vision, strategy and goals				2%	38%	60%	98%	3%		3%	3%	40%	52%	92%
Management actions clearly support the Giant Steps strategy and goals				6%	36%	58%	94%	3%		3%	2%	50%	43%	93%
My supervisor cares about me as a person	2%		2%	9%	47%	42%	89%				10%	47%	41%	88%
My supervisor involves me in solving problems	4%		4%	13%	38%	45%	83%	2%		2%	12%	53%	31%	84%
My supervisor gives me regular feedback on my job performance	17%		17%	25%	42%	17%	59%	13%	3%	10%	28%	41%	16%	57%
<b>SATISFACTION LEVELS</b>		<b>V Dis</b>	<b>Dis</b>	<b>Neither</b>	<b>Satis</b>	<b>V Satis</b>			<b>V Dis</b>	<b>Dis</b>	<b>Neither</b>	<b>Satis</b>	<b>V Satis</b>	
Considering everything, how would you rate your satisfaction with Giant Steps at present?	2%		2%	9%	32%	57%	89%				7%	47%	45%	92%
		<b>Yes</b>		<b>Don't Know</b>		<b>No</b>			<b>Yes</b>		<b>Don't Know</b>		<b>No</b>	
Are you seriously considering leaving Giant Steps at the moment?	11%	11%		13%		75%	75%	3%	3%		7%		88%	88%

# THANK YOU



Imagine. Include. Innovate