

Giant Steps

Survey Results
November 2010

Parent Survey Results

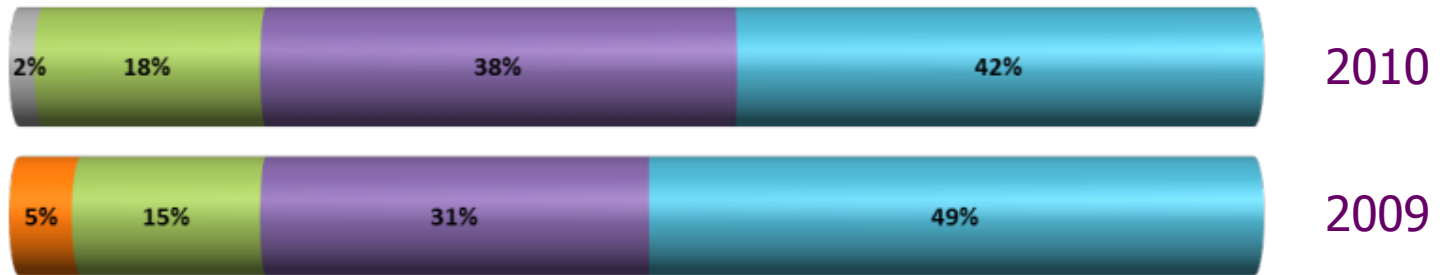


- 50 Individual Responses
- 45% Participation Rate - 2010
- 56% Participation Rate - 2009

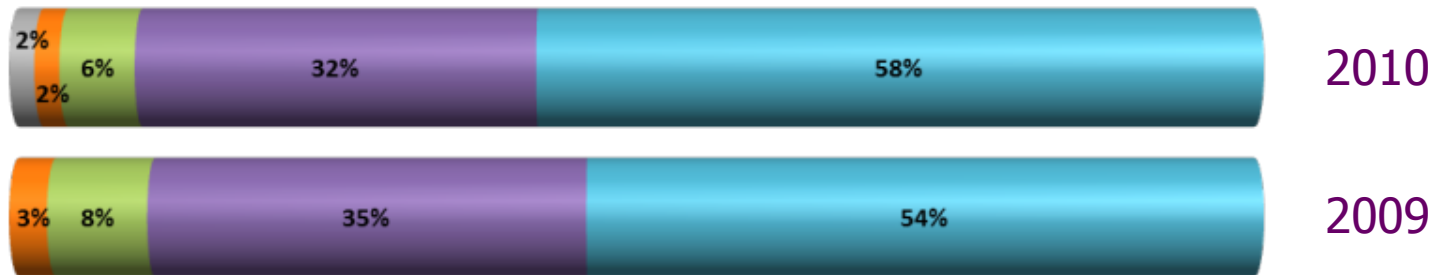
Parent

Imagine. Include. Innovate

I feel part of the Giant Steps community

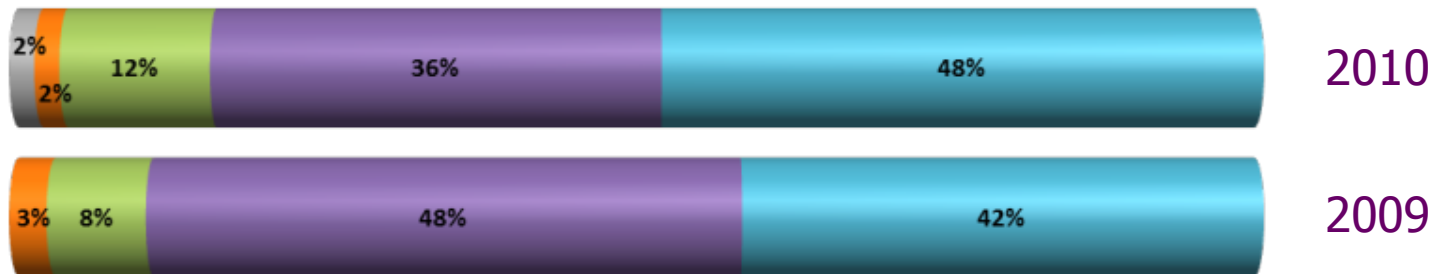


My child has an individualised program to achieve goals with which I agree

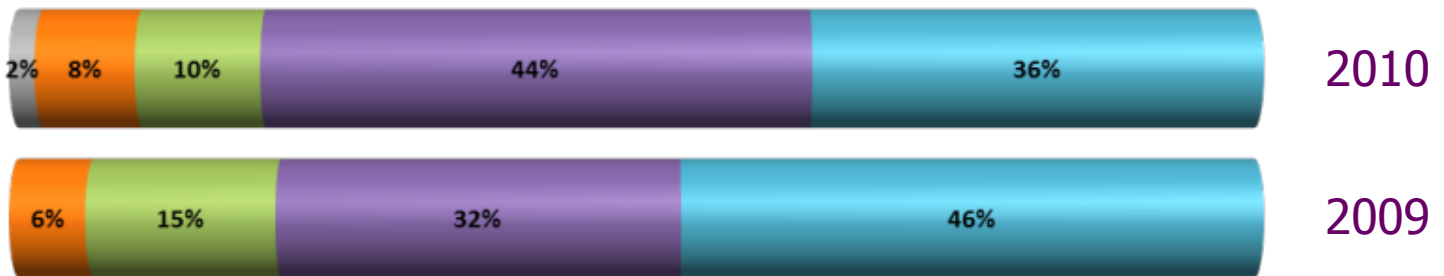


Parent

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

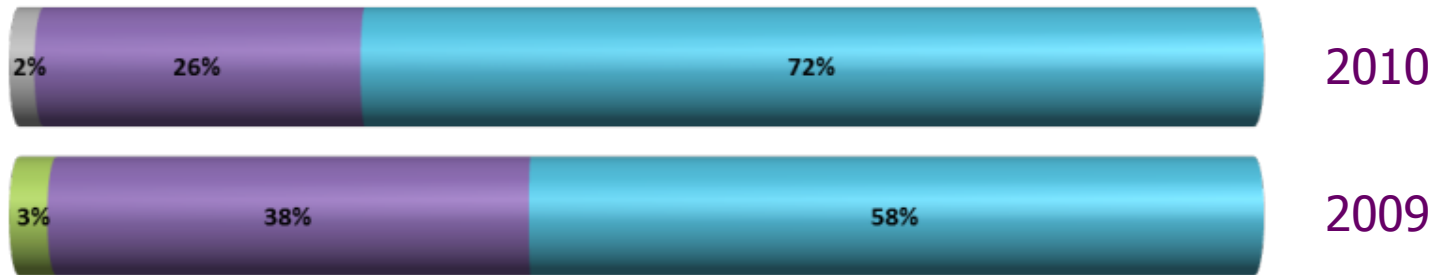


Giant Steps provides all the services, support and information I need for my child's development



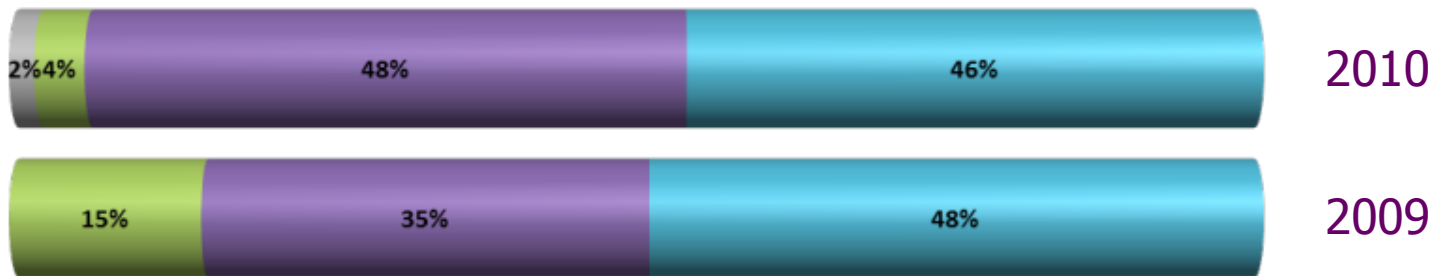
Parent

Giant Steps' staff are responsive when I raise an issue

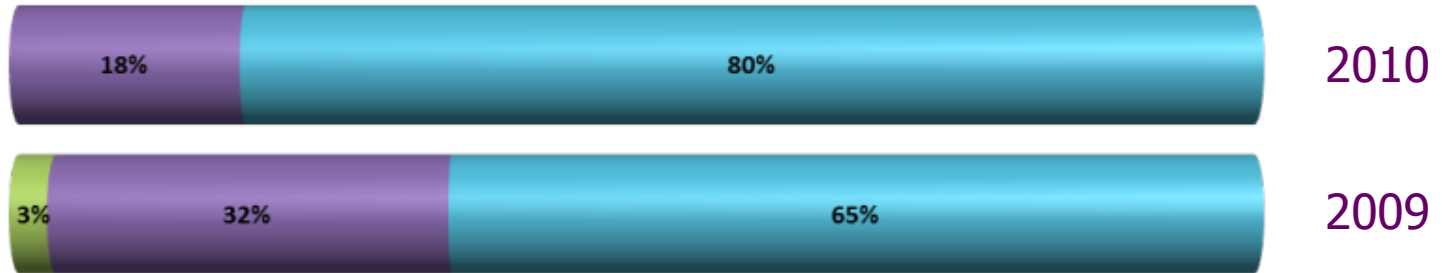


Giant Steps provides me with opportunities to learn more about issues relevant to my child/our family situation

Parent

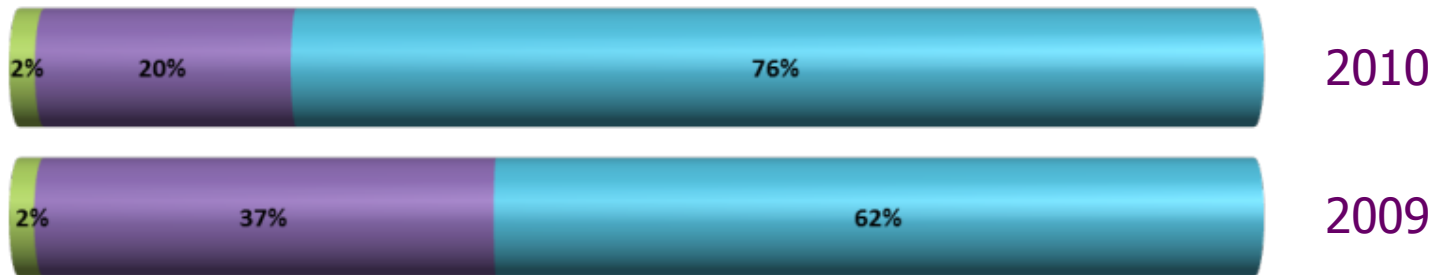


The staff at Giant Steps are generally of high quality

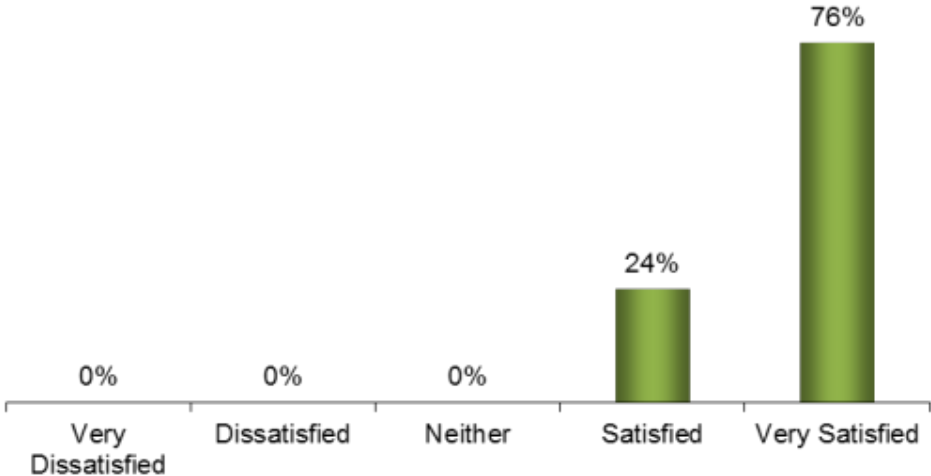


Giant Steps has been well managed over the past year by the Principal and Leadership Team

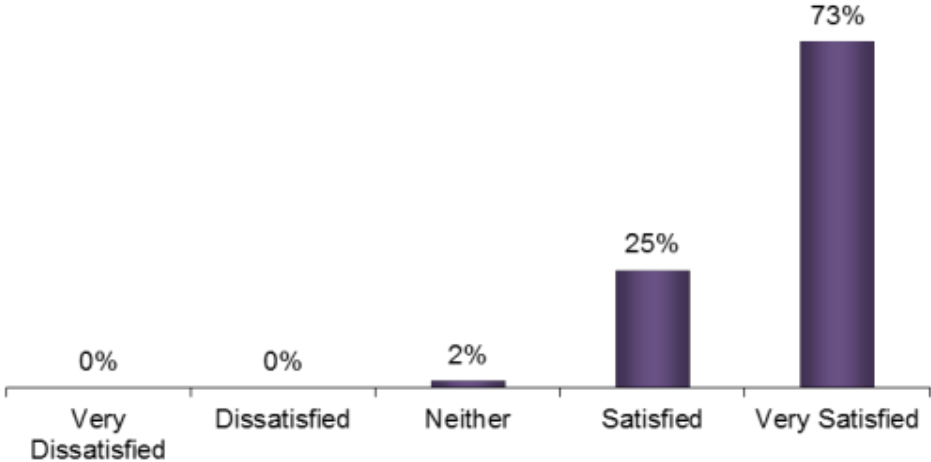
Parent



General Satisfaction - Parent



2010



2009

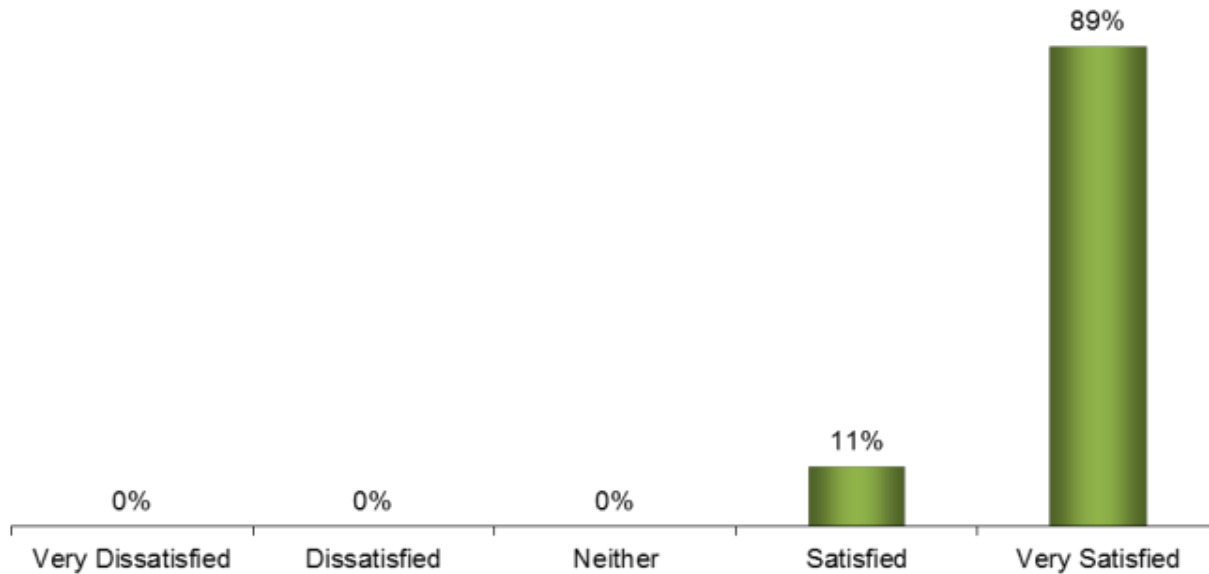
Imagine. Include. Innovate

Parent

2010 General Satisfaction Early Learning (10)



Parent

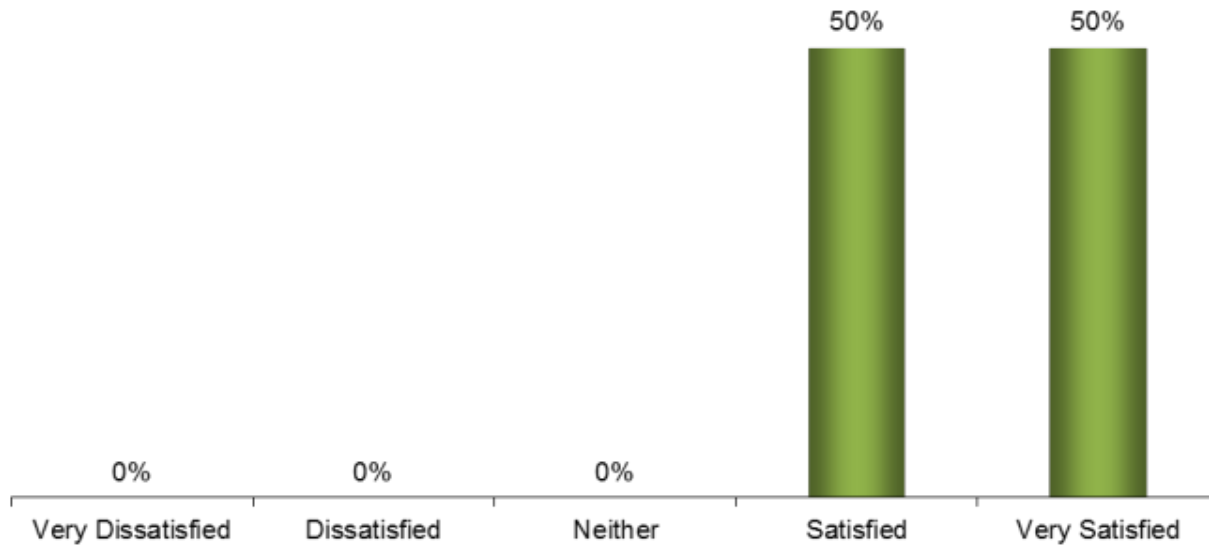


Imagine. Include. Innovate

2010 General Satisfaction K – 6 (18)



Parent

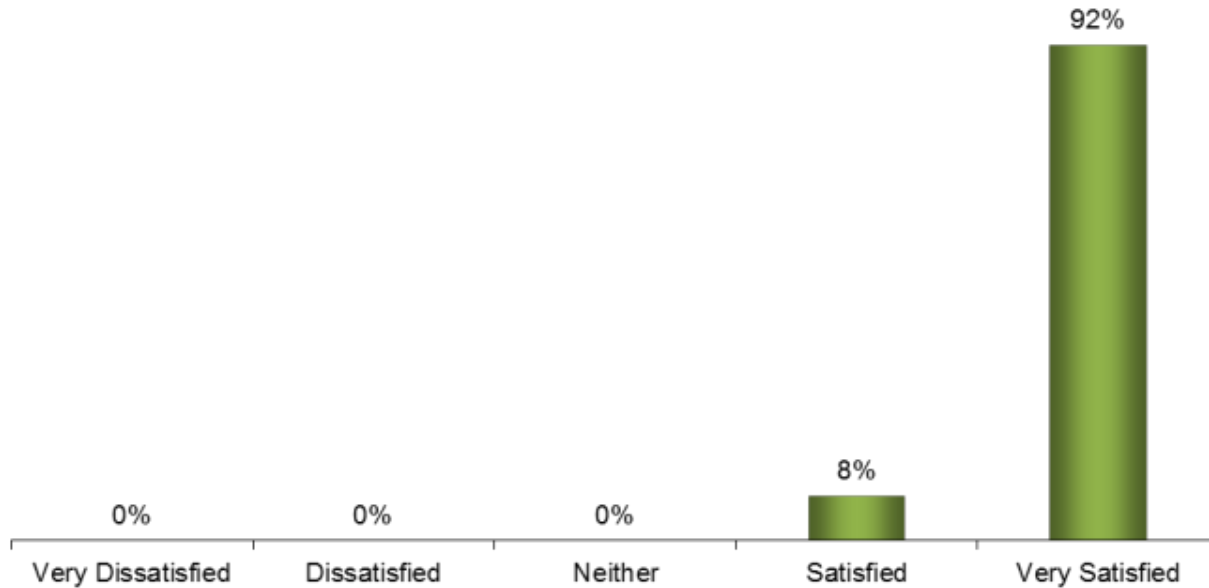


Imagine. Include. Innovate

2010 General Satisfaction Secondary (12)



Parent

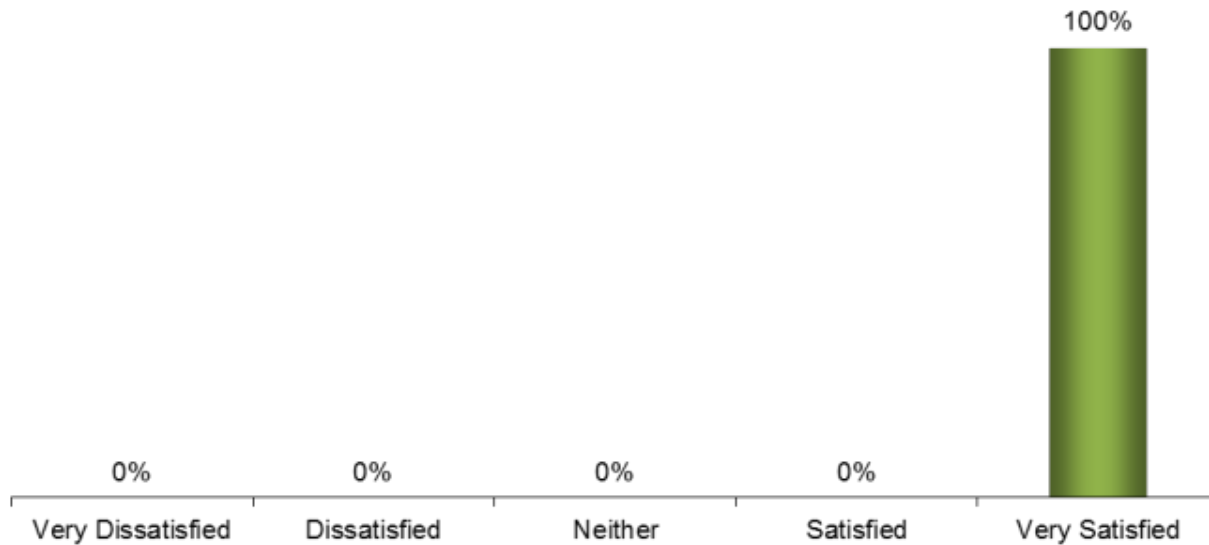


Imagine. Include. Innovate

2010 General Satisfaction Community College (5)



Parent



Imagine. Include. Innovate



SURVEY COMPARISONS PARENT

Participation Rate	56% 2009							43% 2010						
	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive
Parent Survey														
I feel part of the GS community	5%		5%	15%	31%	49%	80%	2%	2%		18%	38%	42%	80%
My child has an individualised program to achieve goals with which I agree	3%		3%	8%	35%	54%	89%	4%	2%	2%	6%	32%	58%	90%
Giant Steps provides me with sufficient information regarding my child's progress	3%		3%	8%	48%	42%	90%	4%	2%	2%	12%	36%	48%	84%
Giant Steps provides all the services, support and information I need for my child's development	6%		6%	15%	32%	46%	78%	10%	2%	8%	10%	44%	36%	80%
Sufficient effort is made by Giant Steps to get my input on issues affecting my child				6%	45%	49%	94%	2%	2%		4%	32%	62%	94%
Giant Steps staff are responsive when I raise an issue				3%	38%	58%	96%	2%	2%			26%	72%	98%
Giant Steps provides me with opportunities to learn more about issues relevant to my child/our family situation				15%	35%	48%	83%	2%	2%		4%	48%	46%	94%
Giant Steps has made it clear to me what parent involvement/commitment is required	2%		2%	2%	43%	54%	97%				8%	40%	50%	90%



SURVEY COMPARISONS PARENT

Participation Rate	56%							43%						
	2009							2010						
Parent Survey	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive
I understand how decisions are made for enrolments in each program	14%		14%	29%	25%	29%	54%	18%		18%	28%	24%	28%	52%
The staff at Giant Steps are generally of high quality				3%	32%	65%	97%					18%	80%	98%
Staff generally have the motivation, authority and tools to do a good job					34%	66%	100%					22%	76%	98%
Giant Steps has been well managed over the past 5 months (last year) by the Principal and Leadership Team				2%	37%	62%	99%				2%	20%	76%	96%
Giant Steps has a clear mission and strategy				6%	29%	65%	94%				2%	34%	62%	96%
The Giant Steps Board is effective in setting strategy and policy				11%	38%	51%	89%				16%	38%	44%	82%
SATISFACTION LEVELS		V Dis	Dissat	Neither	Satis	V Sat			V Dis	Dissat	Neither	Satis	V Sat	
Considering everything how would you rate your satisfaction with Giant Steps at present?				2%	25%	72%	97%					24%	74%	98%

Staff Survey Results

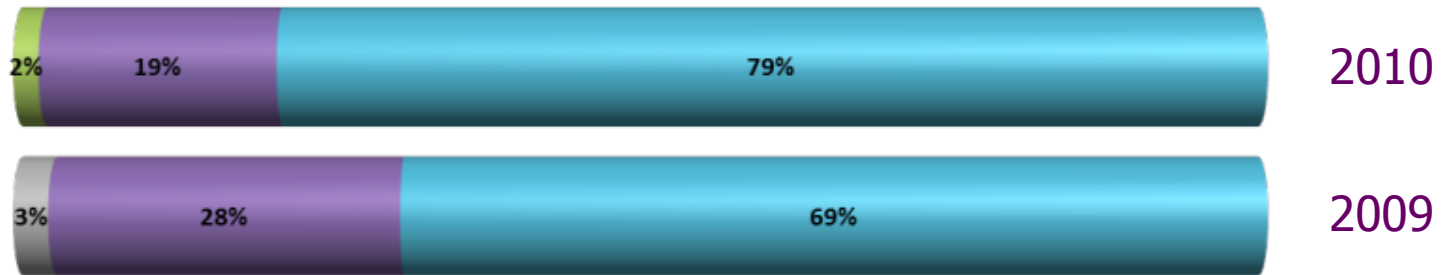


- 53 Individual Responses
- 66% Participation Rate - 2010
- 44% Participation Rate - 2009

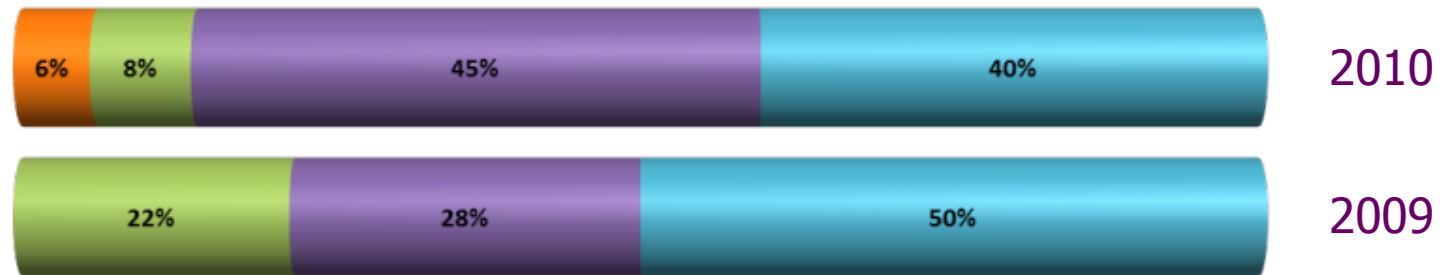
Staff

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

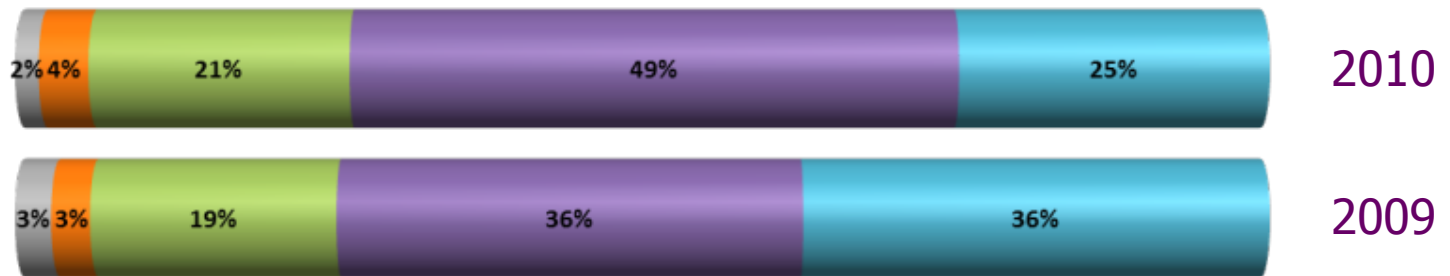


Staff

I feel valued as an employee of Giant Steps

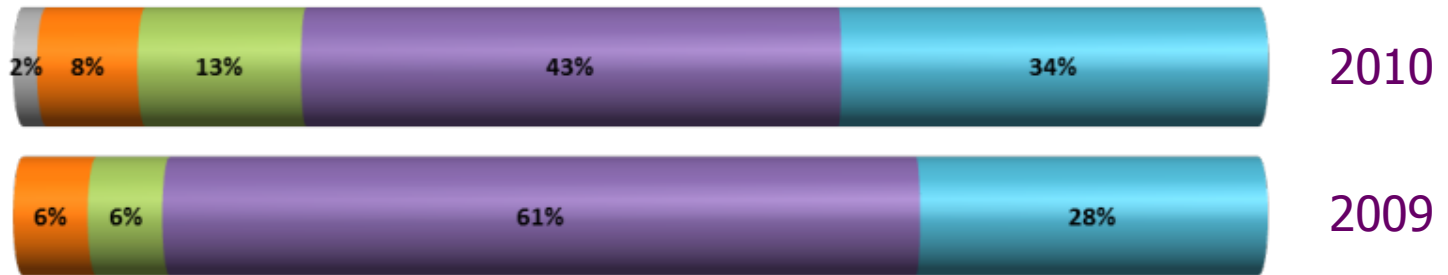


My work gives me a feeling of personal accomplishment

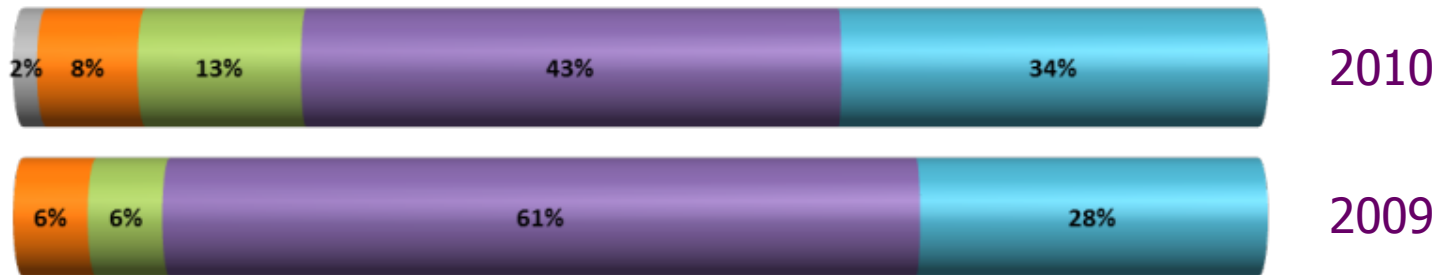


Staff

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

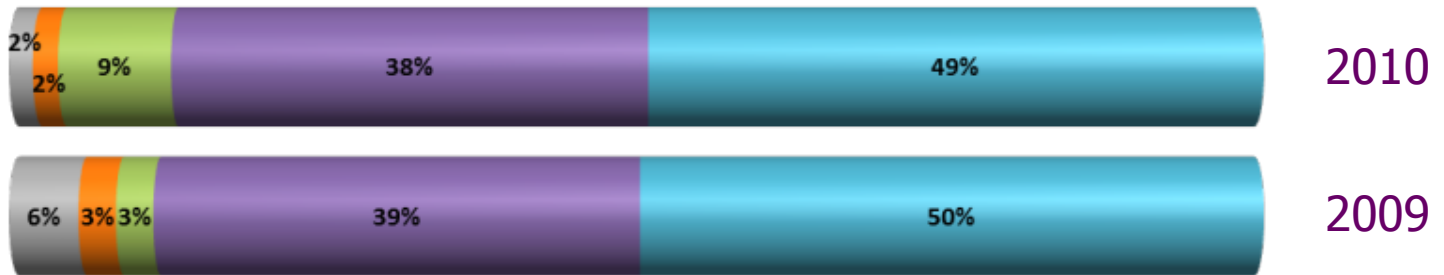


My work schedule allows me sufficient flexibility to meet my personal / family commitments



Staff

People are treated with respect here,
regardless of their job

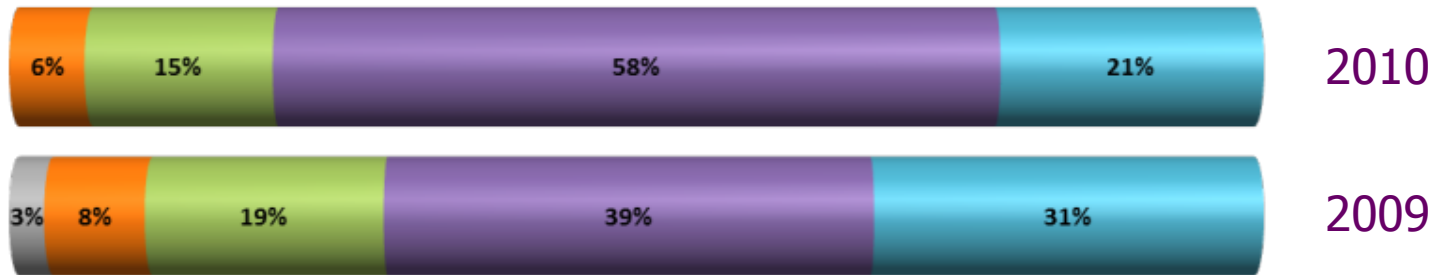


I am satisfied with the information I receive from the
Leadership Team on what's happening at Giant Steps

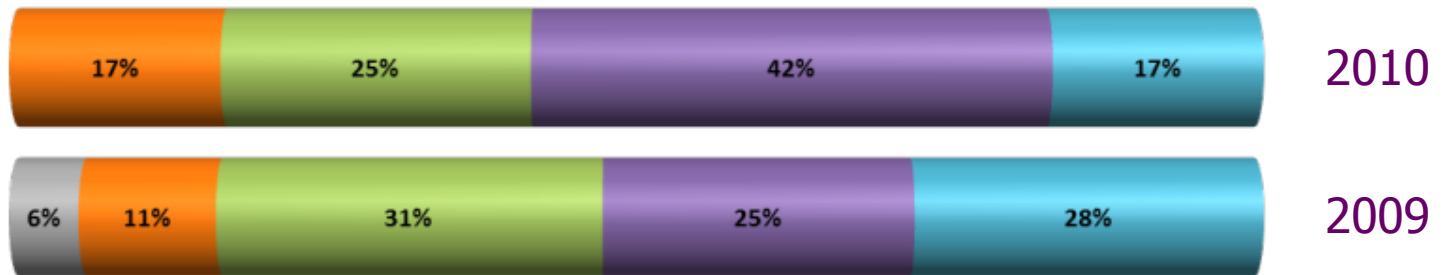
Staff



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

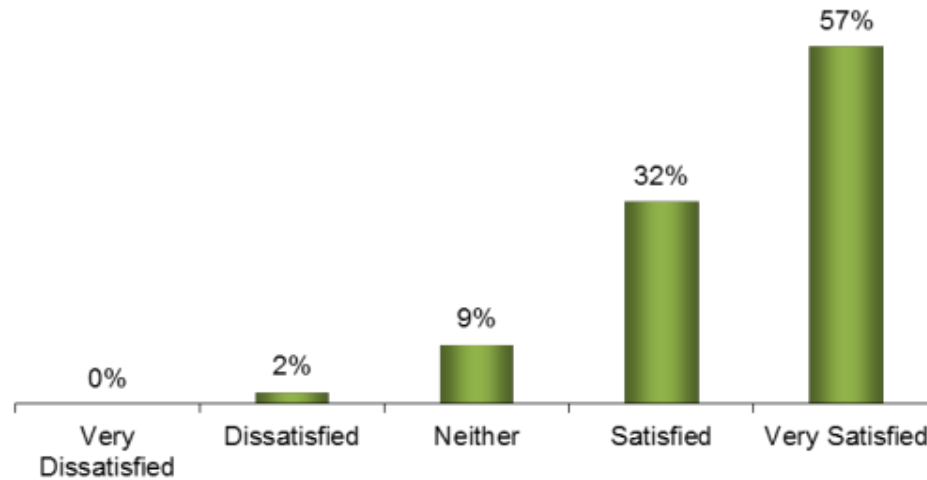


My supervisor gives me regular feedback on my job performance

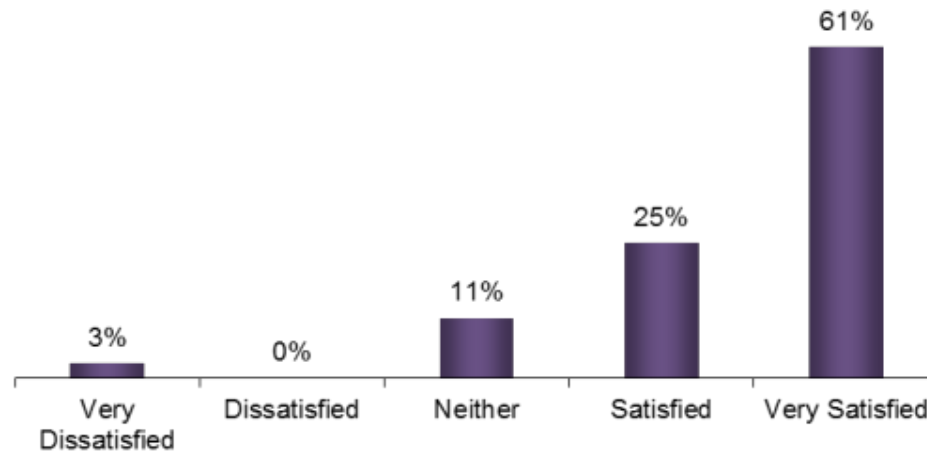


Staff

General Satisfaction - Staff



2010



2009

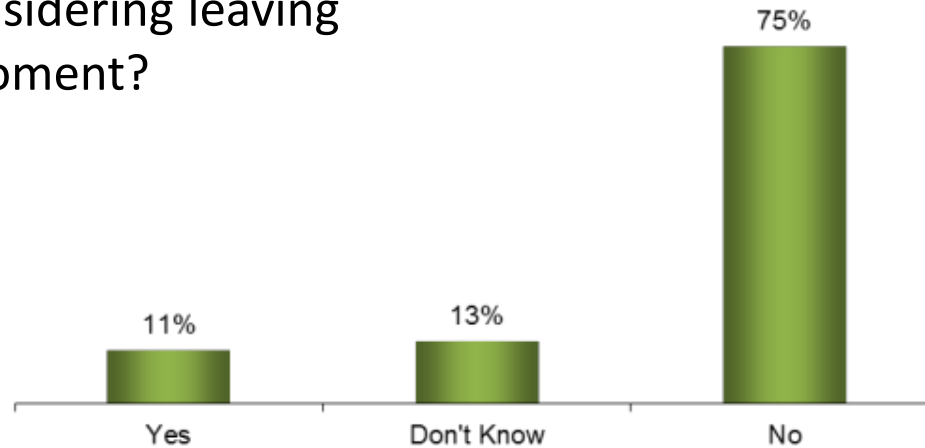
Staff

Imagine. Include. Innovate

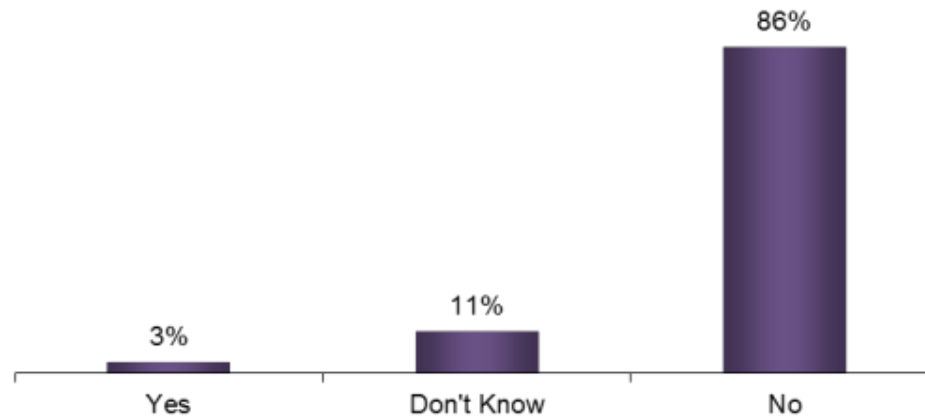
General Satisfaction - Staff



Are you seriously considering leaving Giant Steps at the moment?



2010

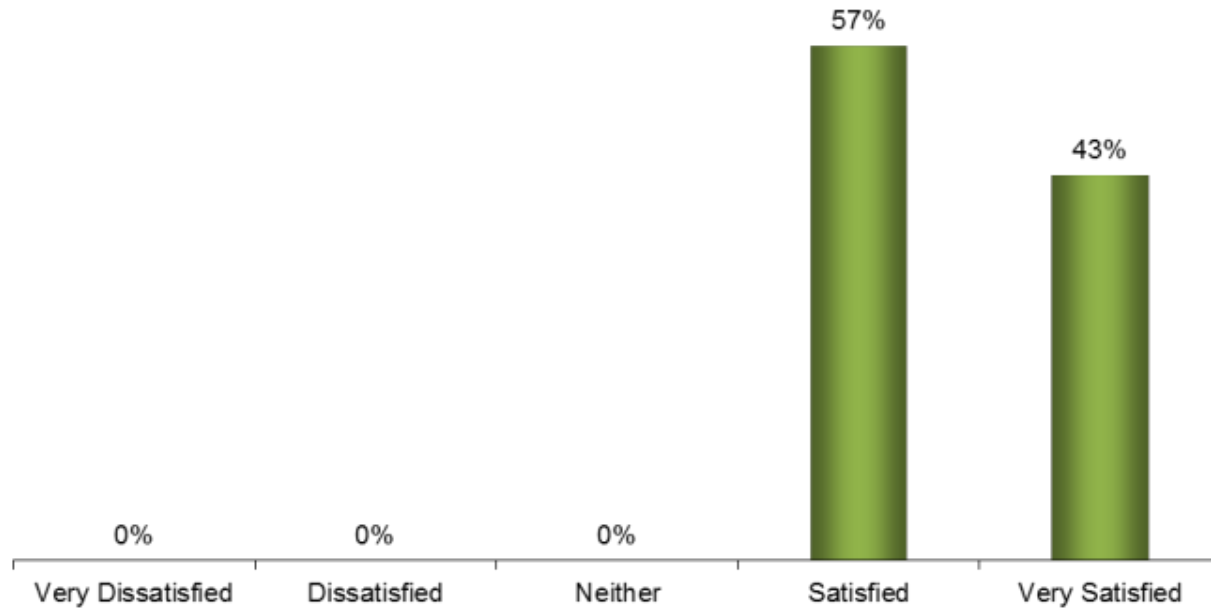


2009

Staff

Imagine. Include. Innovate

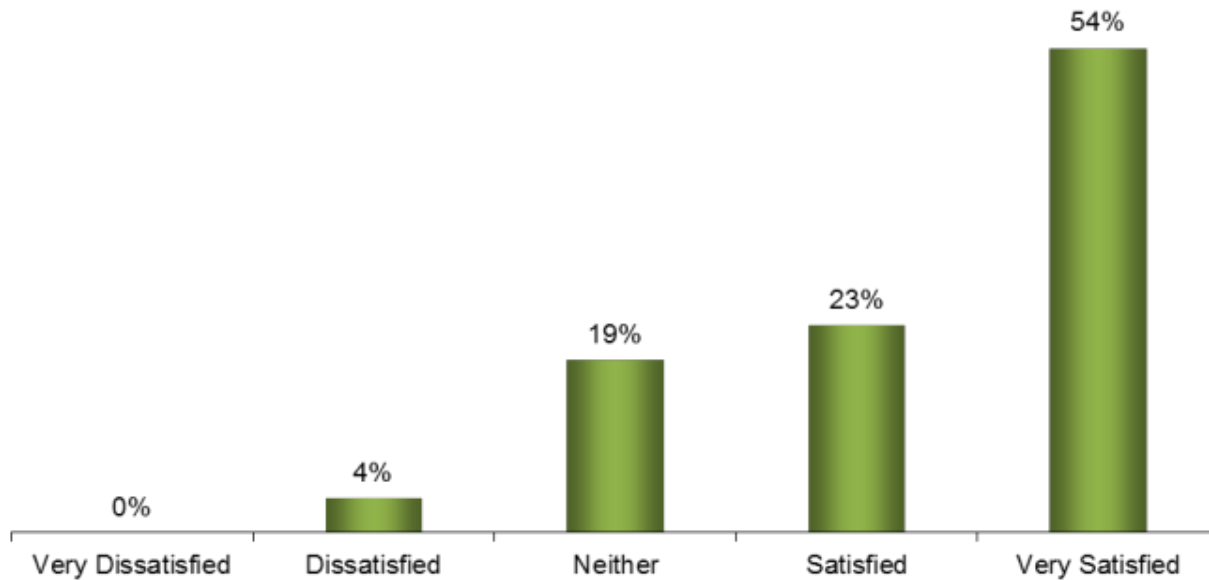
2010 General Satisfaction Early Learning (7)



Staff

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2010 General Satisfaction K – 6 (26)



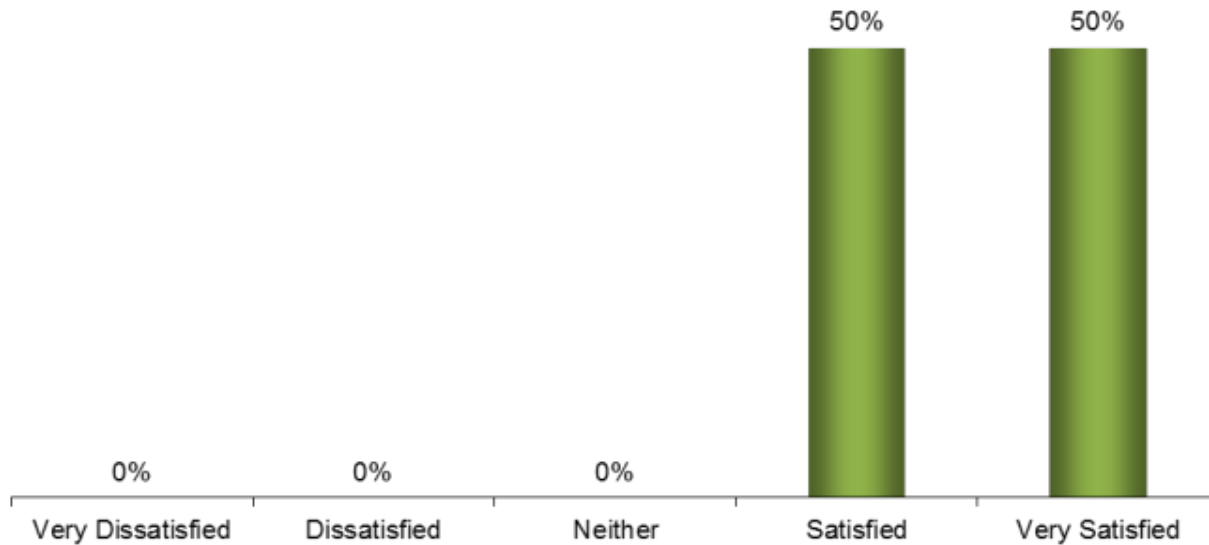
Staff

Imagine. Include. Innovate

2010 General Satisfaction Secondary (8)



Staff

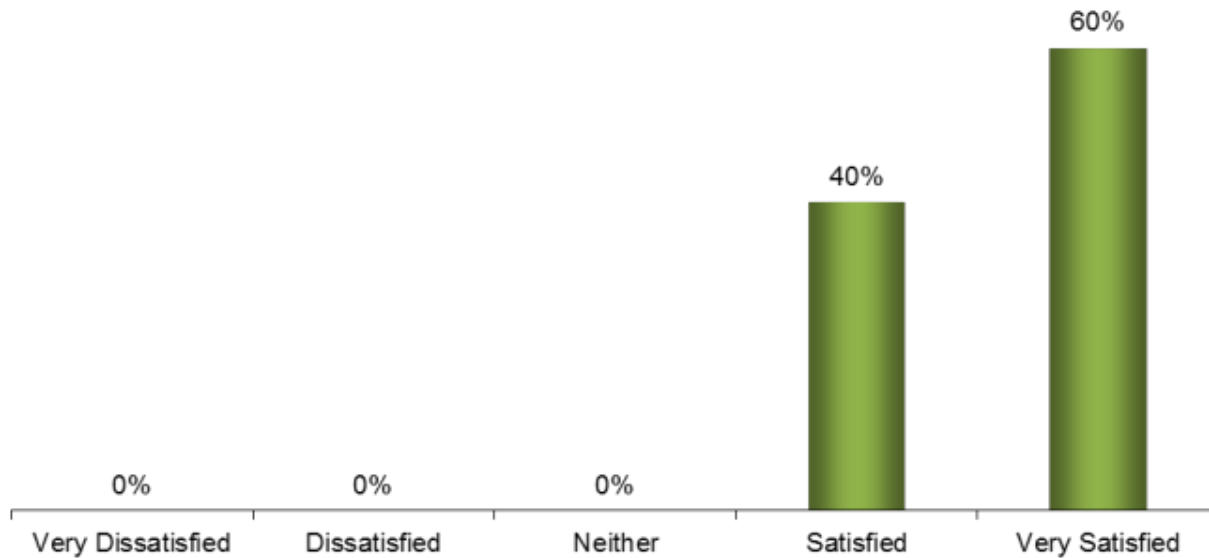


Imagine. Include. Innovate

2010 General Satisfaction Community College (5)



Staff

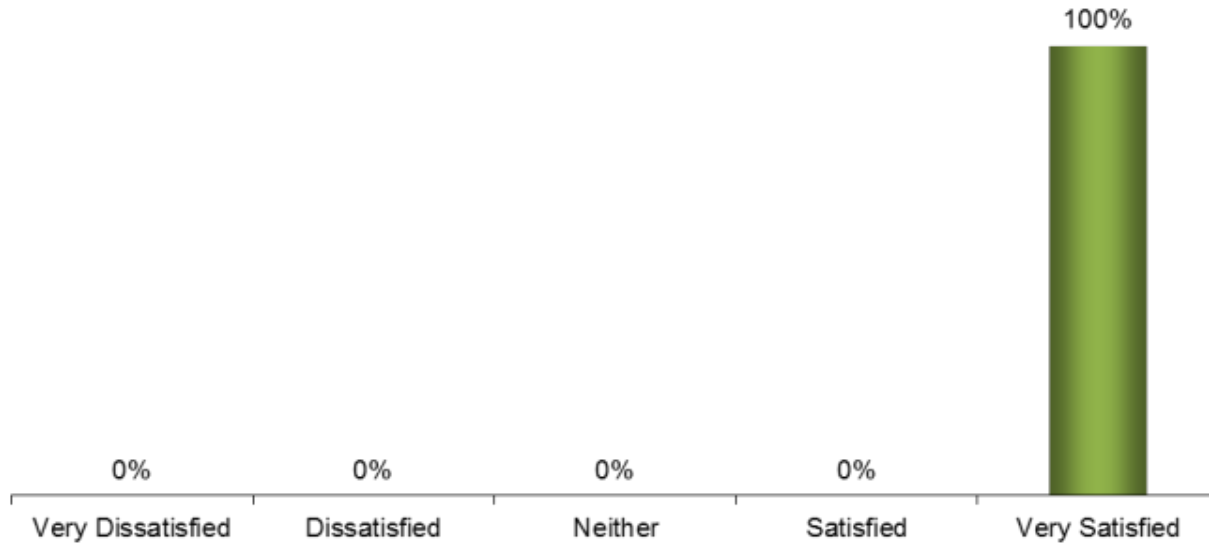


Imagine. Include. Innovate

2010 General Satisfaction Admin (6)



Staff



Imagine. Include. Innovate



SURVEY COMPARISONS STAFF

Participation Rate	44% 2009							65% 2010						
	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive
Staff Survey														
The people I work with co-operate to get the job done				3%	33%	64%	97%				8%	30%	62%	92%
My colleagues are dedicated to providing outstanding service to Giant Steps children and their families	3%	3%			28%	69%	97%				2%	19%	79%	98%
I feel valued as an employee of Giant Steps				22%	28%	50%	78%	6%		6%	8%	45%	40%	85%
My work gives me a feeling of personal accomplishment	3%		3%	3%	36%	58%	94%				8%	32%	60%	92%
I am recognised for the service I give to the children and their families	6%	3%	3%	19%	36%	36%	72%	6%	2%	4%	21%	49%	25%	74%
My work schedule allows me sufficient flexibility to meet my personal/family commitments	6%		6%	6%	61%	28%	89%	10%	2%	8%	13%	43%	34%	77%
I believe I have the opportunity for personal development and growth in my work for Giant Steps	9%	3%	6%	3%	42%	47%	89%				6%	47%	47%	94%
I have a very clear idea of my job responsibilities	3%		3%	6%	42%	50%	92%	6%	2%	4%	6%	53%	36%	89%
People are treated with respect here, regardless of their job	9%	6%	3%	3%	39%	50%	89%	4%	2%	2%	9%	38%	49%	87%
I am satisfied with the information I receive from the Leadership Team on what's happening at Giant Steps	11%		11%	6%	44%	36%	80%				6%	62%	32%	94%
Sufficient effort is made by the Leadership Team to get the views and opinions of people working at Giant Steps	9%	3%	6%	11%	44%	33%	77%	6%		6%	8%	62%	25%	87%



SURVEY COMPARISONS STAFF

Participation Rate	44% 2009							65% 2010						
	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive	Negative	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Positive
Staff Survey														
Staff get feedback from Leadership Team on how satisfied parents are with the work we perform	11%	3%	8%	19%	39%	31%	70%	6%	6%	15%	58%	21%	79%	
The Leadership Team is interested in the well-being of employees	9%	3%	6%	6%	33%	53%	86%	6%	2%	4%	6%	55%	34%	89%
I think management will act upon any issues identified through this survey	3%	3%	19%	39%	39%	78%	4%	4%	4%	64%	28%	92%		
Giant Steps has a clear vision, strategy and goals				3%	42%	56%	98%				2%	38%	60%	98%
Management actions clearly support the Giant Steps strategy and goals				8%	39%	50%	89%				6%	36%	58%	94%
My supervisor cares about me as a person	3%	3%	11%	31%	56%	87%	2%	2%	9%	47%	42%	89%		
My supervisor involves me in solving problems	8%	8%	8%	25%	58%	83%	4%	4%	13%	38%	45%	83%		
My supervisor gives me regular feedback on my job performance	17%	6%	11%	31%	25%	28%	53%	17%	17%	25%	42%	17%	59%	
SATISFACTION LEVELS		V Dis	Dis	Neither	Satis	V Satis			V Dis	Dis	Neither	Satis	V Satis	
Considering everything, how would you rate your satisfaction with Giant Steps at present?	3%	3%	11%	25%	61%	86%	2%	2%	9%	32%	57%	89%		
Are you seriously considering leaving Giant Steps at the moment?	3%	Yes	Don't Know	No				11%	Yes	Don't Know	No			
		3%	11%	86%	86%			11%	13%	75%	75%			

THANK YOU



Imagine. Include. Innovate