



## Standing Committee on Education and Community Inclusion

### **Inquiry into Annual and Financial Reports 2021-2022** **ANSWER TO QUESTION ON NOTICE**

Asked by Elizabeth Kikkert MLA: To ask the Minister for Early Childhood Development

Reference: Early Childhood Development, CSD Annual Report 2022, pp. 87–88

In relation to: Child and Family Centre Client Surveys

1. Can the minister please provide a copy of the former Child and Family Centre client satisfaction survey as well as the new version that will be used from 2022–23?

MINISTER Berry: The answer to the Member's question is as follows:–

The Child and Family Centres (CFC) existing Client Satisfaction Survey questions are outlined below. Work on finalisation of a new survey is ongoing.

The questions currently asked in the Client Satisfaction Survey are as follows:

1. Were the family contactable? If no, how many attempts were made to contact the family?
2. Would it be okay if I asked you some questions about your contact with the service?
3. Overall, were you satisfied with the services you and your family received?
4. What did you find useful about the service that you received?

As a result of your contact with the Child and Family Centre do you:

1. Feel more confident as a parent?
2. Feel more confident about finding and going to services for support?
3. Feel more connected to others?
4. As a result of your contact with the CFC has anything changed for you and your family?
5. What would you like to have happen in relation to the information you have just provided? (*If they answered NO to question "Would it be okay if I asked you some questions about your contact with the service?"*)
6. If you were to seek support again, would you come back to the Child and Family Centre?
7. Do you have any suggestions or comments about how we can improve the services for families?

Approved for circulation to the Standing Committee on Education and Community Inclusion

Signature:

Date:

8/11/22

By the Minister for Early Childhood Development, Yvette Berry MLA