

# Aboriginal Supported Child Development Programme 2009 Family Satisfaction Survey

2009	
Surveys Sent:	20
Responses Received:	11
Return Rate:	55%

2007	
Surveys Sent:	18
Responses Received:	5
Return Rate:	28%

RESPONSE METHODS 2009			
<b>Electronic:</b>			
<b>Sent:</b>	11	<b>Recd:</b>	8
<b>Return Rate:</b>	73%		
<b>Posted Mail:</b>			
<b>Sent:</b>	9	<b>Recd:</b>	3
<b>Return Rate:</b>	33%		

## PERFORMANCE INDICATORS:

### Satisfaction with the services that they received

90.2% of families agreed or strongly agreed that they were satisfied with the services received.

### Families who pay fees for service report that services are provided at a reasonable fee

90.0% of families agreed or strongly agreed that they received value for the fees charged (workshops only).

### Families report that Langley is a welcoming community for children and youth with special needs

100.0% of families agreed or strongly agreed that Langley has been a welcoming community for children with special needs.

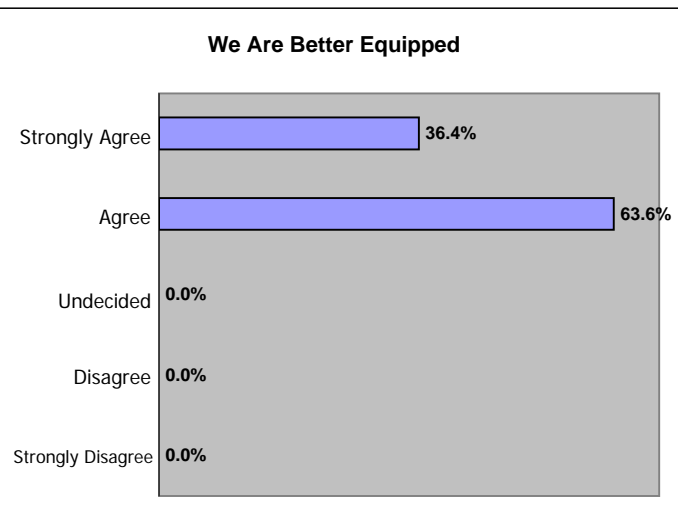
## 2009 Family Satisfaction Survey - ASCD

### SATISFACTION

**1. I am better equipped to address the needs of my child as a result of this programme.**

Answer Options	Response Frequency	Response Count
Strongly Agree	36.4%	4
Agree	63.6%	7
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		<b>11</b>

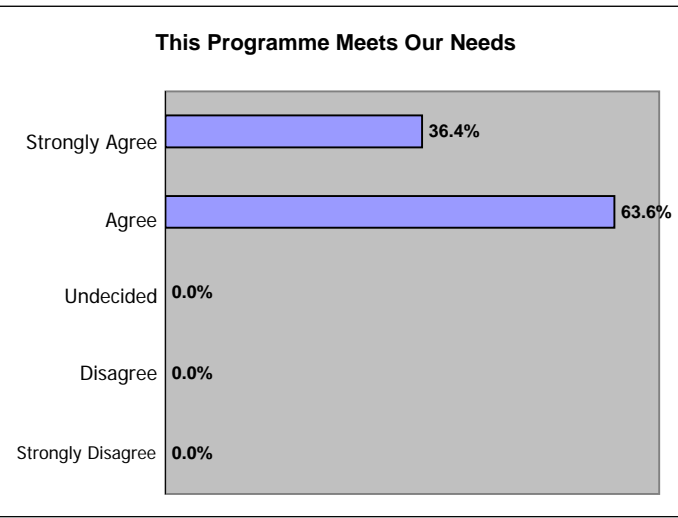
**Comments:**  
We are not currently using the program but BOY was it a life saver when we were. We are very grateful



**2. I am satisfied that the services provided by this programme meet the needs of my child and family.**

Answer Options	Response Frequency	Response Count
Strongly Agree	36.4%	4
Agree	63.6%	7
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		<b>11</b>

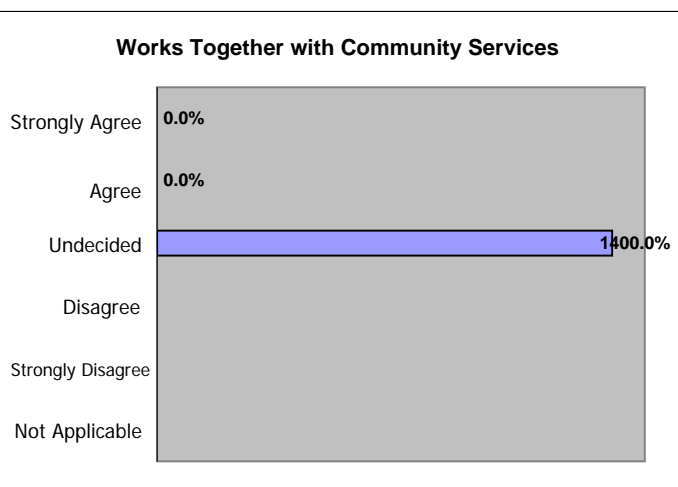
**Comments:**  
Really wish there was funding and support available to make child care more successful.



**3. I am satisfied that this programme works together with other community services (i.e. Supported Child Development, Therapists, Doctors, Mental Health, Public Health, etc.) to meet the needs of my child.**

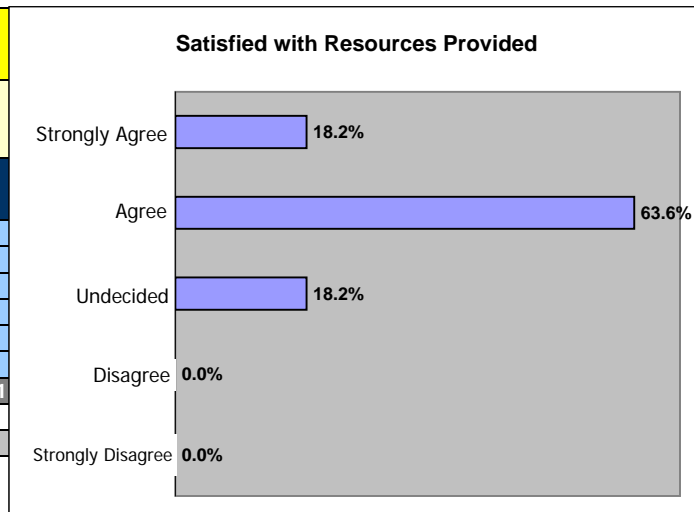
Answer Options	Response Frequency	Response Count
Strongly Agree	36.4%	4
Agree	45.5%	5
Undecided	18.2%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		<b>11</b>

**Comments:**  
I am very happy that Joyce and Keren have done all they could possibly do for my family

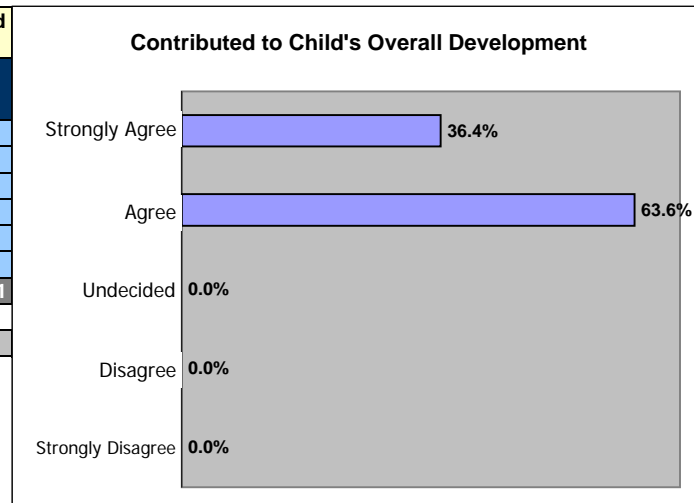


## 2009 Family Satisfaction Survey - ASCD

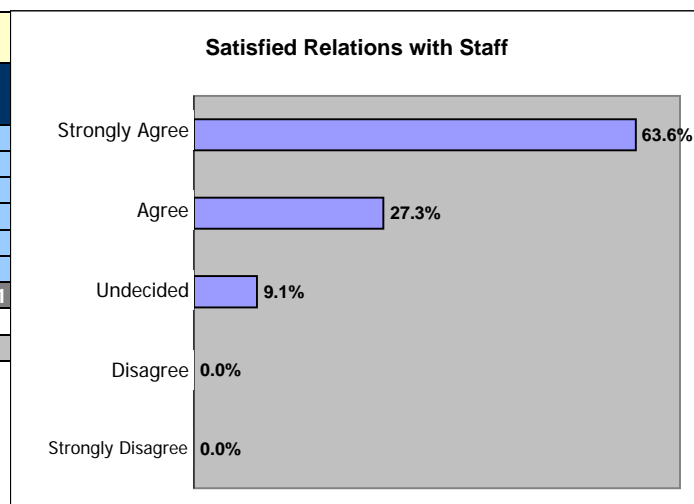
SATISFACTION		
4. I am satisfied that the resources (i.e. newsletter, workshops, toys, equipment, videos, articles, books, etc.) provided by this programme meet the needs of my child and family.		
Answer Options	Response Frequency	Response Count
Strongly Agree	18.2%	2
Agree	63.6%	7
Undecided	18.2%	2
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		<b>11</b>
<b>Comments:</b>		



5. I am satisfied that the services provided by this programme have contributed to my child's overall development.		
Answer Options	Response Frequency	Response Count
Strongly Agree	36.4%	4
Agree	63.6%	7
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		<b>11</b>
<b>Comments:</b>		

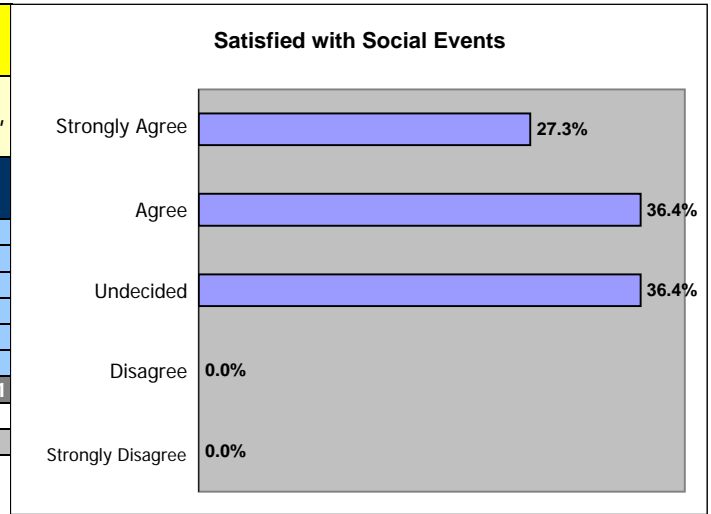


6. I am satisfied with the relationship I have with programme staff.		
Answer Options	Response Frequency	Response Count
Strongly Agree	63.6%	7
Agree	27.3%	3
Undecided	9.1%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		3
<i>answered question</i>		<b>11</b>
<b>Comments:</b>		
Everyone seems to be on the same page		
[Consultant] and [Therapist] have been excellent with explaining everything to me and giving me the support that Harrison requires.		
[Consultant] is fabulous!		

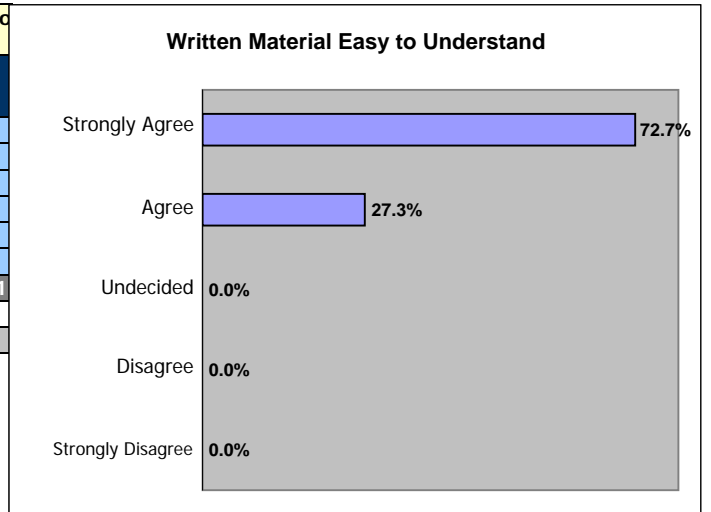


## 2009 Family Satisfaction Survey - ASCD

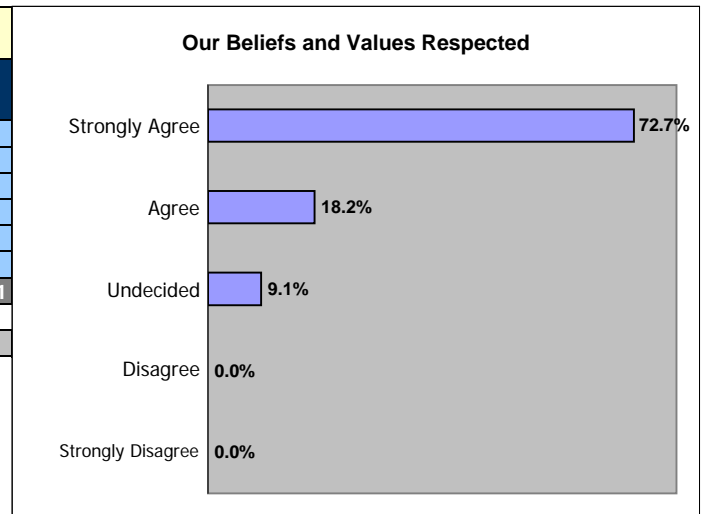
SATISFACTION		
<b>7. I am satisfied that the social events provided by the Langley Child Development Centre meet my needs (i.e. Aboriginal Family Night, Family Picnic, Toy Fair, Community Living Day, etc.).</b>		
Answer Options	Response Frequency	Response Count
Strongly Agree	27.3%	3
Agree	36.4%	4
Undecided	36.4%	4
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		2
<i>answered question</i>		<b>11</b>
<b>Comments:</b>		
Have only been to one		



8. I am satisfied that the written material provided by this programme is easy to understand.		
Answer Options	Response Frequency	Response Count
Strongly Agree	72.7%	8
Agree	27.3%	3
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		1
<i>answered question</i>		<b>11</b>
<b>Comments:</b>		
[Consultant] has done an amazing job with that		



9. I am satisfied that my family's beliefs and values are respected by this programme.		
Answer Options	Response Frequency	Response Count
Strongly Agree	72.7%	8
Agree	18.2%	2
Undecided	9.1%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		<b>11</b>
<b>Comments:</b>		



## 2009 Family Satisfaction Survey - ASCD

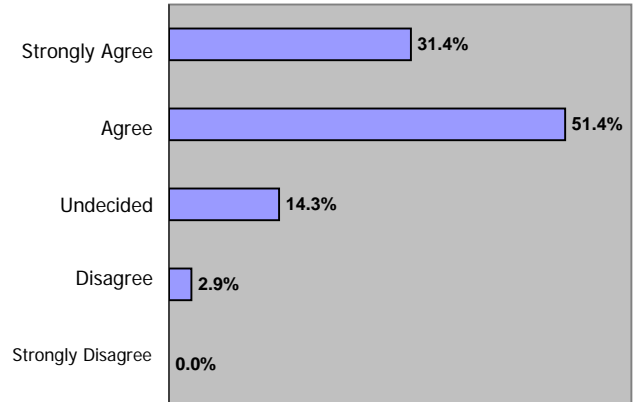
### SATISFACTION

**10. I am satisfied that I have more awareness of the supports available in my community as a result of this programme.**

Answer Options	Response Frequency	Response Count
Strongly Agree	31.4%	3
Agree	51.4%	8
Undecided	14.3%	0
Disagree	2.9%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		<b>11</b>

**Comments:**

#### More Aware of Supports in the Community

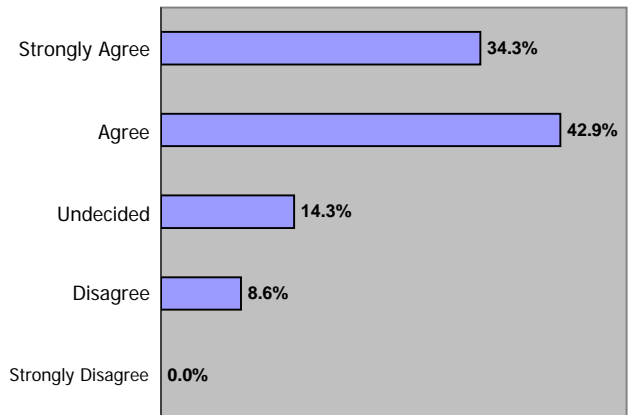


**11. I am satisfied that I have access to the same range of childcare services as all families.**

Answer Options	Response Frequency	Response Count
Strongly Agree	34.3%	6
Agree	42.9%	5
Undecided	14.3%	0
Disagree	8.6%	0
Strongly Disagree	0.0%	0
Comments:		0
<i>answered question</i>		<b>11</b>

**Comments:**

#### I Have Equal Access to Childcare Services



**12. I am satisfied that this service helps support my child's daycare/preschool costs (this service is not intended to fully cover the cost of daycare/preschool).**

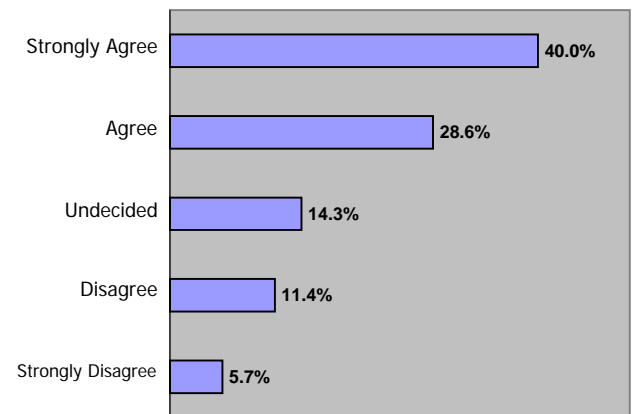
Answer Options	Response Frequency	Response Count
Strongly Agree	40.0%	6
Agree	28.6%	2
Undecided	14.3%	3
Disagree	11.4%	0
Strongly Disagree	5.7%	0
Comments:		3
<i>answered question</i>		<b>11</b>

**Comments:**

This has helped us alot

Again very grateful for your help!

#### Helps Support Daycare/Preschool Costs



## 2009 Family Satisfaction Survey - ASCD

### ACCESSIBILITY

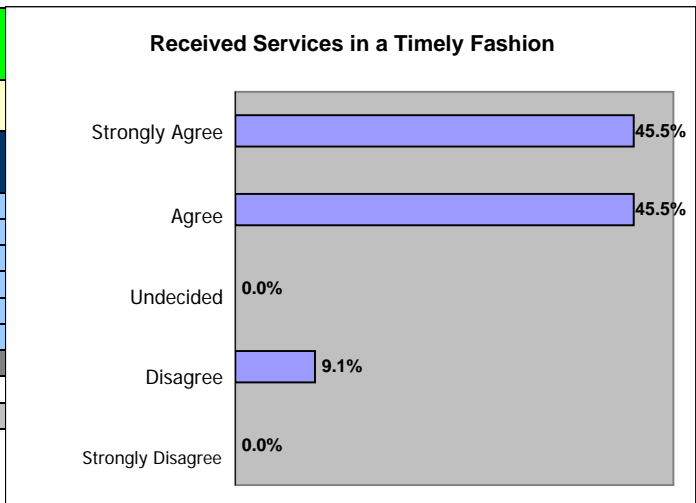
**1. I received services in a timely fashion after being referred to and/or registering for the programme.**

Answer Options	Response Frequency	Response Count
Strongly Agree	45.5%	5
Agree	45.5%	5
Undecided	0.0%	0
Disagree	9.1%	1
Strongly Disagree	0.0%	0
Comments:		2
<i>answered question</i>		<b>11</b>

**Comments:**

There are so many families in need and the waiting lists are far too long to address the needs of the children.

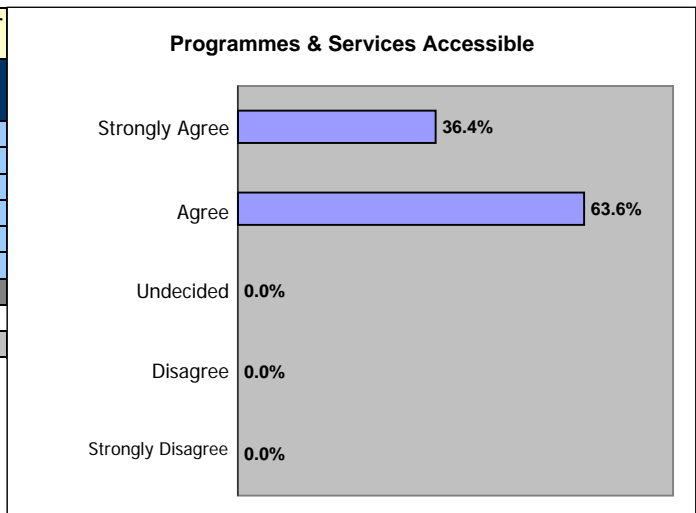
I found out at the end of August that my child would need/qualified for support and he had it the first day of school. Thanks



**2. Programmes and services are easily accessible (i.e. time, location, wheelchair accessibility, close to bus route, parking, etc.).**

Answer Options	Response Frequency	Response Count
Strongly Agree	36.4%	4
Agree	63.6%	7
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Suggestions to Improve Physical Accessibility:		0
<i>answered question</i>		<b>11</b>

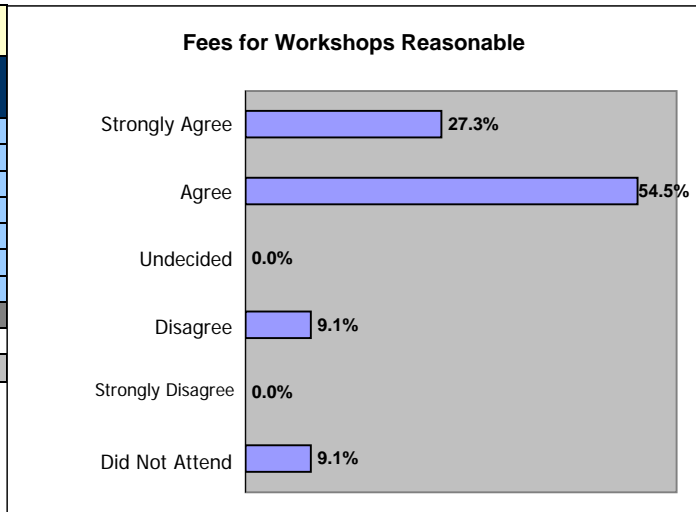
**Comments:**



**3. Workshops provided by Langley Child Development Centre are offered at a reasonable fee.**

Answer Options	Response Frequency	Response Count
Strongly Agree	27.3%	3
Agree	54.5%	6
Undecided	0.0%	0
Disagree	9.1%	1
Strongly Disagree	0.0%	0
Did not attend	9.1%	1
Suggestions to Improve Workshop Accessibility:		1
<i>answered question</i>		<b>11</b>

**Suggestions to Improve Workshop Accessibility:**



## 2009 Family Satisfaction Survey - ASCD

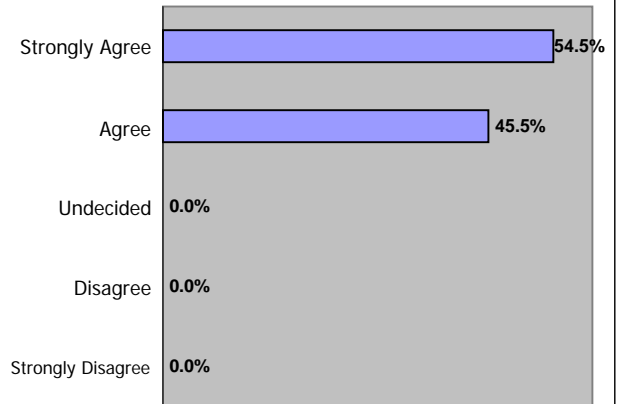
### ACCESSIBILITY

**4. In my experience, Langley has been a welcoming community to children who have special needs.**

Answer Options	Response Frequency	Response Count
Strongly Agree	54.5%	6
Agree	45.5%	5
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
What barriers, if any, have you encountered?		0
<i>answered question</i>		<b>11</b>

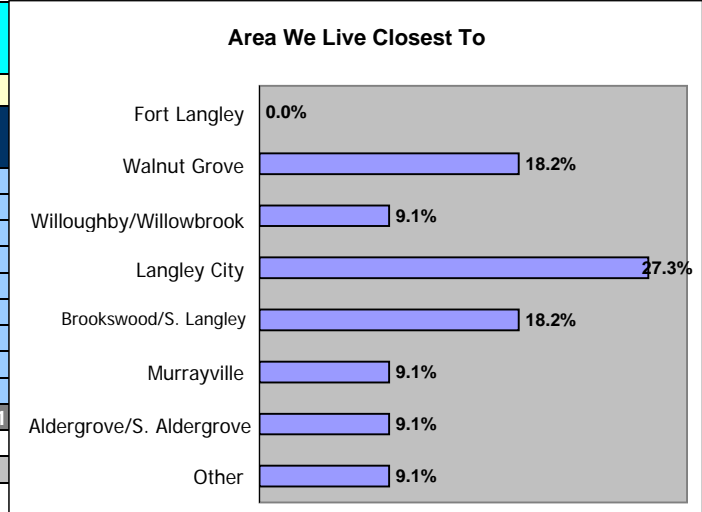
**Comments:**

**Langley is a Welcoming Community**



## 2009 Family Satisfaction Survey - ASCD

DEMOGRAPHICS		
Which area do you live closest to?		
Answer Options	Response Frequency	Response Count
Fort Langley	0.0%	0
Walnut Grove	18.2%	2
Willoughby/Willowbrook	9.1%	1
Langley City	27.3%	3
Brookswood/South Langley	18.2%	2
Murrayville	9.1%	1
Aldergrove/South Aldergrove	9.1%	1
Other	9.1%	1
Other (please specify):		1
<i>answered question</i>		<b>11</b>
<b>Comments:</b>		
Surrey with Preschool in Walnut Grove		



## 2009 Family Satisfaction Survey - ASCD

### GENERAL COMMENTS

#### 1. What I like best about the programme:

Answer Options	Response Count	
	11	
<i>answered question</i>	11	

#### Comments:

[Consultant and [Consultant]

Staff quality

Our programme consultant is so genuine and personable. She always has so much info available.

With supported child care we have been better able to deal with the challenges and have been given an accurate knowledge of what the challenges are. This has better p

The immediate support from the supervisor and her body of knowledge

family nights

I like all of the appointments are accommodated in your own home and are done at your convenience and the people are caring and respectful.

The support that I and my son's support worker receive from our consultant (Joyce)

That they come to you which is very convenient.

Support given by [Consultant].

[Consultant] was a wonderful consultant and always worked in the best interest of our children and family needs.

#### 2. What I would change about the programme:

Answer Options	Response Count	
	9	
<i>answered question</i>	9	

#### Comments:

Nothing.

Not sure.

Nothing at this point.

I think the direct worker should meet the family in person

That the waiting lists would be reduced to accommodate the needs of the children. A two year wait list for services is completely unacceptable.

?

Nothing.

Nothing.

Nothing.

#### 3. I would like to have a workshop offered on the following topic(s):

Answer Options	Response Count	
	4	
<i>answered question</i>	4	

#### Comments:

I would like to see a repeat of the workshop with the young man (age 17) who lives with autism.

FASD and prenatal exposure to crystal meth

I have no idea at this time.

More parenting issues for single families.

## 2009 Family Satisfaction Survey - ASCD

GENERAL COMMENTS		
I found the on-line survey easy to use.		
Answer Options	Response Frequency	Response Count
Strongly Agree	87.5%	7
Agree	12.5%	1
Undecided	0.0%	0
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Comments:		3
<i>answered question</i>		<b>8</b>
Comments:		

