

# SAMARITANS FIVE STAR FAMILY DAY CARE & IN HOME CHILD CARE



## EDUCATOR EXIT SURVEY

As part of the process of maintaining quality care and customer and staff satisfaction, we would appreciate if you could complete the following survey and return to us at your earliest convenience. This will help us to ensure that our service is meeting the requirements of our Educators and highlight any areas you feel may need addressing.

1. How long were you registered with Samaritans Five Star FDC/IHCC? \_\_\_\_\_
  
2. If you had children of your own at home whilst registered, please give their ages at the time of registration: \_\_\_\_\_
  
3. Had you worked in childcare before Samaritans Five Star FDC/IHCC? Y/N  
If yes, please give details: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
4. What was the most important reason you had for becoming a Educator? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
  
5. Did becoming a Educator fulfill this need? \_\_\_\_\_
  
6. What did you like best about providing care? *Please rank in order of priority, 1 being the most important and so on – do not rank items not important to you.*  
  - \_\_\_\_\_ being able to work from home
  - \_\_\_\_\_ being self-employed
  - \_\_\_\_\_ earning an income
  - \_\_\_\_\_ the appreciation of parents
  - \_\_\_\_\_ working with children
  - \_\_\_\_\_ the friendships I made with other Educators
  - \_\_\_\_\_ the friendships I made with parents
  - \_\_\_\_\_ the relationships developed with staff of the coordination unit
  - \_\_\_\_\_ the professional and personal development I gained through the experience and training
  - \_\_\_\_\_ the sense of accomplishment I felt in running my own childcare service and doing it well
  - \_\_\_\_\_ other : \_\_\_\_\_

7. Please indicate the areas that troubled you most in providing care. *Please rank in order of priority, 1 being the most important and so on – do not rank items not important to you.*

- \_\_\_\_\_ children's behaviour
- \_\_\_\_\_ isolation of working without other adults
- \_\_\_\_\_ children coming into care when ill
- \_\_\_\_\_ dealing with parents about money (fee increases, lat fees etc)
- \_\_\_\_\_ finding alternate care for children when I was sick/going on leave
- \_\_\_\_\_ lack of financial security
- \_\_\_\_\_ lack of public appreciation and acceptance of family day care
- \_\_\_\_\_ lack of support from family
- \_\_\_\_\_ lack of support from coordination unit
- \_\_\_\_\_ lack of access to further education
- \_\_\_\_\_ late pick-ups
- \_\_\_\_\_ long hours of work
- \_\_\_\_\_ low pay
- \_\_\_\_\_ the clutter in my home
- \_\_\_\_\_ the damage to my home and furniture
- \_\_\_\_\_ physical demands of the job
- \_\_\_\_\_ other : \_\_\_\_\_

8. Did you attend Educator training sessions offered by the service? *Please circle applicable.*

**Always**                      **Sometimes**                      **Only when compulsory**

9. How often did you attend Playsession? *Please circle applicable.*

**Fortnightly**              **Monthly**                      **Once a term**              **A few times a year**  
**I didn't attend**              **I attended another Playsession**

10. What did you like best about Playsession? *Please rank in order of priority, 1 being the most important and so on – do not rank items not important to you.*

- \_\_\_\_\_ a chance to mix with other Educators
- \_\_\_\_\_ activities for the children
- \_\_\_\_\_ an opportunity to get ideas for things to do with children
- \_\_\_\_\_ extra contact with the coordination unit staff
- \_\_\_\_\_ music & storytime
- \_\_\_\_\_ outdoor activities
- \_\_\_\_\_ having the children interact with others

11. What did you like least about Playsession? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

12. How often did you use Toy Library? *Please circle applicable*

**Never**

**Occasionally**

**Regularly**

13. Do you have any ideas or suggestions for Playsession or Toy Library? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

14. Which of these assisted you most with delivering quality home-based child care?  
*Please rank in order of priority, 1 being the most important and so on – do not rank items not important to you.*

\_\_\_\_\_ advice & support from the coordination unit

\_\_\_\_\_ availability of clear policies

\_\_\_\_\_ equipment

\_\_\_\_\_ information

\_\_\_\_\_ in-service training

\_\_\_\_\_ insurance

\_\_\_\_\_ interaction with other Educators

\_\_\_\_\_ mediating with parents

\_\_\_\_\_ Playgroup

\_\_\_\_\_ pre-service orientation

\_\_\_\_\_ safety checks

\_\_\_\_\_ staff visits

15. When I gave up being a Educator, the reason was: *Please rank in order of priority, 1 being the most important and so on – do not rank items not important to you.*

\_\_\_\_\_ I moved from the area

\_\_\_\_\_ I found the children in care too much for me

\_\_\_\_\_ my family were not happy with me running a childcare service from the home

\_\_\_\_\_ I no longer needed the money

\_\_\_\_\_ I needed a break

\_\_\_\_\_ I had to find a job where I could earn more money

\_\_\_\_\_ I was tired of staying at home and needed to get out of the house

\_\_\_\_\_ I was not offered enough support from the coordination unit

\_\_\_\_\_ Other: \_\_\_\_\_  
\_\_\_\_\_

16. What other services would have helped you provide home-based child care?

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17. Do you have any general comments to make about Samaritans Five Star  
FDC/IHCC? \_\_\_\_\_

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**Thankyou for taking the time to fill out this survey**